KOS-CERT
NJESIA NACIONALE PER SIGURI KIBERNETIKE
NATIONAL COMPUTER SECURITY UNIT
NACIONALNA JEDINICA ZA KOMPJUTERSKU BEZBEDNOST

RFC 2350 description for KOS-CERT (National Cyber Security Unit)

1. About this document

This document contains a description for the National CERT of Republic of Kosovo according to RFC 2350. It provides basic information about the CERT, the ways it can be contacted, describes its responsibilities and the services offered.

1.1. Date of Last Update

This is version 1 of 15/10/2016.

1.2. Distribution List for Notifications

There is no distribution list for notifications. Any specific questions or remarks please address to the KOS-CERT mail address.

1.3. Locations where this Document May Be Found

The current version of this CERT description document is available from the KOS-CERT website – https://kos-cert.org/en/aboutus.

Address: Rr.Bedri Pejani No. 23, 10 000 Prishtinë, Republika e Kosovës
Phone: +381 38 200-28563; Fax: + 381 38 212 399;
E-mail: info@kos-cert.org; web-site: www.kos-cert.org

2. Contact Information

2.1. Name of the Team

KOS-CERT, Kosovo National Cyber Security Unit.

2.2. Address

Regulatory Authority for Electronic and Postal Communication
KOS-CERT, Kosovo National Cyber Security Unit

St.Bedri Pejani no. 23,
10 000 Prishtina,
Republic of Kosovo

2.3. Time Zone

GMT, Greenwich Mean Time
(GMT+01, from the last Sunday in October to the last Saturday in March)

GMT, Greenwich Mean Time
(GMT+02, from the last Sunday in March to the last Saturday in October)

2.4. Telephone Number

+381 38 200-28563;

2.5. Facsimile Number

+ 381 38 212 399;

2.6. Other Telecommunication

None available

2.7. Electronic Mail Address

For the incident reports, please use the address reports@kos-cert.org.
For the non-incident related messages, please use the info@kos-cert.org.

Address: Rr.Bedri Pejani No. 23, 10 000 Prishtinë, Republika e Kosovës
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2.8. Public Keys and Encryption Information

For the incident related communication, you can use this key:

```
-----BEGIN PGP PUBLIC KEY BLOCK-----
Version: SKS 1.1.5
Comment: Hostname: pgp.mit.edu

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OCrxF6+RkbR4f+bNyAivo/UM2dKESQ==
=FSrY
-----END PGP PUBLIC KEY BLOCK-----
```

uid

KOS-CERT REPORTS (Incident reports) reports@kos-cert.org

Key fingerprint = 27D5 C22D 4281 283F 8908 8A17 B889 A75E FBB3 78C4

Address: Rr.Bedri Pejani No. 23, 10 000 Prishtinë, Republika e Kosovës
Phone: +381 38 200-28563; Fax: + 381 38 212 399;
E-mail: info@kos-cert.org; web-site: www.kos-cert.org

For the non-incident related communication, you can use this key:

```
-----BEGIN PGP PUBLIC KEY BLOCK-----
Version: SKS 1.1.5
Comment: Hostname: pgp.mit.edu

mQENBFf3UCMBCACu5D+neA7kAFbJ7hRN9LKSAzOVDYh2ERpq0HSkxWw5SknG1mjdbNiXCjyt
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=fgO3
-----END PGP PUBLIC KEY BLOCK-----
```

uid

KOS-CERT INFO info@kos-cert.org

Key fingerprint = 0470 9CFC 8D98 7E4D 21F5 8F3C EAFA 2C86 F1D6 C7DF

Address: Rr.Bedri Pejani No. 23, 10 000 Prishtinë, Republika e Kosovës
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E-mail: info@kos-cert.org; web-site: www.kos-cert.org

2.9. Team Members

The KOS-CERT Unit team leader is Shpend Lutfiu. A full list of KOS-CERT 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.

Management, liaison and supervision are provided by Mr. Kreshnik Gashi, Chairman of Board, Regulatory Authority for Electronic and Postal Communication.

2.10. Other Information

General information about the KOS-CERT can be found at www.kos-cert.org.

