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## 1 Introduction

### 1.1 Overview

This document is composed of several sections describing how works GOVCERT.LU. Each section gives guidelines and procedures permitting to a constituent to report, in a good manner, a security incident.

### 1.2 Purpose

This document contains a description of GOVCERT.LU according to *RFC 2350*. It provides information about the computer security incident response team (CSIRT), how to contact the team, and describes its responsibilities and the services offered by GOVCERT.LU.

### 1.3 Scope

This policy covers GOVCERT.LU constituency.

### 1.4 References

1. *FRM702.301 - Incident Reporting Form*
2. *POL204 - Information Disclosure Policy*
3. *PRO301 - Incident Reporting Guidelines for Constituents*
4. *ISTLP - Information Sharing Traffic Light Protocol*. Nov. 2009
5. *RFC 2350: Expectations for Computer Security Incident Response*. URL: <https://www.ietf.org/rfc/rfc2350.txt>

### 1.5 Definitions and Abbreviations

Abbreviation	Definition
PGP	<a href="#">Pretty Good Privacy</a>
CERT	Computer Emergency Response Team
CSIRT	Computer Security Incident Response Team

Table 1: Definitions and Abbreviations

## 2 Document Information

### 2.1 Date of Last Update

This is version 5.0, published on 2017-10-16.

This version is valid until superseded by a later version.

### 2.2 Distribution List for Notifications

Changes to this document are not distributed by a mailing-list, RSS or any other mechanism. Please address any specific questions or remarks to GOVCERT.LU e-mail address (see paragraph 3.7).

### 2.3 Locations Where This Document May be Found

The current version of this document is always available on GOVCERT.LU website at <http://www.govcert.lu>.

### 2.4 Authenticating This Document

This document has been signed with the PGP key of GOVCERT.LU.

The signature is available on GOVCERT.LU web site <http://www.govcert.lu>.

## 3 Contact Information

### 3.1 Name of the Team

CERT Gouvernemental Luxembourg.

Short name: GOVCERT.LU.

### 3.2 Address

Ministère d'État - CERT Gouvernemental (GOVCERT.LU)  
50, rue du Château  
L-6961 Senningen  
Grand Duchy of Luxembourg

### 3.3 Time Zone

CET / CEST

- GMT+01:00 in winter time (from last Sunday in October to last Sunday in March)
- GMT+02:00 during summer time (from last Sunday in March to last Sunday in October)

### 3.4 Telephone Number

Secretariat: (+352) 247-88966

Hotline: (+352) 247-88960 (it doesn't cover totally the range of outside business hours. The principle of best effort is applied)

### 3.5 Facsimile Number

(+352) 247-88964 (this is *\*not\** a secure fax)

### 3.6 Other Telecommunication

Internet Website: <http://www.govcert.lu>.

### 3.7 Email Address

[info@govcert.etat.lu](mailto:info@govcert.etat.lu): this e-mail address is used for exchanging general information. The reporting of incidents (see below) using this email address should be avoided.

[soc@govcert.etat.lu](mailto:soc@govcert.etat.lu): this e-mail address is used for reporting an incident to the Support and Operation Center team of GOVCERT.LU.

### 3.8 Public Keys and Encryption Information

E-mail addresses ([info@govcert.etat.lu](mailto:info@govcert.etat.lu) and [soc@govcert.etat.lu](mailto:soc@govcert.etat.lu)) used by GOVCERT.LU share the same PGP key, as documented below:

- Key Id: 0x1DB41DEC
  - o Key Type: RSA-2048
  - o Key Fingerprint: BF0089A9 3ACB25BC 55F26CD9 4F371B37 87C0EC7D

The public key and its signatures can be found on the usual large public key servers as well as on GOVCERT.LU public web site (<http://www.govcert.lu>).

This key signs any communication from GOVCERT.LU. It is also used for any confidential communication with GOVCERT.LU (incident reports, alerts).

### 3.9 Team Members

GOVCERT.LU team is operated by dedicated staff of IT security experts from State Ministry. The full list of GOVCERT.LU team members is not publicly available. Team members will identify themselves to the reporting party with their full name in an official communication regarding an incident.

### 3.10 Other Information

General information about GOVCERT.LU, as well as links to various recommended security resources, can be found on GOVCERT.LU public web site (<http://www.govcert.lu>).

### 3.11 Points of Customer Contact

Days/hours of operation are 08:00 to 12:00 / 13:00 to 17:00 CET / CEST from Monday to Friday except during Luxembourg's public holidays.

All incidents reports should be sent to [soc@govcert.etat.lu](mailto:soc@govcert.etat.lu). This e-mail address is preferred for reporting urgent, sensitive, or critical, information security events and incidents.

On a general manner, use of phone and fax for reporting incidents should be avoided as much as possible.

GOVCERT.LU encourages its constituents to use secure e-mail (for instance PGP) when exchanging any sensitive information.

