

ISO IEC 27002 2005 (17799 2005) TRANSLATED INTO PLAIN ENGLISH

13. INFORMATION SECURITY INCIDENT MANAGEMENT	RESPONSES	ASSIGNED TO	START	FINISH
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13.1 REPORT INFORMATION SECURITY EVENTS AND WEAKNESSES								
1	GOAL	Make sure that information system security incidents are promptly reported.	TODO	DONE	NA			
2	GOAL	Make sure that information system security events and weaknesses are promptly communicated.	TODO	DONE	NA			
3	GOAL	Make sure that information security incident reports and communications allow timely corrective actions to be taken.	TODO	DONE	NA			
4	GOAL	Establish formal security event reporting procedures.	TODO	DONE	NA			
5	GOAL	Establish formal security escalation procedures.	TODO	DONE	NA			
6	GOAL	Make sure that all employees know how to report information security events and weaknesses.	TODO	DONE	NA			
7	GOAL	Make sure that all contractors know how to report information security events and weaknesses.	TODO	DONE	NA			
8	GOAL	Make sure that all third party users know how to report information security events and weaknesses.	TODO	DONE	NA			
9	GOAL	Make sure that employees are officially required to report information security events and weaknesses to a designated point of contact.	TODO	DONE	NA			
10	GOAL	Make sure that contractors are officially required to report information security events and weaknesses to a designated point of contact.	TODO	DONE	NA			
11	GOAL	Make sure that third party users are officially required to report information security events and weaknesses to a designated point of contact.	TODO	DONE	NA			
13.1.1 REPORT INFORMATION SECURITY EVENTS AS QUICKLY AS POSSIBLE								
12	CTRL	Report information security events using the appropriate management reporting channels.	TODO	DONE	NA			
13	CTRL	Make sure that security events are reported promptly.	TODO	DONE	NA			
14	GUIDE	Establish a formal information security event reporting procedure.	TODO	DONE	NA			

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15	GUIDE	Make sure that your information security event reporting procedure establishes a point of contact.	TODO	DONE	NA			
16	GUIDE	Make sure that your point of contact is known throughout your organization.	TODO	DONE	NA			
17	GUIDE	Make sure that your organization's point of contact is always available.	TODO	DONE	NA			
18	GUIDE	Make sure that your point of contact is able to respond adequately.	TODO	DONE	NA			
19	GUIDE	Make sure that your point of contact can respond in a timely manner.	TODO	DONE	NA			
20	GUIDE	Establish a formal incident response and escalation procedure.	TODO	DONE	NA			
21	GUIDE	Make sure that your incident response and escalation procedure identifies the actions that must be taken when an information security report is received.	TODO	DONE	NA			
22	GUIDE	Make sure that all employees are aware of their responsibility to promptly report all information security events.	TODO	DONE	NA			
23	GUIDE	Make sure that all contractors are aware of their responsibility to promptly report all information security events.	TODO	DONE	NA			
24	GUIDE	Make sure that all third party users are aware of their responsibility to promptly report all information security events.	TODO	DONE	NA			
25	GUIDE	Make sure that all employees know how to use your information security event reporting procedure to report to the point of contact.	TODO	DONE	NA			
26	GUIDE	Make sure that all contractors know how to use your information security event reporting procedure to report to the point of contact.	TODO	DONE	NA			
27	GUIDE	Make sure that all third party users know how to use your information security event reporting procedure to report to the point of contact.	TODO	DONE	NA			

