

ISO/IEC 27013:2021-11 (E)

Information security, cybersecurity and privacy protection - 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 and definitions	1
4	Overview of ISO/IEC 27001 and ISO/IEC 20000-1	1
4.1	Understanding ISO/IEC 27001 and ISO/IEC 20000-1	1
4.2	ISO/IEC 27001 concepts	2
4.3	ISO/IEC 20000-1 concepts	2
4.4	Similarities and differences	2
5	Approaches for integrated implementation	3
5.1	General	3
5.2	Considerations of scope	3
5.3	Pre-implementation scenarios	4
5.3.1	General	4
5.3.2	Neither standard is currently used as the basis for a management system	4
5.3.3	The management system fulfils the requirements of one of the standards	5
5.3.4	Separate management systems exist which fulfil the requirements of each standard	6
6	Integrated implementation considerations	6
6.1	General	6
6.2	Potential challenges	7
6.2.1	Requirements and controls	7
6.2.2	Assets and configuration items	7
6.2.3	Service design and transition	8
6.2.4	Risk assessment and management	9
6.2.5	Risk and other parties	10
6.2.6	Incident management	10
6.2.7	Problem management	11
6.2.8	Gathering of evidence	12
6.2.9	Major incident management	12
6.2.10	Classification and escalation of incidents	12
6.2.11	Change management	13
6.3	Potential gains	13
6.3.1	Service level management and reporting	13
6.3.2	Management commitment and continual improvement	13
6.3.3	Capacity management	14
6.3.4	Management of third parties and related risk	14
6.3.5	Continuity and availability management	15
6.3.6	Release and deployment management	15
Annex A (informative)	Correspondence between ISO/IEC 27001:2013, Clauses 1 to 10, and ISO/IEC 20000-1:2018, Clauses 1 to 10	17

Annex B (informative) Correspondence between the controls in ISO/IEC 27001:2013, Annex A, and the requirements in ISO/IEC 20000-1:2018, Clauses 4 to 10	19
Annex C (informative) Comparison of terms and definitions between ISO/IEC 27000:2018 and ISO/IEC 20000-1:2018	22
Bibliography	60