

Supporting utilities

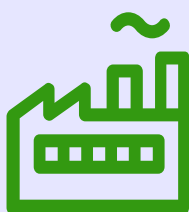
ISO 27002 Control 7.11

Control

Information processing facilities should be protected from power failures and other disruptions caused by failures in supporting utilities

Purpose

To prevent loss, damage or compromise of information and other associated assets, or interruption to the organization's operations due to failure and disruption of supporting utilities



Why is it important?

- Organizations depend on utilities (power, cooling, comms) to support their information processing facilities
- Redundancy (e.g., multiple feeds) is crucial for maintaining availability and integrity during disruption
- Proper maintenance and monitoring prevent failures

How to implement it ?

- Ensure utilities equipment is properly configured, operated, and maintained (according to manufacturer specifications)
- Appraise utilities regularly for capacity to meet business growth
- Ensure multiple feeds with diverse physical routing if necessary
- Locate emergency switches and valves near emergency exits
- Ensure utilities equipment is connected to the internet only when needed and in a secure manner



Which details are important ?

- Additional redundancy for network connectivity can be obtained by means of multiple routes from more than one utility provider
- Equipment supporting utilities should be on a separate network from information processing facilities if connected
- Emergency contact details should be recorded and available

Link with other frameworks

- NIST 800-53 rev5 : CP-8, PE-9, PE-10, PE-11, PE-12, PE-14, PE-15
- NIST CSF 2.0 : GV.OC-04, GV.OC-05, PR.IR-02



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