

## Secure Cloud Computing: “ISO 27001 is accepted and demanded by customers”

**Acc. to Gartner, more than 40 % of the Cloud Providers will be certified by 2016.  
On the market, ISO 27001 is regarded as being a “seal for security”  
- this is what the providers POOL4TOOL and Fabasoft report.**



Acc. to Gartner, one of the big IT trends will be that Cloud Providers increasingly undergo security inspections and strive for certifications. For acc. to a forecast, 40 per cent will, in 2016, only enter Cloud Agreements under this condition in order to simplify cooperation. Up to now it has been common practice that customers entrust a security inspector with testing the Cloud themselves. Acc. to Gartner, it also is significance of the Cloud services that will increase so that these services will be boosted by 18.5 per cent to US Dollar 131 billion

worldwide. Even lawyers emphasize the necessity of certification for Cloud Providers. The Data Protection Act states that companies can avail of such service providers as Cloud Providers. However, the basic condition is that the service provider sufficiently guarantees secure data processing. In fact, this means that the Cloud User is liable for the choice of the provider. Therefore, the company needs to actively ask the provider to furnish evidence for compliance with the legal requirements.

### **Seal for secure Cloud Services?**

From perspectives of information security, the question arises as to how far the market accepts ISO/IEC-27011 certification or ISO/IEC-20000 certification as demonstration of secure Cloud Services or as to whether specific Cloud certifications going beyond this are necessary. In this respect, the CIS Newsletter interviewed two domestic Cloud Providers who operate an information security management system acc. to ISO 27001 and are successfully expanding in their business field:

- Managing Director Dipl.-Ing. Karl Mayrhofer of Fabasoft Distribution GmbH
- Chief Operations Officer Michael Rösch of POOL4TOOL AG, which is based in Vienna

### **Do your customers accept ISO/IEC 27001 as demonstration of secure Cloud Services, or do they require additional evidence?**

**Fabasoft:** Both ISO 27001 and ISO 20000 are equally recognized as demonstration of certified security and reliability of Cloud Services. The two have different focal contents and will definitely be most effective as a combination.

**POOL4TOOL:** We are certified for information security acc. to ISO 27001.

Customers from Germany additionally require a data protection audit acc. to § 11 BDSG (Federal Data Protection Act), which we have completed successfully. We observe the trend that companies active in the armament and pharmaceutical industries are increasingly interested in Cloud solutions - here certified processes are a basic requirement.



### **What contents make ISO 27001 suitable to sustainably secure Cloud Services?**

**Fabasoft:** ISO 27001 defines the requirements placed on the security management system of Cloud Services whereas ISO 20000 focuses on the management of IT Service Processes, i.e. the reliable operation of Cloud Services with measurable service levels.

**POOL4TOOL:** As the systems are changing constantly, a highly flexible management system will be needed for securing Cloud Services. Thanks to the approach of continual process improvement, an ISMS acc. to ISO 27001 enables good adaptation to the permanent technological change.

### **Will you still need another Cloud certification within the following 3-5 years?**

**Fabasoft:** Besides certifications acc. to ISO 27001 and ISO 20000, we would still like to have a European-style certification procedure for Cloud Services in the immediate future. For example, the Public Cloud of Fabasoft enables our customers to freely choose the Cloud environment and know for sure in what countries their Cloud data is being saved: in Germany, Austria or Switzerland. These Cloud features are of utmost importance. At the moment they are not covered by any certification.

**POOL4TOOL:** We will continue to invest in the topic of security in the next few years. At the moment, however, the need for a specific Cloud certification is not foreseeable.

### **How high do you rate the synergies with other Standards relating to the contents?**

**Fabasoft:** The catalogue of requirements "Cloud Computing Information Assurance Framework" of the organization ENISA defines ten main groups:

1. Personnel Security
2. Supply Chain Assurance
3. Operational Security
4. Identity and Access Management
5. Asset Management
6. Data and Services Portability
7. Business Continuity Management
8. Physical Security
9. Environmental Controls
10. Legal Requirements

I have the impression that the main groups 1, 3, 4, 5, 7, 8 and 9 are also covered by ISO 27001 and ISO 20000. The main groups 2, 6 and 10 primarily refer to Cloud specific features. This means that the synergies relating to the contents really seem to be very high.

**POOL4TOOL:** The different Certificates and data protection audits basically overlap. Once one Certificate has been obtained, this will automatically increase the level of the design of processes and thus automatically help to fulfil additional Standards.

### **Is ISO 20000 certification still planned in connection with Cloud Services – for what reasons?**

**POOL4TOOL:** As a Cloud Provider, we always try to be one step ahead when it comes to security and endeavour to steadily further develop our standards - as an expression of a strong self-commitment. Therefore, we will continue to strive for ISO 20000 certification even in future.

### **What IT Services do you offer as Cloud Services?**

**Fabasoft:** By offering Folio Cloud, Fabasoft offers a Software-as-a-Service for document and process management as well as for management of business transactions as well as B2B (Business-to-Business) Collaboration. The Fabasoft Subsidiary Mindbreeze provides a Cloud Service opening up all information and documents on web portals, websites, blogs and Social Media Channels in one semantic website search.

**POOL4TOOL:** All our solutions are offered as Cloud Services in order to optimize purchasing: from product realization via purchasing to EDI communication (Electronic Data Interchange) with suppliers as well as the global calculation of product costs.

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