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ISO/IEC 27035-4

Information technology — Information security incident management —

Part 4: Coordination

*Technologies de l'information — Gestion des incidents de sécurité
de l'information —*

Partie 4: Coordination

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Coordination is an important aspect in information security incident management. Incidents crossing organizational boundaries can occur and cannot be easily resolved by a single organization. Emerging threats are becoming increasingly sophisticated and can have a much larger impact than previously. The characteristics of emerging threats and attacks make it more urgent than ever to coordinate incidents across organizations.

Coordination can include relevant parties both within and outside the organization. For example, relevant parties within the organization include business managers and representatives from IT; external interested parties include incident response teams of external organizations and law enforcement organizations. See ISO/IEC 27035-2:2023, Clause 8 for a complete list. This document, however, only considers coordination between multiple organizations. This document provides guidelines for multiple organizations to work together to handle information security incidents. The coordination activities occur throughout the information security incident management process as defined in ISO/IEC 27035-1.

This document addresses the coordination of information security incident management between multiple organizations. Incidents sometimes involve technical vulnerabilities. Guidance on the coordination, disclosure, and handling of technical vulnerabilities is provided by ISO/IEC 29147 and ISO/IEC 30111. Additional information on the coordination of technical vulnerabilities between multiple organizations is provided by ISO/IEC TR 5895.