

# Technical Guideline On Reporting Incidents

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# Article 13a

- 2009 reform introduced Article 13a
- Paragraph 1
  - take appropriate measures to manage the risks posed to security of networks and services
- Paragraph 2
  - take all the steps to guarantee integrity of the network
- **Paragraph 3**
  - **Notify MCA of a security breach or loss of integrity**
- Subsidiary Legislation 399.28
  - Articles 54 and 55 mandating the guaranteeing of security, integrity and continuity of service
  - **Article 56 sets out the obligation to notify the MCA in case of loss of integrity**

# Aim and Objectives

## ■ Aim

- Provide a standard format for incident reporting

## ■ Objectives

- Gather information about network security and integrity issues
- Trend analyses
- Submit to ENISA and the EC an account of all major incidents
  - Provide policy makers and the industry with aggregate analyses
  - Exchange of experiences among NRAs
  - Evaluate effectiveness of measures in place

# Thresholds

The network operators or service providers must send an incident report to the MCA if the incident:

	1h - 2h	2h - 4h	4h - 6h	6h - 8h	>8h
1% - 2%	Green	Green	Green	Green	Red
2% - 5%	Green	Green	Green	Red	Red
5% - 10%	Green	Green	Red	Red	Red
10 - 15%	Green	Red	Red	Red	Red
>15% of users	Red	Red	Red	Red	Red

# Incident Reporting

- Inform the MCA immediately by phone and email
- Frequent updates by email
- Report within 3 weeks by email

Date and time:	Date and time of notification to MCA:
<b>Incident Impact</b>	
Impacted services (select one or more):	
Fixed Telephony <input type="checkbox"/>	PSTN <input type="checkbox"/> DSL <input type="checkbox"/> Fibre <input type="checkbox"/> Cable <input type="checkbox"/> Other <input type="checkbox"/>
Fixed Internet Access <input type="checkbox"/>	DSL <input type="checkbox"/> Fibre <input type="checkbox"/> Cable <input type="checkbox"/> Other <input type="checkbox"/>
Mobile Telephony <input type="checkbox"/>	GSM <input type="checkbox"/> UMTS <input type="checkbox"/> LTE <input type="checkbox"/> Other <input type="checkbox"/>
Mobile Internet Access <input type="checkbox"/>	GPRS / EDGE <input type="checkbox"/> UMTS <input type="checkbox"/> LTE <input type="checkbox"/> Other <input type="checkbox"/>
Other <input type="checkbox"/>	

## Impact parameters (fill in as appropriate):

Number of users affected per service: \_\_\_\_\_

Incident Duration: \_\_\_\_\_

Geographic spread: \_\_\_\_\_

Impact on emergency calls

Impact on Interconnections

Thank You