

# CyTRAP Labs

Roentgenstrasse 49 **Street**

CH-8005 Zuerich **Zip Code**

Switzerland **Country**

+41(0)44 272 1876 **Voice**

+41(0)76 200 7778 **Cell**

[www.CyTRAP.eu/](http://www.CyTRAP.eu/) **URL**

# ENISA's 3rd Workshop Improving Resilience in European e-Communication Networks

Urs E. Gattiker, Helga Treiber, Outi Alapekkala  
CyTRAP Labs GmbH

Find out more about the eCommunications – WP 1.1 team  
from CyTRAP Labs <http://info.cytrap.eu/?p=180>

## Overview

- >What are the benefits for Member States
- >Timetable
- >Questionnaire
- >Precedures and methods
- >Conclusion and summary of presentation
- >Appendix

## **\_What are the benefits for Member States**

2008\_11\_12

## **\_What are the benefits for Member States**

**In a nutshell, Member States get:**

**\_answers to the questions as provided by 22 Member States and 2 EFTA countries**

**\_contact information (stakeholders' names, agencies, etc.)**

**\_information about which authorities are involved in network resilience**

**\_things that might change – what countries want to do**

2008\_11\_12

## **\_What are the benefits for Member States**

**In a nutshell, Member States get:**

**\_providing URL links to allow other Member States to get easy access to background materials – mostly in English - such as:**

- laws (results from the fact that the survey includes lots of questions pertaining to laws)**
- toolkits (e.g., mechanisms for reporting incidents, protection measures, and strategy implementation)**
- white papers and reports by national agencies regarding resilience**

2008\_11\_12

## **\_What are the benefits for Member States**

**In a nutshell, Member States get:**

**\_ report provides clear indications of which efforts or policies:**

- take how much time and**
- what kind of resources are needed**

**in order to:**

- successfully implement solutions that have**
- a real impact**

2008\_11\_12

## **\_Timetable**

2008\_11\_12



## \_Timetable

### ENISA and contractor planned – MS guided

**Week 27 July**

>ENISA e-mail to MB and NLOs with names of stakeholders

**Week 28**

>CyTRAP e-mails asking for 2 convenient time slots.

**Week 29**

>CyTRAP phone calls to stakeholders not responding so far

**Week 32 Aug**

>Contractor sends reminders – where no time agreed upon so far.

**Week 33**

>Contacts with stakeholders where date promised – not kept...

**Week 35**

>Reminder by ENISA to countries where date not agreed yet

**Week 36 – 37 Sept**

>CyTRAP contacts each country that has not agreed

>Some selected stakeholders get replaced by other experts for interviews by some Member States

>Some MS that first did not want to participate do now want to participate urgently

>Elections and things need to be adjusted...

2008\_11\_12

## **\_Questionnaire**

2008\_11\_12

## \_Questionnaire

### 3 major sections

_scope and governance	→ 4 questions
_tasks	→ 5 questions (5-9)
_risk management and preparedness measures	→ 5 questions (10-14)

2008\_11\_12

## **\_Procedures / Methods**

2008\_11\_12

## **\_Procedures / Methods**

**Templates allow comparisons – more structure**

**\_templates help MS to better structure responses provided**

**\_templates allow the inclusion of background briefing information, legal texts, etc.**

**\_providing resources/references that can be found easily by providing complete information including URL links → empowering other Member States to get easy access to background material**

2008\_11\_12

## \_Procedures / Methods

### Template – who participated

Interviewee	Mr Luc Beirens	Mr Miguel De Bruycker	Mr Rudi Smet
Authority	Federal judicial police Federal Computer Crime Unit FCCU	Belgian Army	BIPT
Position title	Chief Superintendent Head of Federal Computer Crime Unit	Major	Senior engineering advisor
Education/ Training	Master criminology Master information technology	MIT	M.Sc Eng.
Task and Responsibilities	Investigating cyber crime incidents Partner in the governmental platform BeNIS	Cyber Defense CIRC Manager Partner in the governmental platform BeNIS	Network Security Partner in the governmental Platform BeNIS
If applicable, rel.ship to ENISA	N/A	N/A	Board Substitute Member – NLO