## 4 Charter

### 4.1 Mission Statement

GOVCERT.LU acts at national and international level:

- to protect the Grand-duchy of Luxembourg against major cyber threats
- to provide an attractive, secure and reliable environment for local businesses in Luxembourg
- to protect Luxembourg's citizen's privacy and fundamental rights

To fulfil its missions, GOVCERT.LU is mandated:

- to cover classified and non-classified infrastructures
- to react and to coordinate in case of incidents
- to prevent and detect major incidents
- to improve coordination of governmental actors within the frame of the management and response to incidents

### 4.2 Constituency

The Constituency of GOVCERT.LU is made of:

- all ministries, administrations and services of the Luxembourgish government
- military organizations and administrations using military system of the Luxembourgish government (e.g. embassies)
- critical infrastructure operators of the Grand-duchy of Luxembourg
- some major players in sensitive sectors within the Grand-duchy of Luxembourg

For a list and more information, please refer to GOVCERT.LU website <http://www.govcert.lu>.

### 4.3 Sponsorship and/or Affiliation

GOVCERT.LU is sponsored by the following entities in Luxembourg:

- HCPN: Haut Commissariat à la Protection Nationale
- CTIE: Centre des Technologies de l'Information de l'Etat
- CCG: Centre de Communication du Gouvernement

GOVCERT.LU plays also a key role within the Luxembourg's Cyber Security Board. GOVCERT.LU maintains affiliations with CERT / CSIRT community by attending to international and European meetings such as FIRST and TF-CSIRT.

GOVCERT.LU is listed by Trusted-Introducer (TI) since 2011, December 23rd.

GOVCERT.LU is listed by FIRST as a full member since 2016, August 4th.

### 4.4 Authority

GOVCERT.LU is operated by the State Ministry under the auspices of, and with authority delegated by decision of the Council of Government dated of the 15th of July 2011.

Constituents have to report information security incidents to GOVCERT.LU, and also have to provide contact information with regards to information security incidents.

Constituents have to take GOVCERT.LU's advice in consideration, even though the decision to implement certain measures or not will remain their decision. GOVCERT.LU expects to work cooperatively with system administrators from its Constituency.

Members of GOVCERT.LU community who wish to appeal the actions of GOVCERT.LU should contact the Managing Director of GOVCERT.LU.

All members of GOVCERT.LU team have necessary security clearances. As a consequence, they have wide possibilities of interacting with systems, services and system administrators from the constituency of GOVCERT.LU.

GOVCERT.LU operates within the confines imposed by Luxembourg's legislation.

## 5 Policies

### 5.1 Types of Incidents and Level of Support

The level of support given by GOVCERT.LU varies depending on the type and severity of the incident, vulnerability or issue as determined by GOVCERT.LU staff, the type of asset, the part of the constituent affected, and GOVCERT.LU's resources at the time.

**Information security incidents at constituents registered at GOVCERT.LU will always priority over incidents at unregistered constituents.**

GOVCERT.LU may act upon request of one of its constituents or may act if one of its constituents is involved in an information security incident.

Information security incidents are prioritized according to their apparent severity and extent. Note that no direct support will be given to end users; they are expected to contact their system administrator, network administrator, or department head for assistance. GOVCERT.LU will give full support to the system administrator, network administrator, or department head. Only limited support can be given to end users by GOVCERT.LU.

While GOVCERT.LU understands that there exists great variation in the level of system administrator expertise, and while GOVCERT.LU will endeavour to present information and assistance at a level appropriate to each person, GOVCERT.LU cannot train system administrators on the fly, and it cannot perform system maintenance on their behalf. In most cases, GOVCERT.LU will provide pointers to the information needed to implement appropriate measures.

## 5.2 Co-operation, Interaction and Disclosure of Information

While there are legal and ethical restrictions on the flow of information from GOVCERT.LU, it acknowledges its indebtedness to, and declares its intention to contribute to, the spirit of cooperation that created the internet. Therefore, while appropriate measures will be taken to protect the identity of members of our constituency and members of neighbouring sites where necessary, GOVCERT.LU will otherwise share information freely when this will assist in resolving or preventing security incidents.

GOVCERT.LU highly regards the importance of operational cooperation and information-sharing between computer security incident response teams (CSIRTs), and also with other organisations which may contribute towards or make use of their services.

GOVCERT.LU protects sensitive information in accordance with relevant regulations and policies within Luxembourg. In particular, GOVCERT.LU respects the sensitivity markings allocated by originators of information communicated to GOVCERT.LU ("originator control").

GOVCERT.LU appends *ISTLP - Information Sharing Traffic Light Protocol* information when sharing information with teams that support it, and will honour such information if present.

The *POL204 - Information Disclosure Policy* applicable to GOVCERT.LU can be found at <http://www.govcert.lu>.

## 5.3 Communication and Authentication

The preferred method of communication is via e-mail. If it is not possible (or not advisable for security reasons) to use electronic communication (e-mail / web form), GOVCERT.LU can be reached by telephone during time of operation. Off these hours a Hotline phone is available but it doesn't cover totally the range of outside business hours. The principle of best effort is applied.

