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If you have any comments or suggestions related to the updates below, please contact us at intsect@standards.org.au.

ISO/IEC Governance and Leadership

Australia holds positions on several key international governance groups, including **ISO's Technical Management Board (TMB)** and **IEC's Standardization Management Board (SMB)**, **Conformity Assessment Board (CAB)** and **Council Board (CB)**. These positions give Australia a voice on the policy, operational and strategic direction of ISO and IEC. Recent developments include:

1. [ISO Annual Meeting 2022](#)

Preparations are underway for this year's ISO Annual Meeting in September.

After two years of virtual sessions due to the COVID-19 pandemic, ISO members will have the opportunity to meet face-to-face at this year's ISO General Assembly (GA) in Abu Dhabi from 19-23 September 2022.

During ISO's Annual Meeting week, Australia's delegation will be attending different governance meetings like Committee on Developing Country Matters (DEVCO - which leads ISO's work on developing countries), Technical Management Board (TMB - responsible for the general management of the technical committees and technical work), and Council (ISO's core governance body).

The ISO Annual Meeting is the keystone event in the ISO calendar featuring thematic sessions, networking opportunities, the ISO General Assembly and related governance meetings.

To provide any further feedback or raise issues around your participation in ISO and IEC activities, please contact your project manager or intsect@standards.org.au.

If you have any comments or suggestions related to the updates above, please contact us at intsect@standards.org.au.

ISO Technical Update

1. [Opportunity to review ISO 18295 Parts 1 and 2 on Customer contact centres](#)

ISO 18295-1:2017 *Customer contact centres — Part 1: Requirements for customer contact centres* and ISO 18925-2 *Requirements for clients using the services of customer contact centres*, are undergoing systematic review to ensure they remain up to date. Standards Australia is seeking input from Australian stakeholders on whether the standard should be revised, reconfirmed, or withdrawn (feedback is requested **by 7 November 2022**).

ISO 18295-1, specifies best practice for all contact centres, whether in-house or outsourced, on a range of areas to ensure a high level of service; these include communication with customers, complaints handling and employee engagement.

Complementing this, ISO 18295-2, is aimed at those organizations making use of the services of a customer contact centre to ensure their customers' expectations are being met through its effective engagement. It provides guidance on the types of information the organization needs to provide in order to achieve high levels of customer engagement.

Standards Australia will consider all feedback received from stakeholders when forming Australia's position on the systematic review. If you are interested in providing feedback, please send an email to intsect@standards.org.au for more information.

2. [Opportunity to review ISO 20121 Event sustainability management systems](#)

ISO 20121 [Event sustainability management systems - Requirements with guidance for use](#) is undergoing systematic review to ensure it remains up to date. Standards Australia is seeking input from Australian stakeholders on whether the standard should be revised, reconfirmed, or withdrawn (feedback is requested **by 7 November 2022**).

ISO 20121 offers guidance and best practice to help you manage your event and control its social, economic and environmental impact.

The Standard was adopted in Australia in 2013 shortly after publication of its first edition.

Standards Australia will consider all feedback received from stakeholders when forming Australia's position on the systematic review. If you are interested in providing feedback, please send an email to intsect@standards.org.au for more information.

3. [Opportunity to review ISO 19011 Guidelines for auditing management systems](#)

ISO 19011 Guidelines for auditing management systems is undergoing systematic review to ensure it remains up to date. Standards Australia is seeking input from Australian stakeholders on whether the standard should be revised, reconfirmed, or withdrawn (feedback is requested **by 7 November 2022**).

This document provides guidance on auditing management systems, including the principles of auditing, managing an audit programme and conducting management system audits, as well as

guidance on the evaluation of competence of individuals involved in the audit process. These activities include the individual(s) managing the audit programme, auditors and audit teams.

The third edition of the Standard was adopted in Australia in 2019.

Standards Australia will consider all feedback received from stakeholders when forming Australia's position on the systematic review. If you are interested in providing feedback, please send an email to intsect@standards.org.au for more information.

IEC Technical Update

1. [IEC Smart city survey](#)

The [IEC Systems Committee on Smart Cities](#) has launched three surveys to collect input from different stakeholder groups. The findings will help shape current and future standards development work.

“We will seek to classify each city or municipality to compare fairly and will not present our findings as a ranking exercise,” said James Sankar, the IEC SyC Smart Cities expert who is coordinating the survey. “We are keen to understand the issues, opportunities and best practices happening today and place characteristics that make it potentially harder or easier to transform.”

