



CSIRT DESCRIPTION FOR CERT-XLM RFC2350

CERT-XLM

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Approval

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1.0	11/09/2014	Paul Jung	Initial version.

Distribution List

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About this document.

Date of last update

This is the 1.24 version released on June 28th 2023.

Distribution List for notifications

Changes to this document are not distributed by a mailing list, RSS or any other mechanism. Please address any specific questions or remarks to CERT-XLM e-mail address (see chapter *Electronic mail address*)

Locations where this document may be found

The current version of this CSIRT description document is available in pdf format in the document section on the CERT-XLM WWW site. At the following URL:

<https://excellium-services.com/assets/csirt-rfc2350.pdf>

Please make sure you are using the latest version.

Authenticating this document

These documents have been signed with the CERT-XLM's PGP key. The main signature is available on our website, under:

<https://excellium-services.com/assets/csirt-rfc2350.pdf.sig>

Contact Information

Name of the team

“CERT-XLM”: Excellium CSIRT of Excellium Services S.A.

Adresses

The primary correspondence address is the Luxembourgish one.

CERT-XLM
Excellium Services S.A.
5 rue de Goell
L-5326 Contern
Luxembourg

CERT-XLM
Excellium Services Belgium N.V.
Orion Bldg, Belgicastraat 13
B-1930 Zaventem
Belgium

Timezone

CET / CEST

- GMT+01:00 in wintertime (from last Sunday in November to last Sunday in March).
- GMT+02:00 during summertime (from last Sunday in April to last Sunday in October).

Telephone number

- +352 262 039 64 708 Cert-XLM direct number (Business hours).
- +352 661 348 273 Excellium Services CSOC (24/7).

Facsimile number

Nonavailable.

Other Telecommunication

Nonavailable.

Electronic mail address

All incident report should be submitted to <emergency@excellium-services.com>.

The team may be contacted to <cert@excellium-services.com>. This email alias relays emails to the human(s) on duty for the CERT-XLM.

Public keys and other encryption information

The CERT-XLM <[cert\(at\)excellium-services.com](mailto:cert@excellium-services.com)> has a PGP key, with the KeyID **0xD74E5AC0** the related fingerprint is **8D78D1A67F2BAFDE41B74DBA67B311E5D74E5AC0**.

The Incident mailbox <[emergency\(at\)excellium-services.com](mailto:emergency@excellium-services.com)> has the key PGP, with the KeyID **0x42662EFE**, the related fingerprint is **F27E7CE46E424205A68F2B9F4F753C7942662EFE**.

The public key and its signatures can be found at the usual large public key servers, or on CERT-XLM web site:

- for <[cert\(at\)excellium-services.com](mailto:cert@excellium-services.com)>, under:
 - o https://excellium-services.com/assets/CERT-XLM_PKEY.asc
- for <[emergency\(at\)excellium-services.com](mailto:emergency@excellium-services.com)>, under:
 - o https://excellium-services.com/assets/EMERGENCY_PKEY.asc

Each CERT-XLM team member also has a nominative OpenPGP public key.

Team members

CERT coordination will be performed by **Paul Jung**. All team members, along with their areas of expertise and contact information, are listed below:

Luxembourgish Core Team

Name	Email	KeyID	Role
Paul Jung	pjung(at)excellium-services.lu	0x2BD01DE5	Coordinator
	Fingerprint	B851F185CBE40165388E840FFDC487D42BD01DE5	
Arnaud Garrigue	agarrigue(at)excellium-services.lu	0xB321CA08	Incident handler
	Fingerprint	76CDB8B53DF109301290FE7A12B5A9EAB321CA08	
Alexandre Reynaud	areynaud(at)excellium-services.lu	0xEF1E4CA3	Incident handler
	Fingerprint	1988A426E51EB36E8E66719AF004CC2DEF1E4CA3	
Mathieu Baeumler	mbaeumler(at)excellium-services.lu	0xE1E6CEDC	Incident handler
	Fingerprint	010788739CC014DCFE0B1322D2B8AE08E1E6CEDC	
Jean Luc Davenne	jdavenne(at)excellium-services.lu	0xC6996D99	Incident handler
	Fingerprint	A07DA01404046BFB972AE674F10FC6DFC6996D99	
Adrien Gérôme	agerome(at)excellium-services.lu	0x7683DCFE	Incident handler
	Fingerprint	736D0C3BC24A993B5EC41C815CD852997683DCFE	
Abdulsamet Akkus	aakkus(at)excellium-services.lu	0x721C9AF7	Incident handler
	Fingerprint	74A254AD4DF92E45B54D6293A0D95FE8721C9AF7	
Camille Bour	cbour(at)excellium-services.lu	0xB3CA5B35	Incident handler
	Fingerprint	62DFBD343EE7A54448CE044271985685B3CA5B35	

Belgium Core Team.

