ZUYD-CSIRT Zuyd University profile v.1.05

Established according to RFC-2350.

1. Document Information

1.1. Date of Last Update

This is version 1.05 of October 23rd 2018.

1.2. Distribution List for Notifications

This profile is kept up-to-date on the location specified in 1.3 .
E-mail notification of updates are sent to:

- All members of ZUYD-CSIRT
- SURFcert (cert@surfnet.nl. , more information see https://www.trusted-introducer.org/teams/surfcert.html or http://www.db.ripe.net/whois?form_type=simple&full_query_string=&searchtext=-B+irt-surfcert&do_search=Search)

Any questions about updates please address to the ZUYD-CSIRT e-mail address (csirt@zuyd.nl).

1.3. Locations where this Document May Be Found

The current version of this profile is always available on https://www.zuyd.nl/algemeen/praktische-informatie/ictsecurity (Dutch) or https://www.zuyd.nl/en/about-zuyd/cyber-security (English).

2. Contact Information

2.1. Name of the Team

ZUYD-CSIRT is the CERT or CSIRT team for Zuyd University in The Netherlands**.**

2.2. Address

Zuyd University
ZUYD-CSIRT
P.O. Box 550
NL-6400 AN HEERLEN
The Netherlands

2.3. Time Zone

GMT+1 (GMT+2 with DST or Summer Time, which starts on the last Sunday in March and ends on the last Sunday in October)

2.4. Telephone Number

+31 (0) 45 4006060

2.5. Other Telecommunication

Not available.

2.6. Electronic Mail Address

csirt@zuyd.nl
This address can be used to report all security incidents to which relate to the ZUYD-CSIRT constituency, including copyright issues, spam and abuse.

2.7. Public Keys and Encryption Information

PGP/GnuPG is supported for secure communication, but on request only.

The current ZUYD-CSIRT team-key can be found on https://www.zuyd.nl/algemeen/praktische-informatie/ictsecurity (Dutch) or https://www.zuyd.nl/en/about-zuyd/cyber-security (English) and is also present on the public keyservers.

Public Key Server -- Get "0xa72f4fa1fb1a41e4 "

-----BEGIN PGP PUBLIC KEY BLOCK-----
Version: SKS 1.1.5
Comment: Hostname: pgp.mit.edu

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J7n6l78=
=g4oq
-----END PGP PUBLIC KEY BLOCK-----
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Please use this key when you want/need to encrypt messages that you send to ZUYD-CSIRT. When due, **ZUYD-CSIRT** will sign messages using the same key.

When due, sign your messages using your own key please - it helps when that key is verifiable using the public key servers.

2.8. Team Members

No information is provided about the ZUYD-CSIRT team members in public.

2.9. Other Information

ZUYD-CSIRT is registered by SURFcert, see http://www.surf.nl/en/services-and-products/surfcert/csirts/csirts-registered-with-surfcert/index.html.

2.10. Points of Customer Contact

Regular cases: use ZUYD-CSIRT e-mail address.
Regular response hours: Monday-Friday, 08:00-16:30 (except public holidays in The Netherlands).
EMERGENCY cases: send e-mail with EMERGENCY in the subject line.

3. Charter

3.1. Mission Statement

The mission of ZUYD-CSIRT is to coordinate the resolution of IT security incidents related to their constituency (see 3.2), and to help prevent such incidents from occurring.

3.2. Constituency

The constituency for ZUYD-CSIRT is the Zuyd University in The Netherlands.
This constituency consists of:
Employees and hired staff of Zuyd University and its affiliate institutions.
Students and guests of the university if and when they use a device with an IP-address in the range that is controlled by Zuyd University.
Zuyd University controls the IPv4 ranges 145.91.0.0/16 and 194.104.240.0/20.

3.3. Sponsorship and/or Affiliation

Zuyd CSIRT is part of FB-ICT.

3.4. Authority

ZUYD-CSIRT coordinates security incidents on behalf of their constituency and has no authority reaching further than that. ZUYD-CSIRT is however expected to make operational recommendations in the course of their work. Such recommendations can include but are not limited to blocking addresses or networks. The implementation of such recommendations is not a responsibility of ZUYD-CSIRT, but solely of those to whom the recommendations were made.

4. Policies

4.1. Types of Incidents and Level of Support

All incidents are considered normal priority unless they are labeled EMERGENCY. ZUYD-CSIRT itself is the authority that can set and reset the EMERGENCY label. An incident can be reported to ZUYD-CSIRT as EMERGENCY, but it is up to ZUYD-CSIRT 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 ZUYD-CSIRT, regardless of its priority.

Information that is evidently sensitive in nature, is only communicated and stored in a secure environment, if necessary using encryption technologies. When reporting an incident of sensitive nature, please state so explicitly, e.g. by using the label SENSITIVE in the subject field of e-mail, and if possible using encryption as well.

ZUYD-CSIRT supports the Information Sharing Traffic Light Protocol (ISTLP – see https://www.trusted-introducer.org/links/ISTLP-v1.1-approved.pdf) - information that comes in with the tags WHITE, GREEN, AMBER or RED will be handled appropriately.

ZUYD-CSIRT will use the information you provide to help solve security incidents, as all CSIRTs do. This means that by default the information will be distributed further to the appropriate parties – but only on a need-to-know base, and preferably in an anonymized fashion.

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

ZUYD-CSIRT does not report incidents to law enforcement, unless Dutch law requires so - as in the case of first-degree crime. Likewise, ZUYD-CSIRT only cooperates with law enforcement EITHER in the course of an official investigation – meaning that a court order is present – AND in the case where a ZUYD-CSIRT constituent requests that ZUYD-CSIRT cooperates in an investigation or formal report. When a court order is absent, ZUYD-CSIRT will only provide information on a need-to-know base.

4.3. Communication and Authentication

See 2.8 above. Usage of PGP/GnuPG in all cases where highly sensitive information is involved is highly recommended.
In cases where there is doubt about the authenticity of information or its source, **ZUYD-CSIRT** reserves the right to authenticate this by any (legal) means.

5. Services

5.1. Incident Response (Triage, Coordination and Resolution)

ZUYD-CSIRT is responsible for the coordination of security incidents somehow involving Zuyd University. ZUYD-CSIRT therefore handles both the triage and coordination aspects. Incident resolution is left to the responsible administrators within Zuyd University – however ZUYD-CSIRT will offer support and advice on request.

5.2. Proactive Activities

ZUYD-CSIRT pro-actively advises their constituency in regard to recent vulnerabilities and trends in hacking/cracking.

ZUYD-CSIRT advises Zuyd University 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: ZUYD-CSIRT is not responsible for implementation.

6. Incident reporting Forms

Not available. Preferably report in plain text using e-mail - or use the phone.

7. Disclaimers

None.