

ISO/IEC 27035-2:2016-11 (E)

Information technology - Security techniques - Information security incident management - Part 2: Guidelines to plan and prepare for incident response

Contents		Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms, definitions and abbreviated terms	2
3.1 Terms and definitions	2
3.2 Abbreviated terms	2
4 Information security incident management policy	3
4.1 General	3
4.2 Involved parties	3
4.3 Information security incident management policy content	4
5 Updating of information security policies	6
5.1 General	6
5.2 Linking of policy documents	6
6 Creating information security incident management plan	6
6.1 General	6
6.2 Information security incident management plan built on consensus	7
6.3 Involved parties	8
6.4 Information security incident management plan content	8
6.5 Incident classification scale	12
6.6 Incident forms	12
6.7 Processes and procedures	12
6.8 Trust and confidence	13
6.9 Handling confidential or sensitive information	14
7 Establishing an incident response team (IRT)	14
7.1 General	14
7.2 IRT types and roles	14
7.3 IRT staff	16
8 Establishing relationships with other organizations	19
8.1 General	19
8.2 Relationship with other parts of the organization	19
8.3 Relationship with external interested parties	20
9 Defining technical and other support	20
9.1 General	20
9.2 Examples of technical support	22
9.3 Examples of other support	22
10 Creating information security incident awareness and training	22
11 Testing the information security incident management plan	24
11.1 General	24
11.2 Exercise	24
11.2.1 Defining the goal of the exercise	24
11.2.2 Defining the scope of an exercise	25
11.2.3 Conducting an exercise	25
11.3 Incident response capability monitoring	26
11.3.1 Implementing an incident response capability monitoring program	26
11.3.2 Metrics and governance of incident response capability monitoring	26

12	Lessons learned	27
12.1	General.....	27
12.2	Identifying the lessons learned.....	27
12.3	Identifying and making improvements to information security control implementation.....	28
12.4	Identifying and making improvements to information security risk assessment and management review results.....	28
12.5	Identifying and making improvements to the information security incident management plan.....	28
12.6	IRT evaluation.....	29
12.7	Other improvements.....	30
	Annex A (informative) Legal and regulatory aspects	31
	Annex B (informative) Example information security event, incident and vulnerability reports and forms	34
	Annex C (informative) Example approaches to the categorization and classification of information security events and incidents	46
	Bibliography	57