2008\_11\_12

## \_Procedures / Methods

### Authorities involved in network resilience

Authority	OCECPR - Office of the <b>Commissioner of Electronic Communications and Postal Regulation</b>
Main Tasks	Regulation, policy implementation, advice on policy development
Reports to	Council of Ministers (not subjected to a ministry)  The Commissioner and Deputy Commissioner are appointed by the Council of Ministers.  The Commissioner reports to the President of the Republic of Cyprus.
Year established	2004
URL	URL: <a href="http://www.ocecpr.org.cy/nqcontent.cfm?a_id=767&amp;tt=ocecpr&amp;lang=gr">http://www.ocecpr.org.cy/nqcontent.cfm?a_id=767&amp;tt=ocecpr&amp;lang=gr</a> (under construction)  Greek version available. English version under construction

2008\_11\_12

## \_Procedures / Methods

### Authorities involved in network resilience but not participating

Authority	Ministry for Economic Affairs and Communications	CERT EE	Estonian Ministry of Defence	Estonian Ministry of Interior
Main Tasks	Liberalisation, universal service	management of security incidents in .ee computer networks  national contact point for international co-operation in the field of IT security.		to assure the internal security of the state (...) to regulate the crisis management and rescue works
Reports to				
Year established		2006		
URL	<a href="http://www.mkm.ee">www.mkm.ee</a>	<a href="http://www.cert.ee">www.cert.ee</a>	<a href="http://www.mod.gov.ee">www.mod.gov.ee</a>	<a href="http://www.siseministeerium.ee">www.siseministeerium.ee</a>

2008\_11\_12



## \_Procedures / Methods

### References – same format – URL – English if possible

**FR 1** Conseils des ministres Sécurité des activités d'importance vitale (press release of the Prime minister about the enhancement of the protection of critical activities - not available in English) (2006-02-22) [Online] (Available: [http://www.archives.premier-ministre.gouv.fr/villepin/acteurs/gouvernement/conseils\\_ministres\\_35/conseil\\_ministres\\_22\\_fevrier\\_791/securite\\_activites\\_importance\\_vitale\\_55388.html](http://www.archives.premier-ministre.gouv.fr/villepin/acteurs/gouvernement/conseils_ministres_35/conseil_ministres_22_fevrier_791/securite_activites_importance_vitale_55388.html)) Last Access: September 17, 2008)

**FR 2** Code de la défense - Section 1: Dispositions générales Article R1332 (Defence code- From Section 1: Disposition general Article R1332 -1 to Article 1332-42 not available in English) (2008-08-06 version) [Online] (Available: <http://www.legifrance.gouv.fr/affichCode.do?idArticle=LEGIARTI000006574323&idSectionTA=LEGISCTA000006182854&cidTexte=LEGITEXT000006071307&dateTexte=20080721>) Last Access: September 17, 2008) décret n° 2006-212 du 23 février 2006 relatif à la sécurité des infrastructures d'importance vitale : (Available : <http://www.legifrance.gouv.fr/rechTexte.do?reprise=true&page=1> )

**FR 3** Décrets, arrêtés, circulaires TEXTES GÉNÉRAUX PREMIER MINISTRE Arrêté du 2 juin 2006 fixant la liste des secteurs d'activités d'importance vitale et désignant les ministres coordonnateurs desdits secteurs  
NOR : PRMX0609332A (2006-06-04) **JOURNAL OFFICIEL DE LA RÉPUBLIQUE FRANÇAISE** Texte 1 sur 62. [Online] (Available: [http://www.legifrance.gouv.fr/jopdf/jopdf/2006/0604/joe\\_20060604\\_0129\\_0001.pdf](http://www.legifrance.gouv.fr/jopdf/jopdf/2006/0604/joe_20060604_0129_0001.pdf)) Last Access: September 17, 2008)

2008\_11\_12

## Procedures / Methods

Appendices – countries provide tools, frameworks, spreadsheets and information about toolkits

