



International
Standard

ISO/IEC 27011

**Information security, cybersecurity
and privacy protection —
Information security controls
based on ISO/IEC 27002 for
telecommunications organizations**

*Sécurité de l'information, cybersécurité et protection de la
vie privée — Mesures de sécurité de l'information pour les
organismes de télécommunications sur la base de l'ISO/IEC 27002*

**Third edition
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This document was prepared by ITU-T (as ITU-T Recommendation X.1051) and drafted in accordance with its editorial rules, in collaboration with Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 27, *Information security, cybersecurity and privacy protection*.

This third edition cancels and replaces the second edition (ISO/IEC 27011-1:2016), which has been technically revised. It also incorporates the Technical Corrigendum ISO/IEC 27011-1:2016/Cor 1:2018.

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**Information security, cybersecurity and privacy protection – Information security controls
based on ISO/IEC 27002 for telecommunications organizations**

Summary

This Recommendation | International Standard:

- a) establishes guidelines and general principles for initiating, implementing, maintaining and improving information security controls in telecommunications organizations based on ISO/IEC 27002;
- b) provides an implementation baseline of information security controls within telecommunications organizations to ensure the confidentiality, integrity and availability of telecommunications facilities, services and information handled, processed or stored by the facilities and services.

As a result of implementing this Recommendation | International Standard, telecommunications organizations, both within and between jurisdictions, will:

- a) be able to ensure the confidentiality, integrity and availability of global telecommunications facilities, services and the information handled, processed or stored within global facilities and services;
- b) have adopted secure collaborative processes and controls ensuring the lowering of risks in the delivery of telecommunications services;
- c) be able to deliver information security in an effective and efficient manner;
- d) have adopted a consistent holistic approach to information security;
- e) be able to improve the security culture of organizations, raise staff awareness and increase public trust.

History*

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Keywords

Information security controls and telecommunications extended controls, information security management, information security risk assessment, information security risk treatment, ISO/IEC 27002.

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FOREWORD

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The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

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