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28	GUIDE	Make sure that your information security event reporting procedure includes a suitable feedback process to ensure that people are informed about the results that were achieved.	TODO	DONE	NA			
29	GUIDE	Make sure that your information security event reporting procedure includes a form that people can use to report and record security events.	TODO	DONE	NA			
30	GUIDE	Make sure that your information security event reporting procedure makes it clear that all important event details must be recorded immediately.	TODO	DONE	NA			
31	GUIDE	Make sure that your information security event reporting procedure makes it clear that people should record the type of breach or malfunction, the message on the screen, in addition to any other strange or unusual aspects.	TODO	DONE	NA			
32	GUIDE	Make sure that your information security event reporting procedure makes it clear that people should avoid taking any remedial actions, and should, instead, immediately report the event to the point of contact.	TODO	DONE	NA			
33	GUIDE	Make sure that your information security event reporting procedure makes it clear that a formal disciplinary process will be followed when someone commits a security breach.	TODO	DONE	NA			
34	GUIDE	Establish duress alarms that people working in high-risk environments can secretly use to indicate that a serious security event is occurring.	TODO	DONE	NA			
35	GUIDE	Establish duress alarm response procedures to ensure that every duress alarm is handled properly and without delay.	TODO	DONE	NA			
36	NOTE	Make sure that your security incident reporting and response procedures handle loss of service incidents.	TODO	DONE	NA			
37	NOTE	Make sure that your security incident reporting and response procedures handle loss of equipment incidents.	TODO	DONE	NA			
38	NOTE	Make sure that your security incident reporting and response procedures handle loss of facilities incidents.	TODO	DONE	NA			
39	NOTE	Make sure that your security incident reporting and response procedures handle system malfunctions.	TODO	DONE	NA			
40	NOTE	Make sure that your security incident reporting and response procedures handle system overloads.	TODO	DONE	NA			

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41	NOTE	Make sure that your security incident reporting and response procedures handle human errors.	TODO	DONE	NA			
42	NOTE	Make sure that your security incident reporting and response procedures handle policy noncompliances.	TODO	DONE	NA			
43	NOTE	Make sure that your security incident reporting and response procedures handle guideline violations.	TODO	DONE	NA			
44	NOTE	Make sure that your security incident reporting and response procedures handle access violations.	TODO	DONE	NA			
45	NOTE	Make sure that your security incident reporting and response procedures handle software malfunctions.	TODO	DONE	NA			
46	NOTE	Make sure that your security incident reporting and response procedures handle hardware malfunctions.	TODO	DONE	NA			
47	NOTE	Make sure that your security incident reporting and response procedures handle physical security breaches.	TODO	DONE	NA			
48	NOTE	Make sure that your security incident reporting and response procedures handle uncontrolled system changes.	TODO	DONE	NA			
49	NOTE	Use anonymous information security incidents to make users aware of security issues and what they can do to avoid and respond to similar incidents (also see 8.2.2).	TODO	DONE	NA			
50	NOTE	Collect evidence as soon as possible after the occurrence of an information security incident or event (see 13.2.3).	TODO	DONE	NA			
51	NOTE	See ISO/IEC TR 18044 for more information about reporting and managing information security incidents.	TODO	DONE	NA			

13.1.2 REPORT SECURITY WEAKNESSES IN SYSTEMS AND SERVICES

52	CTRL	Make sure that all employees are officially required to record and report all observed or suspected security weaknesses in information systems and services.	TODO	DONE	NA			
53	CTRL	Make sure that all contractors are officially required to record and report all observed or suspected security weaknesses in information systems and services.	TODO	DONE	NA			
54	CTRL	Make sure that all third party users are officially required to record and report all observed or suspected security weaknesses in information systems and services.	TODO	DONE	NA			

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55	GUIDE	Prevent information security incidents by making sure that all employees promptly report observed or suspected security weaknesses to their manager or service provider.	TODO	DONE	NA			
56	GUIDE	Prevent information security incidents by making sure that all contractors promptly report observed or suspected security weaknesses to their manager or service provider.	TODO	DONE	NA			
57	GUIDE	Prevent information security incidents by making sure that all third party users promptly report observed or suspected security weaknesses to their manager or service provider.	TODO	DONE	NA			
58	GUIDE	Make sure that your security weakness reporting mechanism is easy to use and always available.	TODO	DONE	NA			
59	NOTE	Make sure that all employees understand that they should not try to test a suspected weakness or prove that it is real.	TODO	DONE	NA			
60	NOTE	Make sure that all contractors understand that they should not try to test a suspected weakness or prove that it is real.	TODO	DONE	NA			
61	NOTE	Make sure that third party users understand that they should not try to test a suspected weakness or prove that it is real.	TODO	DONE	NA			