TECHNICAL INFRASTRUCTURES	BASIC SERVICES AND SUPPLIES	THREATS
Energy supply electricity fuel heating Communications fixed line telephone services mobile telephone services Internet-services data communication services security networks Information systems	Agriculture food industry logistics of perishable goods water supply Transport logistics Mass media Health care Financial services	Threats to data systems Illegal immigration Threats to food and health Threats to environment Economic threats Crime and terrorism Disasters International tension War and warlike situations Food supply

2008\_11\_12

## **\_Conclusion**

2008\_11\_12

## \_Conclusion

Gain insights regarding the report:

<http://info.cytrap.eu/?p=180>

<http://blog.cytrap.eu/?cat=65> 10 things that can make a real difference

2008\_11\_12

## \_Conclusion

How did we manage to collect so much information?

- Participants were interviewed by phone
  - advantage compared to letting MS fill out a survey – write answers only = more details can be asked during the telephone interview such as clarifications

## RESULT

Much information about practical matters (how it works, why it requires change, what will be improved and how) you find – sections Things that might change in most country reports.

2008\_11\_12

## Conclusion

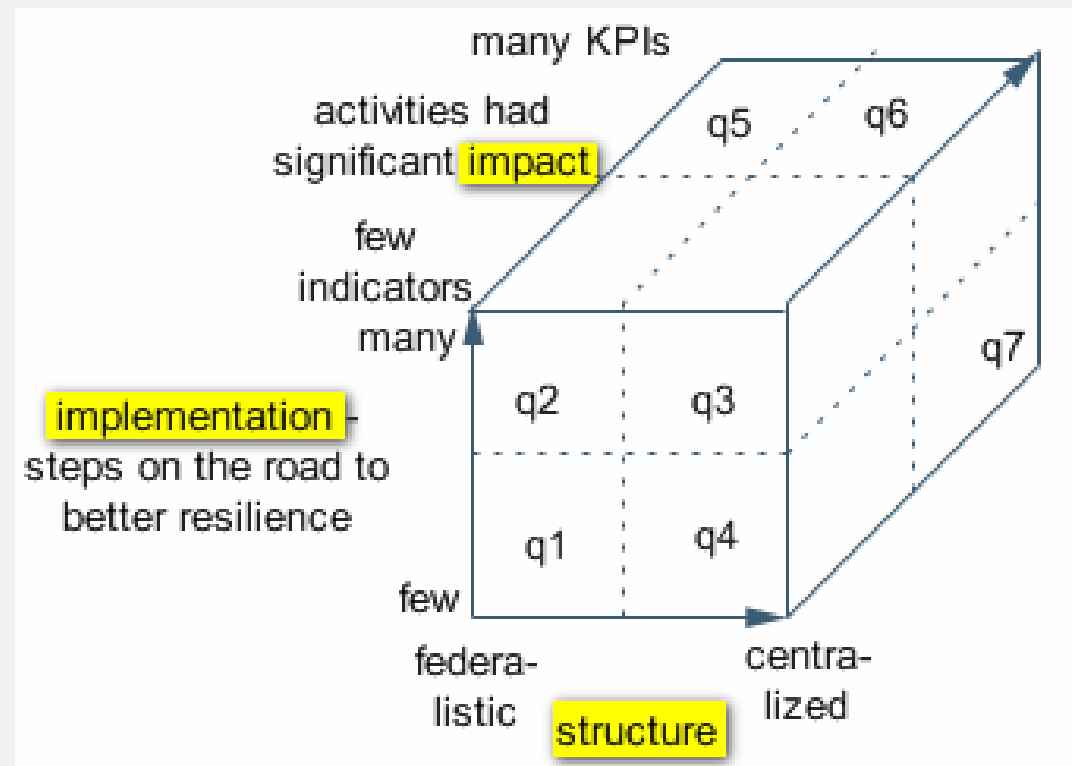
How a Member State can get the most out of this report

- 1) introduction – highlights – methodology – what it did and what it could not do
- 2) centralized vs federalistic --- choose 2 or 1 of each
- 3) advanced vs not so advanced – chose 2 of each
- 4) impact – what are the results – choose 2 Member States

