

ISO/IEC 27013:2015-12 (E)

Information technology - Security techniques - Guidance on the integrated implementation of ISO/IEC 27001 and ISO/IEC 20000-1

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms, definitions and abbreviated terms	1
4.1	Understanding the International Standards	2
4.4	Similarities and differences	2
5	Approaches for integrated implementation	3
5.1	General	3
5.2	Considerations of scope	4
5.3	Pre-implementation scenarios	5
5.3.1	General	5
5.3.2	Neither standard is currently used as the basis for a management system	5
5.3.3	A management system exists which fulfils the requirement of one of the standards	6
5.3.4	Separate management systems exist which fulfil the requirements of each standard	6
6	Integrated implementation considerations	7
6.1	General	7
6.2	Potential challenges	7
6.2.1	The usage and meaning of asset	7
6.2.2	Design and transition of services	8
6.2.3	Risk assessment and management	8
6.2.4	Differences in risk acceptance levels	9
6.2.5	Incident and problem management	9
6.2.6	Change management	11
6.3	Potential gains	12
6.3.1	Use of the Plan-Do-Check-Act cycle	12
6.3.2	Service level management and reporting	12
6.3.3	Management commitment	12
6.3.4	Capacity management	13
6.3.5	Management of third party risk	13
6.3.6	Continuity and availability management	14
6.3.7	Supplier management	14
6.3.8	Configuration management	14
6.3.9	Release and deployment management	15
6.3.10	Budgeting and accounting	15
Bibliography		39