RFC 2350
HWG-CERT

Qualification	References				
Procedure	Trusted Introducer - RFC 2350				
Rev.	**Date**	**Editing**		**Verification**	**Approval**
01.00	19/06/2024	27/05/2024	Deborah Salvagno	28/05/2024 Francesca Filini	19/06/2024 Francesca Tommasi

1. DOCUMENT INFORMATION

This document contains a description of HWG Sababa Computer Emergency Response Team, according to RFC2350. It provides basic information about the HWG-CERT team, its channels of communication, its roles and responsibilities.

1.1. Date Of Last Update
Version 1.0

1.2. Distribution List for Notifications
There is no distribution list for public notifications.

1.3. Location Where This Document May Be Found
The current and latest version of this document is available on HWG-CERT website.
Its URL is https://www.hwgsababa.com

1.4. Authenticating This Document
This document has been signed with the PGP key of HWG-CERT.
The public PGP key is available in HWG-CERT website.

1.5. Document Identification
Title: RFC 2350 – HWG-CERT
Version: 1.0
Document Date: 19/06/2024
Expiration: this document is valid until it is replaced by a later version.

2. CONTACT INFORMATION

2.1. Name Of the Team
Full Name: HWG Sababa Computer Emergency & Response Team
Short Name: HWG-CERT

2.2. Address
Postal Address: HWG-CERT, Via Enrico Fermi, 15/E, 37135, Verona, Italy.

2.3. Time Zone
CET.

2.4. Telephone Number
Tel: +39 045 493 2800.

2.5. Electronic Mail Address
HWG-CERT can be reached via cert@hwgsababa.com. All members of HWG-CERT Team can read messages sent to this address.

2.6. Public Keys and Other Encryption Information
In order to guarantee the security of communications the PGP technology is supported. HWG-CERT public PGP key for cert@hwgsababa.com is available on the public PGP key servers and in HWG-CERT website.

HWG Sababa S.r.l. with ole shareholder
VAT 03820790230
Registered office - Piazza Tre Torri 2, 20145 Milano (MI) Italy
Operational headquarters - Via Enrico Fermi 15/E, 37135 Verona (VR) Italy
www.hwgsababa.com

UID: CSIRT HWG <csirt@hwg.it>
Fingerprint: DB9A A0B9 180B 52D9 6B3E 7D34 54D5 4827 7131 984D

The key shall be used whenever information must be sent to HWG-CERT in a secure manner.

2.7. Team Members
HWG-CERT's Team Leader is the CERT Manager. The team consist of Incident Management Team Leader, Incident Handlers, Threat Intelligence Team Leader, Threat Analysts, Laboratory Team Leader Specialist and Laboratory Specialists.

2.8. Other Information
General information about the HWG-CERT can be found at HWG-CERT website:
https://www.hwgsababa.com

2.9. Point of Costumer Contact
The preferred method for contacting HWG-CERT is by mail: cert@hwgsababa.com
The mailbox is checked 24h/7 days.

The use of PGP is required to send confidential or sensitive information.

If is not possible to contact HWG-CERT via e-mail for security reasons, or in case of emergencies, the contact may take place via telephone.

3. CHARTER

3.1. Mission Statement
The HWG-CERT mission is to support and protect HWG Sababa's cyberspace from potentially critical national and international cyber threats having concrete possibility to compromise company operational capability or to pose a serious threat to information security. The scope of HWG-CERT activities covers prevention, detection, response and recovery.

3.2. Constituency
The constituency of HWG-CERT refers to all the legal entities related or affiliated to HWG or that have business contracts with the latter.

3.3. Sponsorship and/or Affiliation
HWG-CERT maintains contacts with various national and international CSIRT teams and is an authorized user of the CERT mark, since it is part pf the European CERT/CSIRT community "Trusted Introducer".

3.4. Authority
The HWG-CERT is not authoritative. HWG-CERT achieves its functions through the services delivered to its constituency, the collaboration with authoritative CERTs, peers, Information Security community, Law Enforcement, Service Providers and Vendors.

4. POLICIES

4.1. Types of Incidents and Level of Support
HWG-CERT manage and address unknown type and critical information security incident which occur or threaten to occur in its constituency. The level of support given by HWG-CERT will vary

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depending on the severity of the incident, the related HWG ICT assets impacted and the HWG-CERT resources at the time.

HWG-CERT is committed to keeping its constituency informed about relevant vulnerabilities, emerging threats and trends, and, where possible, it will inform its community of such criticalities before they are actively exploited by threat actors.

4.2. Co-operation, Interaction and Disclosure of Information

HWG-CERT highly considers the importance of operational coordination and information sharing among CERTs, CSIRTs, SOCs and similar bodies, and also with other organizations, which may aid to deliver its services or which provide benefits to HWG-CERT.

HWG-CERT shall exchange all necessary information with other CSIRTs as well as with affected parties' administrators. No personal are exchanged unless explicitly authorized.

4.3. Communication And Authentication

HWG-CERT protects sensitive information in accordance with relevant local regulations and policies. In particular, HWG-CERT respects the sensitivity markings allocated by originators of information communicated to HWG-CERT ("originator control"). Communication security (which includes both encryption and authentication) is achieved using PGP primarily or any other agreed means, depending on the sensitivity level and context.

For regular communication not containing sensitive information HWG-CERT may use conventional methods like unencrypted e-mail sent through secured e-mail infrastructures.

5. SERVICES AND ACTIVITIES

5.1. Proactive Services

The HWG-CERT provides information (e.g. published vulnerabilities, new attack tools or artefacts, security/protection measures, etc.) needed to protect systems and networks.

5.2. Incident Management

The HWG-CERT performs incident handling, response on-site, support and coordination for its constituency.

The incident management services as developed by HWG-CERT covers all "5 steps":
- Preparedness and prevention
- Detection
- Analysis
- Response
- Recovery

5.2. Threat Intelligence

The HWG-CERT performs the threat intelligence services in order to improve prevention, detection, identification and information security incidents response capabilities and strength the HWG cyber security posture.

6. INCIDENT REPORTING FORM

HWG-CERT does not provide any incident reporting form in a public web page. Please report security incidents via encrypted e-mail to cert@hwgsababa.com

Please classify the information using the Traffic Light Protocol and make sure to always include your own contact information.

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7. DISCLAIMERS

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