# CERT-UvA profile

Established according to RFC-2350.

## 1. Document Information

### 1.1. Date of Last Update

This is version 1.2 of Dec 18th 2015.

### 1.2. Distribution List for Notifications

This profile is kept up-to-date on the location specified in 1.3 .

### 1.3. Location of this document

The current version of this profile is always available on http://www.uva.nl/cert .

## 2. Contact Information

### 2.1. Name of the Team

Full name: Computer Emergency Response Team - University of Amsterdam
Short name: CERT-UvA

CERT-UvA is the CERT or CSIRT team for the University of Amsterdam (UvA) in The Netherlands**.**

### 2.2. Address

Universiteit van Amsterdam
CERT-UvA
Gebouw Leeuwenburg
Weesperzijde 190
1097 DZ Amsterdam
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 20 525 3322 attended 24 hours a day**.**

### 2.5. Facsimile Number

Not available.

### 2.6. Other Telecommunication

Not available.

### 2.7. Electronic Mail Address

cert@uva.nl

### 2.8. Public Keys and Encryption Information

CERT-UvA uses PGP for secure communication.
We generate a new key at the beginning of each year, valid for that year, for the e-mail address cert@uva.nl and sign it with the UvA CERT master key.

For more information about the UvA CERT PGP public key see:

http://pgp.surfnet.nl/pks/lookup?op=vindex&search=UvA+CERT+key&fingerpr%20int=on

### 2.9. Team Members
CERT-UvA team members are drawn from the ranks of UvA ICT professionals. Further details to be found at http://www.uva.nl/cert/

### 2.10. Other Information
- See the CERT-UvA webpage http://www.uva.nl/cert
- CERT-UvA is registered by SURFcert, see **https://www.surf.nl/diensten-en-producten/surfcert/index.html**

### 2.11. Points of Customer Contact
Regular cases:
Use CERT-UvA e-mail address.
Business hours response only: 0900-1700 local time on Monday-Friday save public holidays in The Netherlands.

Emergency cases:
Use CERT-UvA phonenumber with back-up of mailaddress for all detail (putting EMERGENCY in subject line is recommended). The CERT-UvA phonenumber is available at all times.

## 3. Charter

### 3.1. Mission statement
The mission of CERT-UvA is to co-ordinate the resolution of IT security incidents related to the University of Amsterdam and to help prevent such incidents from occurring.

### 3.2. Constituency
University of Amsterdam (UvA) and institutions connected to UvA's network, with all related students, alumni and employees.

### 3.3. Sponsorship and/or Affiliation
CERT-UvA is part of the University of Amsterdam .

### 3.4. Authority
The team coordinates security incidents on behalf of their constituency and has no authority reaching further than that. The team 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 the team, 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. CERT-UvA itself is the authority that can set and reset the EMERGENCY label. An incident can be reported to CERT-UvA as EMERGENCY, but it is up to CERT-UvA 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 CERT-UvA, 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.

CERT-UvA will use the information you provide to help solve security incidents, as all CERTs 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 anonymised fashion.

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

Requests or orders by law enforcement will be channeled via the legal department of the University of Amsterdam. CERT-UvA will only cooperates with law enforcement EITHER in the course of an official investigation – meaning that a court order is present – OR in the case where a constituent requests that CERT-UvA cooperates in an investigation. When a court order is absent, CERT-UvA will only provide information on a need-to-know base. CERT-UvA does not report incidents to law enforcement, unless national law requires so.

### 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.

## 5. services

### 5.1. Incident Response (Triage, Coordination and Resolution)

CERT-UvA is responsible for the coordination of security incidents somehow involving their constituency (as defined in 3.2). CERT-UvA therefore handles both the triage and coordination aspects. Incident resolution is left to the responsible administrators within the constituency – however CERT-UvA will offer support and advice on request.

### 5.2. Proactive Activities

CERT-UvA pro-actively advises their constituency in regard to recent vulnerabilities and trends in hacking/cracking.
CERT-UvA advises their constituency 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: CERT-UvA is not responsible for implementation.

## 6. Incident reporting Forms

An incident report form is available on http://www.uva.nl/cert .

## 7. Disclaimers

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