13.2 MANAGE INFORMATION SECURITY INCIDENTS AND IMPROVEMENTS

62	GOAL	Make sure that your information security incident management approach is both effective and consistently applied.	TODO	DONE	NA			
63	GOAL	Make people responsible for handling information security events and weaknesses once they have been reported.	TODO	DONE	NA			
64	GOAL	Establish procedures for handling information security events and weaknesses once they have been reported.	TODO	DONE	NA			
65	GOAL	Continually improve how you manage your organization's information security incidents.	TODO	DONE	NA			
66	GOAL	Continually improve how you respond to your organization's information security incidents.	TODO	DONE	NA			
67	GOAL	Continually improve how you monitor your organization's information security incidents.	TODO	DONE	NA			
68	GOAL	Continually improve how you evaluate your organization's information security incidents.	TODO	DONE	NA			
69	GOAL	Collect evidence about information security incidents whenever it is required in order to support legal action.	TODO	DONE	NA			

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13.2.1 ESTABLISH INCIDENT RESPONSE RESPONSIBILITIES AND PROCEDURES								
70	CTRL	Assign information security incident response responsibilities.	TODO	DONE	NA			
71	CTRL	Establish information security incident response procedures.	TODO	DONE	NA			
72	CTRL	Make sure that your response to information security incidents is quick, effective, and orderly.	TODO	DONE	NA			
73	GUIDE	Make sure that your incident response procedures can handle a wide variety of information security incidents.	TODO	DONE	NA			
74	GUIDE	Develop procedures to handle information system failures.	TODO	DONE	NA			
75	GUIDE	Develop procedures to handle the misuse of systems.	TODO	DONE	NA			
76	GUIDE	Develop procedures to handle the loss of service.	TODO	DONE	NA			
77	GUIDE	Develop procedures to handle malicious code incidents.	TODO	DONE	NA			
78	GUIDE	Develop procedures to handle denial of service attacks.	TODO	DONE	NA			
79	GUIDE	Develop procedures to handle incomplete business data.	TODO	DONE	NA			
80	GUIDE	Develop procedures to handle inaccurate business data.	TODO	DONE	NA			
81	GUIDE	Develop procedures to handle confidentiality breaches.	TODO	DONE	NA			
82	GUIDE	Develop procedures to handle integrity breaches.	TODO	DONE	NA			
83	GUIDE	Make sure that your security incident response procedures expect people to identify and analyze the causes of your information security incidents.	TODO	DONE	NA			
84	GUIDE	Make sure that your security incident response procedures expect people to figure out how to contain the damage.	TODO	DONE	NA			
85	GUIDE	Make sure that your security incident response procedures expect people to plan how to implement corrective actions.	TODO	DONE	NA			
86	GUIDE	Make sure that your security incident response procedures expect people to plan how to implement preventive actions.	TODO	DONE	NA			
87	GUIDE	Make sure that your security incident response procedures expect people to take corrective and preventive actions.	TODO	DONE	NA			

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88	GUIDE	Make sure that your security incident response procedures expect people to communicate with those who are affected by information security incidents.	TODO	DONE	NA			
89	GUIDE	Make sure that your security incident response procedures expect people to communicate with those who are trying to recover from information security incidents.	TODO	DONE	NA			
90	GUIDE	Make sure that your security incident response procedures expect people to report corrective and preventive actions to the appropriate authorities.	TODO	DONE	NA			
91	GUIDE	Make sure that your security incident response procedures expect people to study audit trails and collect evidence about your information security incidents (see 13.2.3).	TODO	DONE	NA			
92	GUIDE	Use evidence to analyze your security incidents.	TODO	DONE	NA			
93	GUIDE	Collect forensic evidence for breach of contract purposes.	TODO	DONE	NA			
94	GUIDE	Collect forensic evidence to address regulatory violations.	TODO	DONE	NA			
95	GUIDE	Collect forensic evidence to support legal proceedings.	TODO	DONE	NA			
96	GUIDE	Collect evidence in compliance with computer misuse or data protection legislation.	TODO	DONE	NA			
97	GUIDE	Collect evidence to support your compensation negotiations with software and service suppliers.	TODO	DONE	NA			
98	GUIDE	Control actions taken to recover from security breaches.	TODO	DONE	NA			
99	GUIDE	Control actions taken to correct information system failures.	TODO	DONE	NA			
100	GUIDE	Establish procedures to control how people correct and recover from information security failures.	TODO	DONE	NA			
101	GUIDE	Make sure that your recovery procedures allow only authorized personnel to access live systems and data (see section 6.2 on controlling external party access).	TODO	DONE	NA			
102	GUIDE	Make sure that your recovery procedures expect people to document all emergency responses in great detail.	TODO	DONE	NA			
103	GUIDE	Make sure that your recovery procedures expect people to report emergency responses to management.	TODO	DONE	NA			