Name	Email	KeyID	Role
Dorian Retter	dretter(at)excellium-services.be	0xC43BF8E4	Incident handler
	Fingerprint	B368290A6D2AEE7877454DE3B7E01D58C43BF8E4	

Senegal L1 Incident handling.

Name	Email	KeyID	Role
Sokhna Fall	sfall(at)suricatesolutions.com	0xA91A2C41	Incident handler
	Fingerprint	A3822F8459B6EA852BC83954BA6D0C00A91A2C41	
Cherif Abdoul Mazid	cmazid(at) suricatesolutions.com	0xAA0294A3	Incident handler
	Fingerprint	E35E2F1F08AED336114E998BF0899C5CAA0294A3	

Software and system support may be performed by the following team.

Name	Email	KeyID	Role
Benjamin Fuhro	bfuhro(at)excellium-services.be	0x343131B7	Support
	Fingerprint	BC091234C3176DAF0A5FFD8237C6A6F6343131B7	
David Vernazobres	dvernazobres(at)excellium-services.lu	0x6F537549	Support
	Fingerprint	219625B534AFC1B0E036FC60C74D430F6F537549	

Additional L1 Incident handling may be performed by the following team.

Name	Email	KeyID	Role
Sebastien Kaiser	skaiser(at)excellium-services.lu	0x5A81F9D3	Incident handler
	Fingerprint	0E6A08F80460CB59C7D294B19B1A1A805A81F9D3	

Business and legal support team members are:

Name	Email	KeyID	Role
Christophe Bianco	cbianco(at)excellium-services.lu	0x272BCB01	Business support
	Fingerprint	699D0CE7C7CE2444FF2D9DD009F561DC272BCB01	

Other Information

General information about the CERT-XLM, as well as links to various recommended security resources, can be found at <https://www.excellium-services.com/CERT-XLM>

Points of Customer Contact

The preferred method for contacting the CERT-XLM is via e-mail at <[cert\(at\)excellium-services.com](mailto:cert(at)excellium-services.com)>; E-mails sent to this address will be automatically forwarded to the on-call person. If you require urgent assistance, put “[URGENT]” in your subject line.

Emails could be encrypted using PGP. CERT-XLM public key information are detailed in the chapter

Public keys and other encryption information.

If it is not possible (or not advisable for security reasons) to use e-mail, the CERT-XLM can be reached by telephone during regular office hours. (See chapter *Telephone number*) Outside these hours, incidents will be registered 24/7 through its SOC. In this case, use the emergency number referenced in chapter *Telephone number*

If possible, when submitting your report, use the form mentioned in section *Incident Reporting Forms*.

Charter

Mission statement

CERT-XLM is a dedicated team part of Excellium Services S.A, and acts as the Computer Security Incident Response team (CSIRT) for Excellium Group S.A.

The team's purpose is twofold: first, it implements proactive measures to reduce the risks of computer security incidents for Excellium Group S.A and its constituencies, but also any customer requiring help to do so. Secondly, CERT-XLM will provide assistance to them to respond adequately to such incidents.

CERT-XLM will address every kind of computer security incidents already ongoing or threatening to occur in the constituencies' networks. The incidents are first prioritized according to their apparent severity and extent. Then the level of support given by CERT-XLM might vary depending on the type of the incident or issue, its severity and the CSIRT's available resources, but in any case, a response will always be provided. Additionally, CERT-XLM will release security notices based on relevancy of information.

To ensure its mission, CERT-XLM has been given the mandate to warn application owners and users of known security issues and require fix to security configurations. Additionally, CERT-XLM will report directly relevant security issues related to Excellium Group S.A. and constituencies to Excellium Group S.A. CISO and managing partners.

This team establishment dates from January 2014, and a funding model has been put in place to ensure the long-term stability of this CSIRT.

CERT-XLM will occasionally work in cooperation with various CERTs and Security Operations Centers (SOC). CERT-XLM can also act as a CSIRT bridge to *Professionnels du Secteur Financier (PSF)* entities in Luxembourg to improve reaction and coordination in case of incidents.

