CRA SAMPLE

D08 Process manual

Blank template · Nordwald Wärmetechnik GmbH, networked wood chip boiler NWT HACKTHERM 60 connect

Publisher	OT-Cyber.de, Max Gilg, Rosenheim
Sample company	Nordwald Wärmetechnik GmbH, networked wood chip boiler NWT HACKTHERM 60 connect (fictitious)
Note	Free sample, not legal advice

Fill in the fields, approve with date and signature, file according to document control.

1 Purpose and scope

20 processes for a two-person company working with partners, stating owner, frequency and record, with evidence that each process was carried out in the first year of series production.

How to fill in this form

Fill in the fields with the details of your company. Below each table and next to each field there is an example from the sample company for orientation. Refer to evidence by number (e.g. ticket or form). Finally approve with date and signature and file according to document control.

2 Document control

Field	Entry
Document no.	
Version, status	
Scope	
Author	
Checked by	
Approval	
Next review	
Confidentiality	
Filing	

3 Process manual: overview

P	Process	Owner	Frequency	Record	Practised 03/2027 to 02/2028

Example row from the sample: P: P01 · Process: Regulatory and standards monitoring · Owner: Berger · Frequency: monthly · Record: D01 · Practised 03/2027 to 02/2028: 12 monthly reports

Legend: P = process.

Describe your status here, specifically and with a date. Example from the sample: Annual review 05.02.2028: All scheduled processes were carried out.

4 The processes in detail

4.1 P01 Regulatory and standards monitoring

Field	Entry	Example from the sample
Purpose		Ensure the legal and standards basis is current …
Owner		Berger
Frequency		monthly
Record		D01
Practised 03/2027 to 02/2028		12 monthly reports

Procedure:

1. …
2. …
3. …

Example from the sample, first step: Check the Official Journal, ENISA, BSI, CEN/CENELEC and industry associations monthly for changes

4.2 P02 Requirements management

Field	Entry	Example from the sample
Purpose		Make every legal, standards, safety and …
Owner		Weiß
Frequency		per release
Record		F01
Practised 03/2027 to 02/2028		5 releases checked

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Record each requirement with ID and source in F01

4.3 P03 Secure development

Field	Entry	Example from the sample
Purpose		Develop gateway, portal and app in accordance …
Owner		Weiß
Frequency		per release
Record		F14
Practised 03/2027 to 02/2028		5 approvals, 1 pentest

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Review threat model D07 for each release

4.4 P04 Safety validation

Field	Entry	Example from the sample
Purpose		Safety functions SF1 to SF10 remain effective …
Owner		Weiß
Frequency		on change
Record		F09
Practised 03/2027 to 02/2028		1 signature check

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Assess changes to the safety-related part for impact (Lechner)

4.5 P05 Components and suppliers

Field	Entry	Example from the sample
Purpose		Third-party components must not compromise …
Owner		Weiß
Frequency		annually
Record		F02
Practised 03/2027 to 02/2028		Assessment 11/2027

Procedure:

1. …
2. …
3. …

Example from the sample, first step: Classify components by criticality

4.6 P06 SBOM

Field	Entry	Example from the sample
Purpose		Document the components and dependencies of …
Owner		Datenwerk
Frequency		per release
Record		F04
Practised 03/2027 to 02/2028		5 SBOM versions

Procedure:

1. …
2. …
3. …

Example from the sample, first step: Generate the SBOM automatically in the build (Datenwerk)

4.7 P07 Vulnerability handling

Field	Entry	Example from the sample
Purpose		Identify, assess and remediate vulnerabilities …
Owner		Weiß

Field	Entry	Example from the sample
Frequency		ongoing
Record		F05
Practised 03/2027 to 02/2028		7 tickets

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Open a ticket in F05, triage on the same working day

4.8 P08 Coordinated vulnerability disclosure

Field	Entry	Example from the sample
Purpose		Receive third-party reports and publish in …
Owner		Weiß
Frequency		ongoing
Record		D14
Practised 03/2027 to 02/2028		3 external reports

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Receipt via the point of contact defined in D14, acknowledgement within 3 working days

