



**Melbourne, Australia- 80014**

**[www.informationsecurityconsultants.com.au](http://www.informationsecurityconsultants.com.au) | 1300887463**

---

***Information Security Consultants***

**Website:** [www.informationsecurityconsultants.com.au](http://www.informationsecurityconsultants.com.au)

**Email:** [info@informationsecurityconsultants.com.au](mailto:info@informationsecurityconsultants.com.au)

**Phone:** 1300887463

# Clause 4.2 of ISO 27001:2022 requirements Understanding needs and expectations of interested parties.

**Author** – Ankit Prashar

**Position** – Head of GRC (Information Security Consultants)

**Dated** – 3<sup>rd</sup> of May 2024

## Purpose

This document aims to provide comprehensive guidelines for Organisations seeking to effectively implement Clause 4.2 of the ISO 27001 standard. Clause 4.2, titled "Understanding the needs and expectations of interested parties," forms the foundation for an organisation's Information Security Management System (ISMS). It outlines the requirements to identify interested parties and their requirements that can impact organisation's ISMS.

## Requirement:

The organisation determines interested parties relevant to the ISMS and their requirements relevant to information security.

## Guideline:

The organisation should continually analyse itself to implement an effective information security management system. Organisation will conduct a workshop to identify **interested parties** and their expectations and requirements. **Interested parties** refers to persons or organisation's that affect or be affected by the decision or activity of the organisation. These parties can be internal or external and can have needs and expectations that can have impact on organisation's information security.

## Purpose of this analysis:

- Analysis of issues to determine business risks and opportunities.
- To ensure that ISMS adapts requirements of internal and external interested parties.
- Helps to decide ISMS scope and risk assessment scope.

## Internal parties and their expectations

- **Employees:** Expectation of employees are that organisation should keep their personal information and income information protected from adversaries.
- **Decision makers:** Top management does not want any reputation damage due to leakage of customer information.

## External parties and their expectations

- **Regulators:** Organisation to comply with information security regulations.
- **Competitor:** Competition getting bigger market share by complying with standards such as ISO 27001:2022.

## How we can help:

One of the workshops we conducted during the design of ISO 27001 is an internal and external parties' identification exercise. This exercise involves all key management (Business and IT) stakeholders. These assessments can be done online or onsite.

The focus is on identification of internal and external interested parties and their requirements that can affect information security processes and its management. Identified requirements can help organisation in identification of scope and also becomes a critical input during the risk assessment process.

## Our contact details:

**Organisations:** Information Security Consultants

**Website:** [www.informationsecurityconsultants.com.au](http://www.informationsecurityconsultants.com.au)

**Email:** [info@informationsecurityconsultants.com.au](mailto:info@informationsecurityconsultants.com.au)

**Phone:** 1300887463

Book a 1-hour complimentary session to discuss your information security needs. You just need to call or email us; one of our team members will happily arrange that for you.