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104	GUIDE	Make sure that recovery procedures expect management to carry out an orderly review of emergency responses.	TODO	DONE	NA			
105	GUIDE	Make sure that your recovery procedures expect people to promptly verify the integrity of vulnerable business systems.	TODO	DONE	NA			
106	GUIDE	Make sure that your recovery procedures expect people to promptly verify that all relevant controls are still effective.	TODO	DONE	NA			
107	GUIDE	Establish your organization's information security incident management objectives and priorities.	TODO	DONE	NA			
108	GUIDE	Make sure that those responsible for handling security incidents understand your organization's information security incident management objectives and priorities.	TODO	DONE	NA			
109	NOTE	Coordinate your response to information security incidents with external organizations whenever security incidents transcend organizational boundaries.	TODO	DONE	NA			
110	NOTE	Coordinate your response to information security incidents with external organizations whenever security incidents transcend national boundaries.	TODO	DONE	NA			
13.2.2 LEARN FROM YOUR INFORMATION SECURITY INCIDENTS								
111	CTRL	Develop mechanisms that you can use to learn about your organization's information security incidents.	TODO	DONE	NA			
112	CTRL	Monitor and quantify the types of security incidents.	TODO	DONE	NA			
113	CTRL	Monitor and quantify the volume of security incidents.	TODO	DONE	NA			
114	CTRL	Monitor and quantify the costs of security incidents.	TODO	DONE	NA			
115	CTRL	Evaluate your organization's information security incidents.	TODO	DONE	NA			
116	GUIDE	Use your organization's security incident evaluations to identify recurring information security incidents.	TODO	DONE	NA			
117	GUIDE	Use your organization's security incident evaluations to identify high impact information security incidents.	TODO	DONE	NA			
118	NOTE	Use what you learn about security incidents to improve your organization's information security program.	TODO	DONE	NA			

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119	NOTE	Use what you learn about security incidents to decide whether or not you need to enhance your information security controls or to add new ones.	TODO	DONE	NA			
120	NOTE	Use what you learn about security incidents to reduce the frequency of future information security incidents.	TODO	DONE	NA			
121	NOTE	Use what you learn about security incidents to reduce the damage caused by future information security incidents.	TODO	DONE	NA			
122	NOTE	Use what you learn about security incidents to reduce the cost of future information security incidents.	TODO	DONE	NA			
123	NOTE	Use what you learn about security incidents to improve your organization's information security policy (see 5.1.2).	TODO	DONE	NA			
13.2.3 COLLECT EVIDENCE TO SUPPORT YOUR ACTIONS								
124	CTRL	Collect evidence after an information security incident whenever a civil or criminal action against a person or organization may be necessary.	TODO	DONE	NA			
125	CTRL	Retain evidence related to information security incidents whenever civil or criminal action may be necessary.	TODO	DONE	NA			
126	CTRL	Make sure that your evidence complies with the rules of evidence established by the jurisdictions that govern your organization.	TODO	DONE	NA			
127	GUIDE	Establish procedures to control how evidence to support internal disciplinary actions is collected and presented.	TODO	DONE	NA			
128	GUIDE	Follow the procedures you have developed to collect and present evidence in support of internal disciplinary actions.	TODO	DONE	NA			
129	GUIDE	Make sure that your evidence will be admissible and can be formally used in a court of law.	TODO	DONE	NA			
130	GUIDE	Safeguard the quality and completeness of your evidence to ensure that your evidence supports your legal position.	TODO	DONE	NA			
131	GUIDE	Identify a published standard or code of practice that you can use to help prove that your information systems are able to produce evidence that is admissible in a court of law.	TODO	DONE	NA			
132	GUIDE	Make sure that your information systems comply with a published evidentiary standard or code of practice.	TODO	DONE	NA			

