



Information and Communication Technologies
in Organizations and Society
Smart Technologies for an inclusive world
Paris, October 1st and 2nd, 2020



Track Proposal for ICTO2020

TRACK: Influencing of ISO Standards on Intelligence Strategies

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OVERVIEW OF TRACK

The role of ISO standards to promote IT sector has undergone a rapid improvement. The aim of this contribution is to provide relevant topics in IT fields in order to help the business community make the best decisions and to help the academic community improve strategies management and IT research methods. The track focuses on the following topics: IT Services Management System, Information Security Management System (ISMS), Information Security Risk Management and IT Disaster Recovery & Business Continuity Management. To provide more details, the track purposes at gathering distinct papers that can support debate on topics below.

INDICATIVE LIST OF TOPICS

The following topics are not intended to be exhaustive but are of interest to the track.

- **Topic 1: IT Services Management System/ ISO 105 - ISO 20001**
 An IT Service Management System ensures the effective operation and delivery of IT services to clients, ensuring exceptional client satisfaction. This topic explains a general understanding of the concepts of the ISO 20001 standard and how it provides a framework for the adoption of an integrated process approach to effectively deliver information technology services to meet business and customer requirements.
- **Topic 2: Information Security Management System (ISMS)/ ISO 103 - ISO 27001**
 ISO 27001 standard provides a framework to assure the effectiveness of the information security measures in the work, this includes the continued accessibility, confidentiality and integrity of the information in whatever form it is held. This topic enables researchers to define and explain the basic concepts of the implementation and management of an Information Security Management System (ISMS) as specified in ISO 27001. The components of ISMS will be discussed in this topic, including the ISMS policy, risk management, measuring performance, management's commitment, internal audit, management review and continual improvement.
- **Topic 3: Information Security Risk Management/ ISO 108 - ISO 27005**
 Risk assessment and management provides the foundation for internal controls management, as well as business continuity and disaster recovery management. ISO 27005 provides guidelines for information security risk management, it supports the general concepts specified in ISO 27001 and is designed to assist

the satisfactory implementation of information security based on a risk management approach. In this topic, researchers develop the competence to reveal the basic risk management elements related to all assets of relevance for information security using the ISO 27005 standard as a reference framework.

- **Topic 4: IT Disaster Recovery & Business Continuity Management/ ISO 111 - ISO 27031**

ISO 27031 defines the Information and Communication Technology (ICT) requirements for Business Continuity (BC) program that supports the mandate for an infrastructure that supports business operations when an event or incident with its related disruptions affects the continuity of critical business functions. This includes security of crucial data as well as enterprise operations. This topic focuses on the technical and procedural issues surrounding ICT Service Continuity & Disaster Recovery (DR).

IMPORTANT DATES

- Paper Submission Opens: **April 1st, 2020**
- Paper Submission Deadline: **June 15th, 2020**
- Authors Notification: **July 31st, 2020**
- Final Submission: **August 31st, 2020**
- Conference Dates: **October 1-2, 2020**

PAPER SUBMISSION GUIDELINES

Authors should submit original, unpublished research papers. All accepted papers will be published in a volume of the Springer Scopus indexed LNISO. Submissions should not be under consideration for any other conference or journal outlet. Submission of papers in PDF format is via EasyChair.

<https://easychair.org/conferences/?conf=icto2020>