



**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  
2024-03**



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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.

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](http://www.iso.org/members.html) and [www.iec.ch/national-committees](http://www.iec.ch/national-committees).



# ISO/IEC 27011:2024(en)

## INTERNATIONAL STANDARD ISO/IEC 27011 RECOMMENDATION ITU-T X.1051

### 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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\* To access the Recommendation, type the URL <https://handle.itu.int/> in the address field of your web browser, followed by the Recommendation's unique ID.

# ISO/IEC 27011:2024(en)

## FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

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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In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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## Introduction

This Recommendation | International Standard provides interpretation guidelines for the implementation and management of information security controls in telecommunications organizations based on ISO/IEC 27002.

Telecommunications organizations provide telecommunications services by facilitating the communications of customers through their infrastructure. In order to provide telecommunications services, telecommunications organizations need to interconnect and/or share their services and facilities and/or use the services and facilities of other telecommunications organizations. Furthermore, the site location, such as radio sites, antenna locations, ground cables and utility provision (power, water), can be accessed not only by the organization's staff, but also by contractors and providers external to the organization.

Therefore, the management of information security in telecommunications organizations is complex, potentially:

- depending on external parties;
- having to cover all areas of network infrastructure, services applications and other facilities;
- including a range of telecommunications technologies (e.g., wired, wireless or broadband);
- supporting a wide range of operational scales, service areas and service types.

In addition to the application of information security controls described in ISO/IEC 27002, telecommunications organizations can implement extra information security controls to ensure confidentiality, integrity, availability and any other information security property of telecommunications in order to manage information security risk in an adequate fashion. The security properties specialized for telecommunications can be described below (in no order of priority).

### 1) *Confidentiality*

Protecting confidentiality of information related to telecommunications from unauthorized disclosure. This implies non-disclosure of communications in terms of the existence, the content, the source, the destination and the date and time of communicated information.

It is critical that telecommunications organizations ensure that the non-disclosure of communications being handled by them is not breached. This includes ensuring that persons engaged in the telecommunications organization maintain the confidentiality of any information regarding others that can have come to be known during their work duties.

NOTE – The term "secrecy of communications" is used in some countries in the context of "non-disclosure of communications".

### 2) *Integrity*

Protecting the integrity of telecommunications information includes controlling the installation and use of telecommunications facilities to ensure the authenticity, accuracy and completeness of information transmitted, relayed or received by wire, radio or any other method.

### 3) *Availability*

Availability of telecommunications information includes ensuring that access to facilities and the medium used for the provision of communication services is authorized, regardless of whether communications is provided by wire, radio or any other method. Typically, telecommunications organizations give priority to essential communications in case of emergencies, managing unavailability of less important communications in compliance with statutory and regulatory requirements.

## Audience

The audience of this Recommendation | International Standard consists of telecommunications organizations and those responsible for information security; together with security vendors, auditors, telecommunications terminal vendors and application content providers. This Recommendation | International Standard provides a common set of information security controls based on ISO/IEC 27002, telecommunications sector-specific information security controls and information security management guidelines allowing for the selection and implementation of such controls.

INTERNATIONAL STANDARD  
ITU-T RECOMMENDATION

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

**1 Scope**

The scope of this Recommendation | International Standard is to provide guidelines supporting the implementation of information security controls in telecommunications organizations.

The adoption of this Recommendation | International Standard will allow telecommunications organizations to meet baseline information security management requirements of confidentiality, integrity, availability and any other relevant information security property.

**2 Normative references**

The following Recommendations and International Standards contain provisions which, through reference in this text, constitute provisions of this Recommendation | International Standard. At the time of publication, the editions indicated were valid. All Recommendations and Standards are subject to revision, and parties to agreements based on this Recommendation | International Standard are encouraged to investigate the possibility of applying the most recent edition of the Recommendations and Standards listed below. Members of IEC and ISO maintain registers of currently valid International Standards. The Telecommunication Standardization Bureau of the ITU maintains a list of currently valid ITU-T Recommendations.

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