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133	GUIDE	Make sure that you can prove that your process controls are working correctly and consistently and are therefore able to protect the quality of the evidence that is being processed and stored in your information systems.	TODO	DONE	NA			
134	GUIDE	Make sure that the weight of your evidence can support any legal actions that may need to be taken.	TODO	DONE	NA			
135	GUIDE	Increase the weight of your evidence by establishing a strong trail of evidence.	TODO	DONE	NA			
136	GUIDE	Establish a strong evidence trail by safeguarding all related original paper records and documents.	TODO	DONE	NA			
137	GUIDE	Establish a strong evidence trail by recording who found related paper documents including when and where they were found.	TODO	DONE	NA			
138	GUIDE	Establish a strong evidence trail by recording who witnessed the discovery of related paper documents.	TODO	DONE	NA			
139	GUIDE	Establish a strong evidence trail by ensuring that original paper documents are not tampered with during an investigation.	TODO	DONE	NA			
140	GUIDE	Establish a strong evidence trail by safeguarding related information on all computer media.	TODO	DONE	NA			
141	GUIDE	Establish a strong evidence trail by taking copies of related removable media in order to ensure that your evidence is available when you need it.	TODO	DONE	NA			
142	GUIDE	Establish a strong evidence trail by taking copies of related information on hard disks or memory in order to ensure that your evidence is available when you need it.	TODO	DONE	NA			
143	GUIDE	Establish a strong evidence trail by making sure that your copying processes are witnessed by trustworthy personnel.	TODO	DONE	NA			
144	GUIDE	Establish a strong evidence trail by ensuring that the original media is untouched and securely stored.	TODO	DONE	NA			
145	GUIDE	Establish a strong evidence trail by keeping a log of all steps taken during the copying process.	TODO	DONE	NA			
146	GUIDE	Establish a strong evidence trail by ensuring that a log of all copying activities is untouched and securely stored.	TODO	DONE	NA			

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147	GUIDE	Protect the integrity of all evidential material.	TODO	DONE	NA			
148	GUIDE	Perform forensic work on copies (not originals) of evidential material.	TODO	DONE	NA			
149	GUIDE	Make sure that the copying of forensic materials is observed and supervised by trustworthy personnel.	TODO	DONE	NA			
150	GUIDE	Maintain a log of all steps taken to copy forensic materials.	TODO	DONE	NA			
151	GUIDE	Record who copied your forensic materials, what tools and programs were used, and when and where this was done.	TODO	DONE	NA			
152	NOTE	Make sure that evidence related to information security incidents is not accidentally or intentionally destroyed before you grasp the seriousness of the incident.	TODO	DONE	NA			
153	NOTE	Involve a lawyer or the police as early as possible whenever you believe that a serious security incident has occurred that could result in legal action.	TODO	DONE	NA			
154	NOTE	Make sure that your organization is entitled to collect evidence even though the evidence transcends organizational boundaries.	TODO	DONE	NA			
155	NOTE	Make sure that your organization is entitled to collect evidence even though the evidence transcends jurisdictional boundaries.	TODO	DONE	NA			
156	NOTE	Make sure that your evidence will be admissible in all relevant jurisdictions.	TODO	DONE	NA			

Consider each task on the left and select a response. If you haven't done it and you feel it needs to be done, select *TODO*. Select *TODO* if the task addresses one of your information security risks or needs. If you've already done the task, select *DONE*. If the task is not applicable in your situation or it does not address your security risks and needs, then answer *N/A* (not applicable). Also, please use the three columns on the right to assign tasks to people and to record the date the task was started and the date it was finished.

In the spaces below, enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

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