In view of the types of information that GOVCERT.LU deals with, telephones may be considered sufficiently secure to be used even unencrypted. Unencrypted e-mail will not be considered particularly secure, but will be sufficient for the transmission of unclassified / low-sensitivity data.

Where it is necessary to establish trust, for example before relying on information given to GOVCERT.LU, or before disclosing confidential information, the identity and bona fide of the other party will be ascertained to a reasonable degree of trust. Within the constituency, and with known neighbour sites, referrals from known



trusted people will suffice to identify someone. Otherwise, appropriate methods will be used, such as a search of FIRST members, the use of WHOIS and other Internet registration information, etc., along with telephone call-back or e-mail mail-back to ensure that the party is not an impostor. Incoming e-mail whose data must be trusted will be checked with the originator personally, or by means of digital signatures (PGP is supported by GOVCERT.LU).

Communication security (encryption and authentication) is achieved by various means: PGP or other agreed means, depending on the sensitivity level and context.

If it is necessary to send highly sensitive data by e-mail, encryption (for instance PGP) will be used. Network file transfers will be considered to be similar to e-mail for these purposes: sensitive data should be encrypted for transmission. In such situation, all sensitive communication to GOVCERT.LU should be encrypted against the team's PGP key.

All e-mail or data communication related to an incident originating from GOVCERT.LU are digitally signed using PGP keys mentioned above, or GOVCERT.LU agents' own signature keys.

Use of encryption / digital signature is encouraged when reporting information to GOVCERT.LU, especially when sending sensitive information.

When submitting a report, (1) provide the operator with notice on the urgency along with the report, (2) your need for feedback, and (3) use where possible the form provided in section 7.

## 6 Services

GOVCERT.LU is authorized to handle and to address all types of information security incidents, involving both classified and un-classified information, which occur, or threaten to occur, in the constituents' networks, systems and services that fall into its mandate.

GOVCERT.LU supports members of its constituency with a set of reactive and proactive services in the field of information / IT security. For the time being, security quality management services are not yet operated by GOVCERT.LU but some of these services are planned to be operated from 2014.

GOVCERT.LU will gradually roll out its services, starting with Incident Handling.

### 6.1 Incident Response

GOVCERT.LU coordinates all activities related to incident response within its constituency. We provide support, help, and advice with respect to the following aspects of incident management:

#### 6.1.1 Incident Triage

- Investigating whether indeed an incident occurred.
- Determining the extent of the incident.

#### 6.1.2 Incident Coordination

- Determining the initial cause of the incident (vulnerability exploited).

- Facilitating contact with other sites which may be involved.
- Facilitating contact with the constituency and/or appropriate law enforcement officials, if necessary.
- Coordinate response to (Distributed) Denial of Service incidents.
- Making reports to other CSIRTs.
- Composing announcements to users, if applicable.

### 6.1.3 Incident Resolution

Note: This set of service includes also incident response on-site.

- Removing the vulnerability.
- Securing the system from the effects of the incident.
- Evaluating whether certain actions are likely to reap results in proportion to their cost and risk, in particular those actions aimed at an eventual prosecution or disciplinary action: collection of evidence after the fact, observation of an incident in progress, setting traps for intruders, etc.
- Collecting statistics concerning incidents which occur within or involve its constituency, and will notify the community as necessary to assist it in protecting against known attacks.  
To make use of GOVCERT.LU's incident response services, please send e-mail as per section 3.7 above. Please remember that the amount of assistance available will vary according to the parameters described in section 4.1.
- The collection, preservation, documentation, and analysis of evidence from a compromised computer system to determine changes to the system and to assist in the reconstruction of events leading to the compromise.

### 6.2 Others Activities

- Anti-Phishing notification & closure
- Compromised systems detection
- Stolen credentials notification
- Targeted malware notification
- General security announcements (non-public)
- Development of security tools
- Malware analysis
- Vulnerability notification

NOTE: these services will be gradually rolled-out.

## 7 Incident Reporting Forms

Reporting an incident can be done following two manners:

- Anonymous manner: reporting an incident using the online form (<http://www.govcert.lu>). All incident reported by this means is done in an anonymous manner. Incidents submitted by means of this form are encrypted prior transmission.
- General manner: reporting an incident using the *FRM702.301 - Incident Reporting Form*. After having filled out the reporting form, send it within the required timeframe (see Table 2 of the *PRO301 - Incident Reporting Guidelines for Constituents* available on <http://www.govcert.lu>) by email to the following address: **soc@govcert.etat.lu**.

Whenever possible, please report incident through the *FRM702.301 - Incident Reporting Form* available on <http://www.govcert.lu>.

Reported information will be treated confidentially, as per GOVCERT.LU *POL204 - Information Disclosure Policy*.

## 8 Disclaimer

While every precaution will be taken in the preparation of information, notifications and alerts, GOVCERT.LU assumes no responsibility for errors or omissions, or for damages resulting from the use of the information contained within.