2.11. Points of Customer Contact

The preferred method for contacting KOS-CERT is via e-mail. Incident reports and related issues should be sent to the address reports@kos-cert.org. This will create a ticket in our tracking system and alert the human on duty. For general questions please send an e-mail to info@kos-cert.org.

If it is not possible (or not advisable for security reasons) to use e-mail, the KOS-CERT can be reached by telephone at +381 38 200-28563.

The KOS-CERT's hours of operation are generally restricted to regular business hours (08:00-16:00 Monday to Friday except holidays).

3. Charter

3.1. Mission Statement

The National KOS-CERT Unit plays a key role in safeguarding of electronic communication networks and services and its users in Republic of Kosovo. Our goal is to help them to effectively face security challenges, coordinate actions to solve the security incidents and effectively prevent them.

3.2. Constituency

Our constituency are Operators of Electronic Communication Networks and Services and its users in Republic of Kosovo.

3.3. Sponsorship and/or Affiliation

KOS-CERT is functional Unit within Regulatory Authority for Electronic and Postal Communication.

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3.4. Authority

The National KOS-CERT Unit operates under the auspices of, and with authority delegated by, the Law of Electronic Communication. Operates within the bounds of the Republic of Kosovo legislation.

The KOS-CERT expects to work cooperatively with system administrators and users of Electronic Communication Networks and Services, public and private sector in Kosovo.

4. Policies

4.1. Types of Incidents and Level of Support

The National KOS-CERT Unit is authorized to address all types of computer security incidents which occur, or threaten to occur, in our constituency.

The level of support given by KOS-CERT will vary depending on the type and severity of the incident or issue, the type of constituent, the size of the user community affected, and KOS-CERT's resources at the time, though in all cases some response will be made within one working day.

Note that no direct support will be given to end users; they are expected to contact their system administrator, network administrator or their ISP for assistance. KOS-CERT will support the latter people.

KOS-CERT is committed to keeping its constituency informed of potential vulnerabilities, and where possible, will inform this community of such vulnerabilities before they are actively exploited.

4.2. Co-operation, Interaction and Disclosure of Information

All incoming information is handled confidentially by KOS-CERT, regardless of its priority. Information that is evidently very sensitive in nature is only communicated and stored in a secure environment, if necessary using encryption technologies.

KOS-CERT will use the information you provide to help incident response coordination. Information will only be distributed further to other teams and members on a need-to-know base, and preferably in an anonymized fashion.

The KOS-CERT operates within the bounds of the Republic of Kosovo legislation.

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4.3. Communication and Authentication

E-mails and telephones are considered sufficiently secure to be used even unencrypted for the transmission of low-sensitivity data. If it is necessary to send highly sensitive data by e-mail, PGP will be used.

If it is necessary to authenticate a person before communicating, this can be done either through existing webs of trust (e.g. TI, FIRST) or by other methods like call-back, mail-back or even face-to-face meeting if necessary.

5. Services

5.1. Incident response coordination

The KOS-CERT coordinates the response effort among constituencies involved in the incident. This includes networks and services that are provided by electronic communication operators of Republic of Kosovo. The coordination work may involve collecting contact information, notifying sites of their potential involvement (as victim or source of an attack), collecting statistics about the number of sites involved, and facilitating information exchange. Part of the coordination work may involve notification and collaboration with law enforcement agencies and other local and national CERTs with the focus protection of users of electronic communication networks and services.

This service does not involve direct, on-site incident response.

5.2. Awareness Building

KOS-CERT Unit will prepare a security alerts including:

- Safety warnings for the public. These alerts contain brief information that is clear for understanding from home computers user, in order to protect themselves to the internet.
- Safety warnings for specific needs of the constituency. These alerts provide timely information on the current situation and the activities that pose a threat to operators of electronic communication networks and services and their users.

Performing this service seek opportunities to increase security awareness through developing articles, posters, newsletters, web sites, or other informational resources that explain security best practices and provide advice on precautions to take. Activities may also include scheduling meetings and seminars to keep constituents up to date with ongoing security procedures and potential threats to organizational systems.

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6. Incident Reporting Forms

The form is available on the following (https://kos-cert.org/raporto_incident_en).

7. Disclaimers

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

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