2008\_11\_12

## \_Conclusion

How a Member State can get the most out of this report

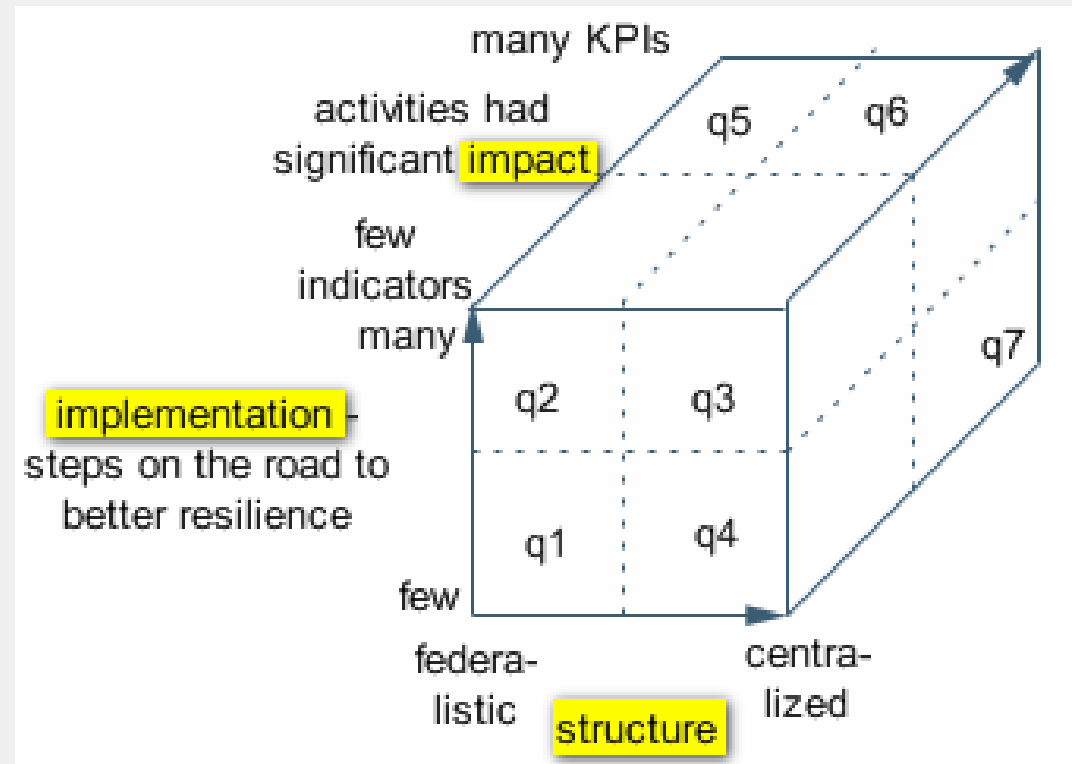


2008\_11\_12

## \_Conclusion

How a Member State can get the most out of this report

what can be transferred to another country



2008\_11\_12



## \_Conclusion

How a Member State can get the most out of this report

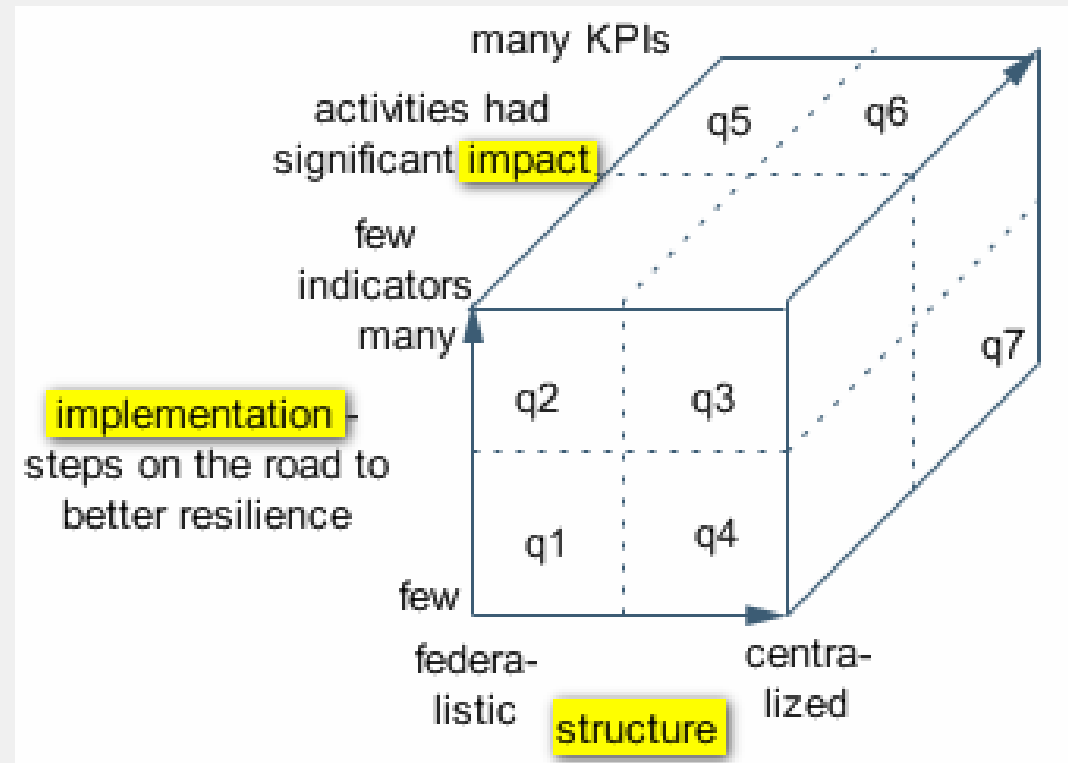
Success means many practical steps  
AND

a \_assessment of what was achieved

b \_set new goals

c \_focus on measurable output  
(e.g., cut the number  
of incidents by x%)

2008\_11\_12



## \_Conclusion

### culture

\_Country A citizens focus on the fact that

- 35% of trains arrive more than 5 minutes late and
- 2.5% get cancelled

\_Country B citizens focus on the fact that 65% of all trains arrive with less than 5 min. delay



2008\_11\_12

## \_Conclusion

### Culture

– Stuttgart – Zurich – Florence/Milan/Rome/Venice

→ it is all about how you look at the country reports, statistics and words used

How does it work in practice (on time, delays, etc.)

Impact → Key Performance Indicators or KPIs used



2008\_11\_12

## \_Conclusion

Regulation is only the start

Making it happen is what counts



2008\_11\_12



Report shows how resilience regulation  
can be implemented successfully ==>  
each country report  
illustrates at least 1 success

## \_Conclusion

If you like to get additional information, please pass me your business card:

>this way you will secure yourself the electronic delivery of the latest version of this presentation, future materials about the stock taking exercise and more

[ENISA's Second Workshop presentation – download slides](#)

<http://blog.cytrap.eu/?p=307>

2008\_11\_12

## **\_Appendix**

2008\_11\_12

## \_Appendix

>Follow the hyperlinks in the presentation to obtain additional information

>Links to watch:

[CASEScontact.org](http://CASEScontact.org)

security, virus and threat alerts, tips, weekly newsletters, sign-up

[CyTRAP Labs](http://CyTRAP Labs)

better risk management on the way to improved shareholder value - tips, check-lists, white papers

## \_Appendix

>Follow the hyperlinks in the presentation to obtain additional information

>Links to watch:



The [FT ComMetrics corporate blog index](#) from CyTRAP Labs GmbH ranks the [FT Global 500 corporate blogs](#)

Get the same service

How effective is your online campaign – what could you do better  
Register your weblog about improving network resilience or raising InfoSec awareness and watch the trends – are you getting better?

[sign-up for My.ComMetrics.com - it is free](#)

2008\_11\_12



# CyTRAP Labs

Thanks

**Urs E. Gattiker, Helga Treiber, Outi Alapekkala**

[ComMetrics.com](http://ComMetrics.com), [CyTRAP.eu](http://CyTRAP.eu) & [CASEScontact.org](http://CASEScontact.org)