

# Documented operating procedures

ISO 27002 Control 5.37

## Control

Operating procedures for information processing facilities should be documented and made available to personnel who need them

## Purpose

To ensure the correct and secure operation of information processing facilities



## Why is it important?

- They ensure necessary steps are followed for complex or high-risk activities, reducing operational errors
- They support business continuity by providing system restart and recovery instructions

## Which topics should be addressed ?

- Documentation of operational activities associated with information security
- Specification of responsible individuals, secure installation/configuration, processing/handling
- System restart, recovery, backup, and resilience procedures
- Systems monitoring
- Management of audit trail and system log information



## Which details are important ?

- Procedures are needed when the activity needs to be performed in the same way by many people
- Procedures should specify restrictions on the use of utility programs
- Procedures should cover both automated and manual processing and handling of information
- Where feasible, information systems should be managed consistently using the same procedures, tools and utilities

## Link with other frameworks

- NIST 800-53 rev5 : All XX-1 controls, SA-5
- NIST CSF 2.0 : NA



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