BSI Standards Publication

Information technology – Security techniques – Vulnerability handling processes

National foreword

This British Standard is the UK implementation of EN ISO/IEC 30111:2020. It is identical to ISO/IEC 30111:2019. It supersedes BS ISO/IEC 30111:2019, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee IST/33, Information security, cybersecurity and privacy protection.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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Compliance with a British Standard cannot confer immunity from legal obligations.

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Amendments/corrigenda issued since publication

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30 June 2020	This corrigendum renumbers BS ISO/IEC 30111:2019 as BS EN ISO/IEC 30111:2020

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English version

Information technology - Security techniques - Vulnerability handling processes (ISO/IEC 30111:2019)

Technologies de l'information - Techniques de sécurité - Processus de traitement de la vulnérabilité (ISO/IEC 30111:2019)

Informationstechnik - IT-Sicherheitsverfahren - Prozesse für die Behandlung von Schwachstellen (ISO/IEC 30111:2019)

This European Standard was approved by CEN on 3 May 2020.

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CEN-CENELEC Management Centre:
Rue de la Science 23, B-1040 Brussels

European foreword

The text of ISO/IEC 30111:2019 has been prepared by Technical Committee ISO/IEC JTC 1 "Information technology" of the International Organization for Standardization (ISO) and has been taken over as EN ISO/IEC 30111:2020 by Technical Committee CEN/CLC/JTC 13 "Cybersecurity and Data Protection" the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2020, and conflicting national standards shall be withdrawn at the latest by November 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Endorsement notice

The text of ISO/IEC 30111:2019 has been approved by CEN as EN ISO/IEC 30111:2020 without any modification.

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see http://patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 27, *Information security, cybersecurity and privacy protection*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

This second edition cancels and replaces the first edition (ISO/IEC 30111:2013), which has been technically revised. The main changes compared to the previous edition are as follows:

— a number of normative provisions have been revised or added (summarized in Annex A);

— organizational and editorial changes have been made for clarity and harmonization with ISO/IEC 29147:2018.

This document is intended to be used with ISO/IEC 29147.

Introduction

This document describes processes for vendors to handle reports of potential vulnerabilities in products and services.

The audience for this document includes developers, vendors, evaluators, and users of information technology products and services. The following audiences can use this document:

— developers and vendors, when responding to actual or potential vulnerability reports;

— evaluators, when assessing the security assurance afforded by vendors' and developers' vulnerability handling processes; and

— users, to express procurement requirements to developers, vendors and integrators.

This document is integrated with ISO/IEC 29147 at the point of receiving potential vulnerability reports and at the point of distributing vulnerability remediation information (see 5.1).

Relationships to other standards are noted in Clause 5.

Information technology — Security techniques — Vulnerability handling processes

1 Scope

This document provides requirements and recommendations for how to process and remediate reported potential vulnerabilities in a product or service.

This document is applicable to vendors involved in handling vulnerabilities.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 27000, *Information technology — Security techniques — Information security management systems — Overview and vocabulary*

ISO/IEC 29147:2018, *Information technology — Security techniques — Vulnerability disclosure*

3 Terms and definitions

For the purposes of this document, terms and definitions given in ISO/IEC 27000 and ISO/IEC 29147 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

4 Abbreviated terms

The following abbreviated terms are used in this document.

CSIRT Computer Security Incident Response Team

PSIRT Product Security Incident Response Team

5 Relationships to other International Standards

5.1 ISO/IEC 29147

ISO/IEC 29147 shall be used in conjunction with this document. The relationship between the two is illustrated in Figure 1.

This document provides guidelines for vendors on how to process and remediate potential vulnerability information reported by internal or external individuals or organizations.

ISO/IEC 29147 provides guidelines for vendors to include in their normal business processes when receiving reports about potential vulnerabilities from external individuals or organizations and when distributing vulnerability remediation information to affected users.