

HAN-CERT - RFC 2350

Hogeschool van Arnhem en Nijmegen
(HAN University of Applied Sciences)

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1 Document Information

This document describes the profile (contact information, services, etc.) of HAN-CERT, the "Computer Emergency Response Team of the Hogeschool van Arnhem en Nijmegen". The structure of this document is based on RFC 2350.

1.1 *Date of Last Update*

This is version 1.1, published on April 13, 2010.

1.2 *Distribution List for Notifications*

There is no distribution list for notifications.

1.3 *Locations where this Document May Be Found*

The current version of this document is available at <http://www.han.nl>.

2 Contact Information

2.1 *Name of the Team*

"HAN-CERT": the Computer Emergency Response Team of the Hogeschool van Arnhem en Nijmegen.

2.2 *Address*

Hogeschool van Arnhem en Nijmegen
HAN-CERT, room D2.07
Ruitenberglaan 26
6826 CC Arnhem
The Netherlands

2.3 *Time Zone*

HAN-CERT uses local time. This means CET (UTC+1) in winter and CEST (UTC+2) in summer.

2.4 *Telephone Number*

+31 (0)26 3691666

2.5 *Facsimile Number*

+31 (0)26 3658178

2.6 *Electronic Mail Address*

cert@han.nl

2.7 *Website Address*

HAN-CERT doesn't have a website.

2.8 *Public Keys and Encryption Information*

HAN-CERT uses PGP for secure communication. Our public PGP key is available on the public key servers (e.g. <http://wwwkeys.pgp.net>).

Key-id: 0x94A1B643

Fingerprint: E064 184F 943D 76C1 01F5 F170 5E47 76FB 94A1 B643

Please use this key to encrypt messages sent to HAN-CERT. Please sign your message using your own key. It helps if that key is verifiable using the public key servers. Messages from HAN-CERT will always be signed using the HAN-CERT key. Its credentials can be checked by you on the public key servers.

2.9 Team Members

The members of HAN-CERT are:

Stefan Arts

2.10 Operating Hours

HAN-CERT is open Mon-Fri from 8:30 to 17:00 CET/CEST. Save public holidays in The Netherlands

EMERGENCY cases:

Use HAN-CERT phone number with back-up of mail address for all detail (putting EMERGENCY in subject line is recommended).

3 Charter

3.1 Mission Statement

HAN-CERT's mission is:

- to coordinate the prevention and resolution of security incidents, related to the information processing facilities of the Hogeschool van Arnhem en Nijmegen, with the aim for increasing the confidentiality, integrity and availability of these facilities.

3.2 Constituency

HAN-CERT will provide service to the Hogeschool van Arnhem en Nijmegen. Security incidents can be reported by anyone, as long as they are related to the information processing facilities of the Hogeschool van Arnhem en Nijmegen.

3.3 Sponsorship and/or Affiliation

HAN-CERT is part of the Hogeschool van Arnhem en Nijmegen.

3.4 Authority

If there is proof or suspicion of abuse of IT services, HAN-CERT is authorised to secure evidence and take measures to prevent future misuse.

4 Policies

4.1 *Types of Incidents and Level of Support*

HAN-CERT will usually respond within one working day. All incidents are considered normal priority unless they are labeled EMERGENCY. HAN-CERT itself is the authority that can set and reset the EMERGENCY label. An incident can be reported to HAN-CERT as EMERGENCY, but it is up to HAN-CERT to decide whether or not to uphold that status.

4.2 *Co-operation, Interaction and Disclosure of Information*

ALL incoming information is handled confidentially by HAN-CERT, regardless of its priority. Information that is evidently very sensitive in nature is only communicated in an encrypted fashion. When reporting an incident of very sensitive nature, please state so explicitly (e.g. by using the label VERY SENSITIVE in the subject field of e-mail) and use encryption as well.

HAN-CERT will use the information you provide to help solve security incidents, as all CSIRTs do or should do. This means explicitly that the information will be distributed further only on a need-to-know base, and in an anonymised fashion.

If you object to this default behavior of HAN-CERT, please make explicit what HAN-CERT can do with the information you provide. HAN-CERT will adhere to your policy, but will also point out to you if that means that HAN-CERT cannot act on the information provided.

HAN-CERT will only involve the police, or provide sensitive information to third parties, when directed to do so by an authorised representative of HAN University of Applied Sciences.

4.3 *Communication and Authentication*

Usage of PGP in all cases where sensitive information is involved is highly recommended. See 2.9 above.

5 Services

5.1 *Incident Response*

5.1.1 **Incident Triage**

Incident triage is handled by HAN-CERT.

5.1.2 **Incident Coordination**

Incident coordination is handled by HAN-CERT.

5.1.3 **Incident Resolution**

Incident resolution is left to the responsible owner of the related information processing facility.

5.2 *Proactive Activities*

HAN-CERT pro-actively advises its constituency with regards to recent vulnerabilities and trends in hacking/cracking. HAN-CERT advises HAN on matters of computer and network security. It can do so pro-actively in urgent cases, or on request. Both roles are roles of consultancy. HAN-CERT is not responsible for implementation.

6 Incident Reporting Forms

Reporting forms are not available.

7 Disclaimer

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