INNOVERY GROUP

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CSIRT Deliverable

RFC 2350 EXPECTATIONS for CSIRT

Internet community's expectations of CSIRT

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SOMMARIO

INNOVERY S.P.A. P. IVA E C. F. 02556430987
ISCRITTA AL R.E.A. DI MILANO N. 2501147
CAP. SOC. € 17.000.000,00 INTERAMENTE VERSATO
Fatturazione Elettronica Innovery S.p.A.: USAL8PV

ISO 9001 - ISO 14001
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OHSAS 18001

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1 Document Information

This document contains a description of Innovery Cyber Emergency Response Team (*CERT-INN*) in accordance with RFC 2350. It provides basic information about *CERT-INN*.

1.1 Date of Last Update

Date	Version	Author	Cap.	Description
12/12/2022	1.00.10	BU Manager Defensive Security	All	First Edition

1.2 Distribution List for Notifications

Notifications of updates of this document will be shared internally by means of Innovery internal document management and published on the web site as described in the next section.

1.3 Locations where this Document May Be Found

The current and latest version of this document is available from the *CERT-INN* web site, at the following URL:

https://www.innovery.net/cert/#structure

Please make sure you are using the latest version.

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2 Contact Information

2.1 Name of the Team

Full Name: *Innovery Cyber Emergency Response Team*

Short Name: *CERT-INN*

2.2 Address

CERT-INN

c/o INNOVERY

Main Site: Via Giunio Antonio Resti, 71 – 00143 Rome (RM)

Secondary Site: Strada Quattro Snc, Pal. A6 – 20057 Assago (MI)

Both sites are in Italy.

2.3 Time Zone

Rome - Central European Time (GMT +1 and GMT +2 from April to October)

2.4 Telephone Number

Tel: +39 800 521670 (free toll number – H24/7 365 day)

2.5 Other Telecommunication

No available.

2.6 Electronic Mail Address

cert@innovery.net

This is the official email address of *CERT-INN* through which it is possible to contact the team.

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2.7 Public Keys and Encryption Information

The *CERT-INN* has a PGP key, whose KeyID is 9E57E3FD and Fingerprint:

EF6E EED7 F00B D409 4F34 9E4B 3814 1B87 9E57 E3FD

The key and its signatures can be found at the most used public key servers.

PGP tool is still relatively new at Innovery (we also use other tools for secure emailing); thus this key still has relatively few signatures; Innovery is still making some efforts to increase the number of links to this key in the PGP "web of trust".

2.8 Team Members

Massimo Grandesso is the *CERT-INN* Manager.

The organization of CERT personnel follows international best practices, with gradually increasing skills in the field of cyber security, an illustration of which can be found at the following address:

https://www.innovery.net/cert/#structure

Management, liaison and supervision are provided by dr. Giancarlo Di Lieto, BU Manager of Defensive Cyber Security at Innovery, who is the Assistant Director.

2.9 Other Information

General information about the *CERT-INN*, as well as links to various recommended security resources, can be found at: https://www.innovery.net/cert

2.10 Points of Customer Contact

The best method to contact *CERT-INN* is via e-mail at <cert@innovery.net>; the e-mails sent to this address will be handled by the responsible staff, or they will be automatically forward to the appropriate backup staff. If you require urgent assistance, put "urgent" in your subject line.

If it is not possible to use the e-mail (or it is not advisable for security reasons), *CERT-INN* can be reached by telephone round the clock.

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In fact, the *CERT-INN*'s hours of operation of Tier 1 analysts are 24 per day, 7 days per week. The Tier 2 and Tier 3 are available at office during regular business hours (09:00-18:00 Monday to Friday except during holidays), and on-call duty out of business hours.

If possible, when submitting your report, use the form mentioned in section 6.

3 Charter

3.1 Mission Statement

The purpose of *CERT-INN* is, first of all, to assist members of Innovery's Customers in implementing proactive measures to reduce the risks of security incidents in their infrastructures, assisting those Customers in responding to such incidents when they occur.

Moreover, the *CERT-INN* assists internal members of Innovery Group in implementing proactive measures to reduce the risks of security incidents in the internal infrastructure and assist them in responding to such incidents when they occur.

3.2 Constituency

The *CERT-INN*'s constituency are:

External: All the Customers who pay for these services as part of Managed Security Services provided by Innovery (SOC based, with/out NOC)

Internal: The Innovery Group community, composed by the members belonging to all the companies of the Group

The *CERT-INN* services will be provided for on-site systems and for remote systems at customer premises managed by Innovery, by means of the Managed Security Service model.

