

# ISO/IEC 27011:2016-12 (E)

## Information technology - Security techniques - Code of practice for Information security controls based on ISO/IEC 27002 for telecommunications organizations

---

<b>Contents</b>		<b>Page</b>
1	Scope .....	1
2	Normative references.....	1
3	Definitions and abbreviations .....	1
3.1	Definitions.....	1
3.2	Abbreviations .....	2
4	Overview .....	2
4.1	Structure of this Recommendation   International Standard.....	2
4.2	Information security management systems in telecommunications organizations.....	3
5	Information security policies .....	5
6	Organization of information security.....	5
6.1	Internal organization .....	5
6.2	Mobile devices and teleworking.....	6
7	Human resource security .....	6
7.1	Prior to employment.....	6
7.2	During employment .....	7
7.3	Termination or change of employment .....	7
8	Asset management.....	7
8.1	Responsibility for assets.....	7
8.2	Information classification.....	8
8.3	Media handling.....	8
9	Access control .....	8
9.1	Business requirement for access control .....	8
9.2	User access management.....	9
9.3	User responsibilities .....	9
9.4	System and application access control .....	9
10	Cryptography.....	9
11	Physical and environmental security .....	9
11.1	Secure areas.....	9
11.2	Equipment .....	10
12	Operations security.....	12
12.1	Operational procedures and responsibilities.....	12
12.2	Protection from malware.....	13
12.3	Backup .....	13
12.4	Logging and monitoring.....	13
12.5	Control of operational software.....	13
12.6	Technical vulnerability management .....	14
12.7	Information systems audit considerations .....	14
13	Communications security .....	14
13.1	Network security management.....	14
13.2	Information transfer.....	15
14	System acquisition, development and maintenance .....	16
14.1	Security requirements of information systems .....	16
14.2	Security in development and support processes .....	16
14.3	Test data .....	16

15	Supplier relationships .....	16
15.1	Information security in supplier relationships .....	16
15.2	Supplier service delivery management.....	17
16	Information security incident management .....	17
16.1	Management of information security incidents and improvements.....	17
17	Information security aspects of business continuity management.....	19
17.1	Information security continuity .....	19
17.2	Redundancies .....	20
18	Compliance.....	20
	Annex A – Telecommunications extended control set .....	21
	Annex B – Additional guidance for network security .....	29
	B.1 Security measures against network attacks .....	29
	B.2 Network security measures for network congestion.....	30
	Bibliography.....	31