

Version 1.2 - EN

VUCERT Charter

1 Document information	3
1.1 Date of last update.....	3
1.2 Distribution list for notifications	3
1.3 Location of the document.....	3
2 Contact information	4
2.1 Name of the team	4
2.2 Mailing address	4
2.3 Time zone.....	4
2.4 Telephone number	4
2.5 Facsimile number	4
2.6 E-mail address.....	4
2.7 Website.....	4
2.8 Public key	4
2.9 Team members.....	5
2.10 Operating hours.....	5
3 Charter	6
3.1 Mission statement.....	6
3.2 Constituency.....	6
3.3 Sponsoring and/or relationship.....	6
3.4 Authority	6
4 Policies	7
4.1 Types of incidents and level of support	7
4.2 Cooperation, interaction and disclosure of information.....	7
4.3 Communication and authentication	7
5 Services.....	8
5.1 Incident response.....	8
6 Forms.....	9
7 Disclaimer.....	10

1 Document information

This document defines the profile of VUCERT, the 'Computer Emergency Response Team' of the VU University Amsterdam. The information has been laid down in accordance with RfC 2350 - *Expectations for Computer Security Incident Response*.

1.1 Date of last update

Version 1.2, 23 February 2017.

1.2 Distribution list for notifications

A distribution list for communication is not available.

1.3 Location of the document

The latest version is available on <http://www.vu.nl/vucert>.

2 Contact information

2.1 Name of the team

VUCERT: VU University Amsterdam Computer Emergency Response Team

2.2 Mailing address

VU University Amsterdam
VUCERT, room MP N-537
De Boelelaan 1105
1081 HV Amsterdam
The Netherlands

2.3 Time zone

VUCERT operates on local time, in other words CET (UTC+1), and CEST (UCT+2) during the summer period, unless stated otherwise.

2.4 Telephone number

VUCERT can only be reached via e-mail. See 'Opening hours'.

2.5 Facsimile number

+31 (0)20 59 85391 (not secure)

2.6 E-mail address

vucert@vu.nl

vucert.secure@vu.nl (for confidential information only)

2.7 Website

<http://www.vu.nl/vucert>

2.8 Public key

When sending confidential information, we would advise using secure communication. The vucert.secure@vu.nl public key is available via the key servers.

2.9 Team members

The members of VUCERT are:

E. Eliveld

2.10 Operating hours

VUCERT can be reached on weekdays from 9.00 to 17.00 CET+1/CEST+2.

For emergencies outside office hours, VUCERT can be reached via telephone number: +31 (0)20 592 2222.

3 Charter

3.1 Mission statement

The mission of VUCERT is to provide a curative service for information security incidents across the organization. VUCERT will also look into security incidents outside VU University Amsterdam if its own staff, students or systems are in any way involved or affected.

In concrete terms, this is VUCERT's remit:

To identify and register all security incidents, to coordinate the preventive measures and to oversee the solution to problems that have led to, or have been caused by, these incidents (or to provide assistance in these matters).

3.2 Constituency

VUCERT provides services to VU University Amsterdam. Anyone may report an incident, as long as it relates to equipment or data belonging to, or people working for or studying at, VU University Amsterdam.

3.3 Sponsoring and/or relationship

VUCERT is part of VU University Amsterdam.

3.4 Authority

If IT facilities belonging to VU University Amsterdam are being misused, or if misuse is suspected, VUCERT is authorized to secure any evidence and take measures to prevent further misuse. VUCERT is also authorized to order systems or network segments to be isolated should this prove necessary.

4 Policies

4.1 Types of incidents and level of support

VUCERT aims to respond to incident reports within one working day. All incidents are given high priority as a matter of course. An incident may be reported as an emergency, but VUCERT will decide whether to uphold this status.

4.2 Cooperation, interaction and disclosure of information

All information received will be treated with great care. However, if the information is highly sensitive, it should be sent to vucert.secure@vu.nl.

The information provided will be used to solve the incident. This means that the information may be passed further into the organization, but only on a 'need-to-know' basis.

If you have any objections to this working method, please indicate how you would like VUCERT to deal with the information you provide. VUCERT will respect your wishes, but may have to inform you that no further action can be undertaken due to your restrictions.

VUCERT will not report security incidents to the police, unless legally bound to do so. VUCERT can, however, advise owners of systems to report serious incidents to the police themselves. VUCERT only cooperates with the authorities in the case of official investigations.

When working on incidents, VUCERT cooperates with the following organizations: SurfCERT, the CSIRTs at VU University Medical Center, University of Amsterdam, and Windesheim University of Applied Sciences.

VUCERT does not communicate with the press. All communication goes through the VU University Amsterdam's *Department of Marketing & Communication*.

4.3 Communication and authentication

VUCERT recommends using a digital signature when sending confidential information.

5 Services

5.1 Incident response

5.1.1 Prioritizing

It is up to VUCERT to set the priority for all security incident reports.

5.1.2 Coordination

VUCERT is responsible for coordinating the work on reports of security incidents.

5.1.3 Problem-solving

The owner of the service or system affected by a security incident is responsible for solving the actual problem, but VUCERT will provide assistance if required.

6 Forms

There are no special forms for reporting security incidents. Staff, students and guests of VU University Amsterdam can report incidents at the UC IT Service Desk (ucit-servicedesk@vu.nl) or via the e-mail address of VUCERT. Third-parties are asked to send reports to vucert@vu.nl.

7 Disclaimer

This document is only intended as a means of providing information. VUCERT does not accept liability for damages, loss or personal damage resulting from or relating to the use of this document.