3.3 Affiliation

CERT-INN is affiliated to Innovery Group and It maintains contacts with various national and international CERT and CSIRT teams according to its needs and to its culture of information exchange.

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3.4 Authority

The *CERT-INN* operates under the auspices and the authority delegated by the CEO and Board Directors of Innovery Group.

The *CERT-INN* expects to work cooperatively with all the stakeholder involved in the service provisioning, insofar as possible, to avoid authoritarian relationships.

For the internal constituency *CERT-INN* has full authority, it can direct the engaged teams to perform the actions or response steps necessary to improve the security position of the organization or to recover from an incident.

For external constituency *CERT-INN* has no authority, it can act only as a consultant to the customer organization (although a very expert consultancy).

4 Policies

4.1 Types of Incidents and Level of Support

CERT-INN is authorized to address all types of information security incidents which occur, or threaten to occur, in all the constituencies where it operates.

The level of support given by *CERT-INN* will vary depending on the type and severity of the incident or issue, the type of constituent, the size of the user community affected, the criticality of the incident, and the *CERT-INN*'s resources available at the time, though in all cases response will be made within the agreed SLAs.

4.2 Co-operation, Interaction and Disclosure of Information

CERT-INN pays close attention to the importance of operational cooperation and interaction with other CERTs, CSIRTs, SOCs or other organizations that can contribute, in some ways, to improve the efficiency of the services provided by *CERT-INN*, to be always able to best assist one's own constituencies.

Therefore, every information, report and request received from its constituencies and from third parties, will be treated with the utmost professionalism.

At the same way, the sharing of information to the outside, will be managed with great care, in fact, *CERT-INN* will share information of the constituencies for the only purpose

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to solve and prevent cyber security incidents, and by implementing appropriate measures to protect the identity of the constituents.

CERT-INN operates within the current Italian and European regulations, and follows and supports the CSIRT Code of Practice, which is approved by the management of the team.

4.3 Communication and Authentication

For communications between *CERT-INN* and its constituents, the PGP key indicated in point 2.7 of the document (Public Keys and Encryption Information) will be used. For the protection of correspondence Innovery will also use additional tools, and it is expected that those communicating with *CERT-INN* will use matching certification tools, such as the PGP keys themselves.

For urgent communications, the telephone/fixed line will be used, at the numbers indicated in point 2.4 of the document (Telephone Number). This method will be deemed to be sufficiently safe, subject to a short identification process.

For user authentication, little information will be required to speed up the process. But these will be necessary and appropriate in order to have a secure communication.

CERT-INN recognizes and observes the FIRST TLP – Version 2.0, as it was created to facilitate greater sharing of potentially sensitive information and more effective collaboration.

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5 Services

5.1 Information Security Event Management

Information Security Event Management aims to identify information security incidents based on the correlation and analysis of security events from by a wide variety of event and contextual data sources. The information security incident management service is based on qualified and accurate data on information security events.

5.2 Information Security Incident Management

The service aims to collect and evaluate reports on information security incidents, but also to analyze relevant data and perform detailed technical analysis of the incident itself and any artifacts used. From this analysis, mitigation and steps to recover from the incident can be recommended, and constituents will be supported in applying the recommendations.

5.3 Early Warning

The Early Warning service is related to the discovery, analysis and management of new or reported security vulnerabilities in information systems. This service is part of the Vulnerability Management process and includes services related to the timely notification of known vulnerabilities in order to prevent their exploitation.

5.4 Cyber Threat Intelligence

Cyber Threat Intelligence comprises the ability to identify, process, comprehend, and communicate the critical elements of what is happening in and around the *CERT-INN*'s area of responsibility that may affect the operation or mission of its constituency.

5.5 Cyber Awareness

Given the nature of its services, CERT-INN is uniquely positioned to collect relevant data, perform analysis of threats, trends and security risks. Transferring this knowledge to its constituencies is key to improving overall cybersecurity.

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6 Incident Reporting Forms

CERT-INN makes available to its constituency and partnership the use of an incident reporting module, with the aim of making incident management easier and more efficient.

CERT-INN will thus be able to receive all the information it deems necessary for the answer written in an optimal way.

The incident reporting form can be found at the following address:

https://www.innovery.net/incident-response

7 Disclaimers

Under no circumstances, including negligence, shall *CERT-INN*, its suppliers or its collaborators be liable for any direct, indirect, incidental, consequential damages, related to the use of the information disseminated and its contents. It also includes, without limitation, damages such as loss of profits or turnover, interruption of business or professional activity, the loss of programs or other data located on your computer system or other system.

This disclaimer is not intended to circumvent compliance with the requirements prescribed by current legislation, nor to exclude liability for cases in which it cannot be excluded under the applicable legislation.

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