4.9 P09 Reporting under Article 14

Field	Entry	Example from the sample
Purpose		Report actively exploited vulnerabilities and …
Owner		Weiß
Frequency		on event
Record		F06
Practised 03/2027 to 02/2028		1 report, 1 drill

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Record the time of becoming aware, the deadlines run from this point

4.10 P10 Security advisories to users

Field	Entry	Example from the sample
Purpose		Inform affected users clearly and in good time …
Owner		Weiß
Frequency		per case
Record		F07
Practised 03/2027 to 02/2028		4 advisories

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Write the advisory using template F07: what, who is affected, what to do

4.11 P11 Update provision

Field	Entry	Example from the sample
Purpose		Secure, free updates throughout the entire …
Owner		Datenwerk
Frequency		per release
Record		F14
Practised 03/2027 to 02/2028		5 staged rollouts

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Release with SBOM (P06) and security approval (F14)

4.12 P12 Change management

Field	Entry	Example from the sample
Purpose		Implement changes in a controlled manner and …
Owner		Weiß
Frequency		per change
Record		F08
Practised 03/2027 to 02/2028		9 requests

Procedure:

1. …
2. …
3. …

Example from the sample, first step: Request in F08 stating reason and scope

4.13 P13 Routine testing

Field	Entry	Example from the sample
Purpose		Every unit conforms to the tested type
Owner		Hofer
Frequency		per unit
Record		F10
Practised 03/2027 to 02/2028		34 reports

Procedure:

1. …
2. …
3. …

Example from the sample, first step: Visual inspection and electrical testing in accordance with EN 60204-1 (Hofer)

4.14 P14 Commissioning

Field	Entry	Example from the sample
Purpose		Every installation starts at the customer site …
Owner		Berger
Frequency		per installation

Field	Entry	Example from the sample
Record		F11
Practised 03/2027 to 02/2028		31 reports

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Test the safety functions on site

4.15 P15 Market monitoring

Field	Entry	Example from the sample
Purpose		Evaluate field experience and the threat …
Owner		Berger
Frequency		quarterly
Record		Monitoring report
Practised 03/2027 to 02/2028		4 reports

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Collect faults, tickets, customer feedback and threat reports

4.16 P16 Corrective actions

Field	Entry	Example from the sample
Purpose		Remedy non-conformity and involve the …
Owner		Berger
Frequency		as required
Record		F13
Practised 03/2027 to 02/2028		1 case

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Assessment by Berger and Weiß

4.17 P17 Training

Field	Entry	Example from the sample
Purpose		Both staff members and the partners know their …
Owner		Berger
Frequency		annually
Record		F12
Practised 03/2027 to 02/2028		6 training sessions

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Define training needs per role

4.18 P18 Document control

Field	Entry	Example from the sample
Purpose		Every document is current, approved and …
Owner		Berger
Frequency		ongoing
Record		D09
Practised 03/2027 to 02/2028		Review 02/2028

Procedure:

1. …

2. …

3. …

Example from the sample, first step: Number, version, approval and next review date in every document

4.19 P19 Support period

Field	Entry	Example from the sample
Purpose		Justify, state and honour the support period …
Owner		Berger
Frequency		annually
Record		D15
Practised 03/2027 to 02/2028		Review 12/2027

Procedure:

1. …
2. …
3. …

Example from the sample, first step: Determine the expected period of use (15 years from handover of each unit)

4.20 P20 Decommissioning

Field	Entry	Example from the sample
Purpose		Shut down the installation safely, delete data …
Owner		Weiß
Frequency		as required
Record		D13
Practised 03/2027 to 02/2028		0 cases, procedure rehearsed

Procedure:

1. …
2. …
3. …

Example from the sample, first step: Deactivate remote access and the customer account

5 Terms and abbreviations

CRA: Cyber Resilience Act, Regulation (EU) 2024/2847

CVSS: severity score of a vulnerability from 0 to 10

ENISA: EU Agency for Cybersecurity, runs the single reporting platform under the CRA

SBOM: software bill of materials: which components in which version

SF: safety function

6 Revision history and approval

Version	Date	Change	Approval

Approved (name, function, date, signature): _____ · Free sample from OT-Cyber.de, not legal advice. Company, persons, serial numbers and data are entirely fictitious.