Constituency

CERT-XLM is the Computer Security Incident Response Team of Excellium Services S.A.

The constituency will cover various TLD, Internet Public ASN and IP addresses located/originated and/or operating in/from his customers.

Constituency type: Mixed

Constituency sector: Commercial

Sponsorship and/or affiliation

CERT-XLM is a private CSIRT. It is owned and operated by Excellium services.

It maintains relationships with various CSIRTs in Luxembourg and Belgium.

CERT-XLM is listed as team member of CERT.lu since 2015

<https://www.cert.lu/#members>

CERT-XLM is officially listed as accredited team since 23 January 2015.

<http://www.trusted-introducer.org/directory/teams/cert-xlm.html>

CERT-XLM is officially member of FIRST since 23 December 2019.

<http://www.trusted-introducer.org/directory/teams/cert-xlm.html>

CERT-XLM is member of Cyber Security Coalition (Belgium) since 8 January 2021.

<https://www.cybersecuritycoalition.be/members/>

Policies

Types of Incidents and Level of Support

CERT-XLM addresses all types of computer security incidents which occur, or threaten to occur, in the constituency networks. The level of support given by CERT-XLM will vary depending on the type and severity of the incident or issue and CERT's available resources. However, in all cases, some responses will be made.

Incidents will be prioritized according to their apparent severity and extent.

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

Co-operation, Interaction and Disclosure of Information

CERT-XLM will exchange all necessary information with other CSIRTs as well as with affected parties' administrators.

CERT-XLM will protect sensitive information in accordance with relevant regulations and policies, in particular regarding the rules requested by the CSSF (*Commission de Surveillance du Secteur Financier*) and the constraints of a support PSF entity.

CERT-XLM will append Light Traffic Protocol when sharing information with teams that support it and will honor such protocol if present.

For Vulnerabilities, CERT-XLM will follow his own responsible disclosure process. This process is available on demand.

Communication and Authentication

In view of the types of information that CERT-XLM deals with, telephones will be considered sufficiently secure to be used even unencrypted.

Unencrypted e-mail will not be considered particularly secure, but will be sufficient for the transmission of low-sensitivity data.

If it is necessary to send highly sensitive data (i.e. information classified as Confidential) by e-mail, encryption (preferably PGP) will be used.

All e-mail or data communication originating from CERT-XLM will be digitally signed, using the generic PGP key mentioned above or the CERT team members own signature keys.

Services

Incident Response

CERT-XLM will assist system owner in handling the technical and organizational aspects of incidents. In particular, it will provide assistance or advice with respect to the following aspects of incidents management.

Incident Triage

- Investigating whether indeed an incident occurred.
- Determining the extent of the incident.

Incident Coordination

- Determining the initial cause of the incident.
- Facilitating contact with other sites which may be involved.
- Facilitating contact with the constituency and/or appropriate law enforcement officials, if necessary.
- Making reports to other CSIRTs.
- Composing announcements to users, if applicable .

Incident Resolution

Note: This set of service includes also incident response on-site.

- Technical analysis.
- Removing the vulnerability.
- Securing the system from the effects of the incident.
- Evaluating whether certain actions are likely to reap results in proportion to their cost and risk, in particular those actions aimed at an eventual prosecution or disciplinary action: collection of evidence after the fact, observation of an incident in progress, setting traps for intruders, etc.
- Collecting evidence where criminal prosecution, or University disciplinary action, is contemplated.

In addition, CERT-XLM will collect statistics concerning incidents and threats which occur within his customers and will notify the community as necessary to assist it in protecting against known attacks.

For requesting CERT-XLM services please refer to section *Incident Reporting Forms* and *Contact Information* for points of contact.

Please remember that amount of assistance will vary as described in section *Mission statement*.

Proactive Activities

Regarding his resources CERT-XLM will coordinates and maintains the following services:

- List of vulnerabilities.
- Threat notification.
- Training and educational services.

Incident Reporting Forms

CERT-XLM does not use any Incident Reporting Forms, we strongly encourage anyone reporting a security incident to use communication by email as described in chapter “Electronic Mail Address”.

Disclaimers

While every precaution will be taken in the preparation of information, notifications and alerts, CERT-XLM assumes no responsibility for errors or omissions, or for damages.

[End of document]