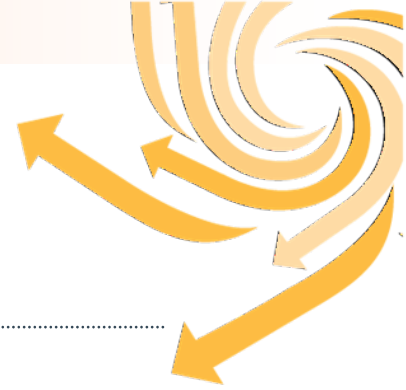




How to report a Computer
Security related incident.



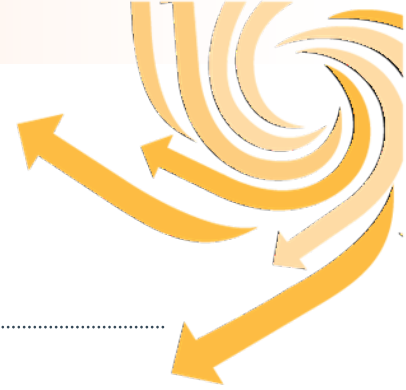
Incident Reporting Overview



- ▶ Why should I report an incident?
- ▶ What type of activity should I report?
- ▶ How should I report an incident to Q-CERT?
- ▶ Q-CERT Contact details



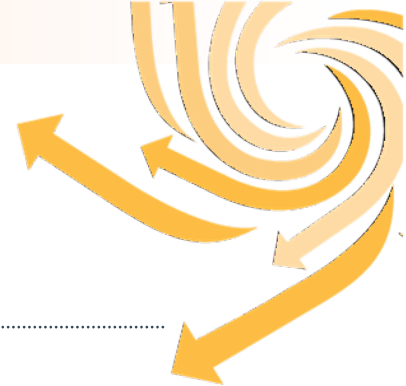
Why should I report an incident?



- ▶ Q-CERT is a national cyber incidents response team who provides a reliable, trusted 24/7 single point of contact for security emergencies and serve as a central point for identifying and correcting vulnerabilities in computer systems.
- ▶ When you report an incident to us, we can provide pointers to technical documents, offer suggestions on recovering the security of your systems, and share information about recent intruder activity. In our role as a coordination center, we may have access to information that is not yet widely available to assist in responding to your incident.
- ▶ Q-CERT receives reports of security incidents from all over the world. In many cases, these incidents have similar characteristics or involve the same intruders. By reporting your incident, you allow us to collect information about recent activity in the intruder community as it relates to your incident. We may also be able to put you in touch with other sites who are pursuing legal actions against the intruder.



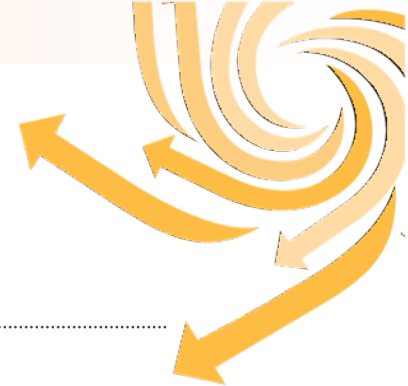
What type of activity should I report?



- ▶ Attempts (either failed or successful) to gain unauthorized access to a system or its data
- ▶ Unwanted disruption or denial of service
- ▶ The unauthorized use of a system for the processing or storage of data
- ▶ Changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent



How should I report an incident to Q-CERT?

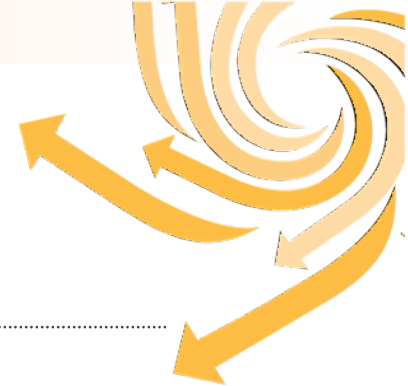


You can report an incident to Q-CERT in one of four ways:

- ▶ Call us at **+974 493 3408 - +974 499 5384**
The Q-CERT hotline number is available 24 x 7 for emergency calls.
- ▶ Email us at incidents@qcert.org.
- ▶ Complete the incident reporting form at:
<https://www.qcert.org>
- ▶ Fax us at **+974 483 9953**. Place 'URGENT FOR INCIDENT MANAGEMENT' in the header information.



Q-CERT Contact details



- ▶ Phone: +974 499 5399
- ▶ Email: request-for-info@qcert.org
- ▶ Fax: +974 483 9953
- ▶ Q-CERT Public Key:
4829 34FB B56D F73C E3A7 4273 B8C5 CF85 EFCE F55C