The surveys each target a specific stakeholder and are designed to be easy to complete. Most questions are short text or multiple-choice, with a very small number seeking longer text responses for qualitative feedback. The deadline for completing the surveys is October. Those that respond will be given early access to the findings.

Australia is a P-member of SyC on Smart Cities and James Sankar, responsible for coordinating the survey is a member of the Australian National Mirror Committee.

Read more and access the surveys [here](#).

2. [Using common concepts for smart city standards](#)

The task of our IEC System Committee on Smart Cities is: *To foster the development of standards in the field of electrotechnology to help with the integration, interoperability and effectiveness of city systems.*

In other words, it is to help ensure that all the many standards of relevance to cities that are being developed by IEC and other standards development organisations (SDOs) provide a consistent and helpful set of guidance.

This is where Working Group 1 on Terminology has a vital role to play. Our focus is to develop a multidisciplinary concept system to enable all the stakeholders to use the same “language”, to promote harmonized terminology and consistent vocabulary that can be used by all IEC standards committees and by other SDOs.

Ontology is becoming a key subject in the world of IoT, big data, AI and digital twins of smart cities and smart city systems standards and SMART standards. An ontology defines the concepts and relationships used to describe and represent an area of knowledge.

G 1 attempts to scope out and develop work on smart city ontologies to support consistency among ontologies relevant to smart cities that are published by other international SDOs and to ensure that any city related ontologies or data models used in any IEC standard are consistent with those developed by relevant groups in [ISO](#), [ISO/IEC JTC 1](#), [ITU-T](#), [W3C](#), and [IEEE](#). WG 1 has undertaken the project on [Smart city systems ontology gap analysis](#) to be completed in 2024.

An international virtual seminar on ontologies for Smart Cities and Smart City Systems is to be held on **22-23 September 2022** jointly organized by IEC SyC Smart Cities, ISO/IEC JTC 1, and the IEC Academy.

As a P-member of SyC on Smart Cities, Australia also participates in WG1.

Read more [here](#).

3. [How IEC Standards and conformity assessment support electric vehicles](#)

Sales of electric vehicles are [continuing to soar](#) following record sales in 2021. [Analysts are predicting](#) that EVs could achieve 33% of the global vehicle market by 2028 and over 50% by 2035.

Battery-powered vehicles account for more than 10% of [new cars sold](#) in Europe and around 20% in China. The United States is also seeing [record EV sales](#), with 5% of new vehicles [powered only by electricity](#).

All this is good news for the environment and the fight against global warming. Petrol vehicles currently account for 25% of total CO2 emissions in the world, making them the second largest carbon emitters.

Several IEC technical committees have developed the foundation for the integration of transportation within energy systems. [IEC TC 57](#) publishes the [IEC 61850](#) standards, a foundational series of publications that pave the way for the use of a variety of digital technologies relating to smart energy.

[IEC TC 69](#) publishes several standards including [IEC 61980-1](#), which specifies the general requirements for EV WPT systems.

Australia is a participating member of both IEC TC 69 (Electrical power/energy transfer systems for electrically propelled road vehicles and industrial trucks), and TC 57 (Power systems management and associated information exchange).

Read more [here](#).

4. [A governance framework for cyber security](#)

According to a joint study from Stanford University and the security firm Tessian, 85% per cent of data breaches are caused by human error. That is why an effective cyber security strategy must address not only processes and technology but also people.

Ensuring those practices and procedures are properly maintained relies on an efficient governance model, such as the one outlined in ISO/IEC 27014 developed by ISO/IEC JTC 1/SC 27. This standard defines cyber security governance as the “system by which an organization’s information security systems are directed and controlled”.

ISO/IEC 27014 recommends training and awareness programmes to establish a positive information security culture. The standard recommends roles and responsibilities for executive management and boards of directors in all types and sizes of organizations.

IEC develops cyber security standards and conformity assessment for both information technology (IT) and operational technology (OT). These include two of the world’s best-known cyber security standards: IEC 62443 for cyber-physical systems and ISO/IEC 27001 for IT systems.

Standard IEC 62443 was developed by TC 65 (industrial-process measurement, control, and automation), and ISO/IEC 27001 for IT systems was developed by ISO/IEC JTC 1/SC 27 – Australia is a P-member at both committees.

Read more [here](#).