

ISO/IEC 27001:2013 Information security management systems

- *Competence & Awareness*-



Competence

The organization is required to:

- determine the necessary competence of persons whose work may affect information security;
- ensure that these persons are competent;
- take actions to acquire the needed competence and evaluate the effectiveness of those actions and
- retain appropriate documented information as evidence of competence



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Personnel involved with the ISMS should:

- have knowledge about ISO/IEC 27001 standard;
- have an understanding of the security concepts, techniques, policies and procedures;
- know about risk assessment and risk treatment processes including the controls of Annex A and the guidelines provided by ISO/IEC 27002;
- understand the security requirements for the technology used.



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Actions to raise competence:

- recruiting competent personnel;
- providing access to education and training on information security related matters;
- encouraging self-study;
- mentoring.

To be able to demonstrate competence of its personnel the organization shall retain documented information.



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Awareness:

An awareness program to make people aware of:



- the information security policy;
- their personal contribution the ISMS and the benefits of improved security performance and
- the implications of not conforming with information security requirements

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Awareness is key in improving the security level and make people see information security as an integral part of their day-to-day operations.



Awareness activities:

- training,
- posting on the social media of the organization,
- events like "information security day",
- newsletters, etc

Awareness activities should take place periodically and awareness topics should be in line with business needs.