



NN-GROUP CSIRT RFC 2350



1. Document Information

This document contains a description of NN-GROUP CSIRT according to RFC 2350. It provides basic information about the CSIRT team, and ways it can be contacted. It also describes its responsibilities and the services offered.

1.1 Date of Last Update

We, 6 March 2024 11:55:00 +0200.

1.2 Distribution List for Notifications

There is no distribution list for notifications.

1.3 Locations where this Document May Be Found

Current version of this document can always be found <https://www.nn-group.com/csirt.htm>.

2. Contact Information

2.1 Name of the Team

NN-GROUP CSIRT

2.2 Address

NN-GROUP CSIRT
NN IT HUB
Radlicka 14
150 00 Prague
Czech Republic

2.3 Time Zone

Time zone (relative to GMT): GMT+0100/GMT+0200(DST)



2.4 Telephone Number

+31 886 706 845

2.5 Facsimile Number

None.

2.6 Other Telecommunication

None.

2.7 Electronic Mail Address

Please send incident reports to **csirt@nn-group.com**

2.8 Public Keys and Encryption Information

For communication with NN-GROUP CSIRT, you may use the following key:

NN-GROUP CSIRT <**csirt@nn-group.com**>

Fingerprint: 304D 295E 4BDD 9737 36EB B722 3772 43D6 77A0 E929

2.9 Team Members

The team lead of NN-GROUP CSIRT is Lukas Ciasnoha.

Email: **lukas.ciasnoha@nn.cz**

PGP Fingerprint: 2501 4BF0 8353 0F84 26B2 B664 D56E B4DE 9CE6 4AE2

Full list of NN-GROUP CSIRT team members is not publicly available.

Threat Intelligence Specialist responsible for supervising NN-GROUP CSIRT operations is Petr Niznansky.

Email: **petr.niznansky@nn.cz**

PGP Fingerprint: 6538 8FA6 9A7F 9DAD 8830 491F 034A 8541 0236 87F1

2.10 Other Information

None.



2.11 Points of Customer Contact

The preferred method to contact NN-GROUP CSIRT team is via e-mail. The address is: csirt@nn-group.com.

Outside working hours, a stand-by phone number +31 886 706 845 can be used in emergencies.
CSIRT working hours: 09:00 to 17:00 Monday to Friday.

3. Charter

3.1 Mission Statement

NN-GROUP CSIRT is providing various security services to NN Group N.V. (<https://www.nn-group.com>) but mainly supports the business in protecting the organization's vital information and assets by identifying and managing business impact of potential and ongoing IT Security incidents and reduces the risk profile of NN Group.

3.2 Constituency

The constituency of the NN-GROUP CSIRT is composed of systems and infrastructure of NN Group, including users.

3.3 Sponsorship and/or Affiliation

NN-GROUP CSIRT is part of NN Group N.V.

3.4 Authority

NN-GROUP CSIRT has authority (with cooperation with other security/network teams) over following AS:

- AS59630
- AS62315
- AS62433
- AS197353
- AS199818
- AS209052
- AS196935



and following CIDRs:

- 185.44.224.0/22
- 193.173.83.0/25
- 202.214.62.0/24
- 210.225.231.0/26
- 212.251.47.0/27
- 217.67.16.224/28
- 217.67.19.48/29
- 77.226.208.128/26
- 77.226.208.64/26
- 82.113.58.248/29
- 91.227.229.0/24
- 213.74.201.80/30
- 213.125.100.40/29
- 93.95.253.48/28
- 93.95.253.64/28
- 144.178.99.112/28

4. Policies

4.1 Types of Incidents and Level of Support

NN-GROUP CSIRT is authorized to address all types of computer and network security incidents which might occur at NN Group N.V. constituency (in the scope of services provided). NN-GROUP CSIRT prioritizes incidents accordingly to its severity, extend and matter. Incidents are handled accordingly to the priority. The level of support provided by NN-GROUP CSIRT varies, depending on the severity and type of the issue, as well as other circumstances relevant to case.

4.2 Co-operation, Interaction and Disclosure of Information

NN-GROUP CSIRT is ready to cooperate with other organizations and teams. We operate under the restrictions imposed by Czech Law, especially the Civil Code and the Data Protection Act.

NN-GROUP CSIRT will use the information you provide to help solve security incidents. Information will only be distributed further to other teams and members on a need-to-know basis, and preferably in an anonymized fashion.

NN-GROUP CSIRT understands the Traffic Light Protocol (TLP) for sharing sensitive information.



4.3 Communication and Authentication

For normal communication, not containing sensitive information, we use unencrypted e-mail. For secure communication PGP-Encrypted e-mail will be used.

5. Services

5.1 Incident Response

NN-GROUP CSIRT handles (or assist system administrators in handling) the technical and organizational aspects of incidents. In particular, it provides assistance or advice with respect to the following aspects of incident management:

5.1.1. Incident Triage

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

5.1.2. Incident Coordination

- Determining the initial cause of the incident.
- Facilitating contact with other organizations which may be involved.
- Communication with stakeholders.

5.1.3. Incident Resolution

- Providing advice to the reporting party which helps removing the vulnerabilities that caused the incident and securing the systems from the effects of the incidents.
- Evaluating which actions are most suitable to provide desired results regarding the incident resolution.
- Providing assistance in evidence collection and data interpretation when needed.

5.2 Proactive Activities

NN-GROUP CSIRT provides the constituents with current information and advice on new threats and attacks which may have impact on their operations and builds awareness and skills of employees.



6. Incident Reporting Forms

There is no specific form for reporting incidents. Please use our basic rules for sending incident reports using e-mail:

- A report must contain:
 - first name and last name of the reporter
 - name of reporting organization
 - e-mail address
 - telephone number
 - IP address and type of incident
 - approximate time when the incident started
 - time, when the incident was detected
 - logs relevant to the problem (where applicable)
- A report about spam must contain a copy of the full email header of the e-mail considered to be spam.
- A report about phishing or pharming must contain URL and source of the web page if possible.

7. Disclaimers

While every precaution will be taken in the preparation of information, notifications and alerts, NN GROUP CSIRT is not responsible for any errors, omissions, nor for damages resulting from the use of the information contained within.