

# RFC 2350

## 1. Document Information

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

### 1.1 Date of Last Update

This is version 1 as of 2024/11/01

### 1.2 Distribution List for Notifications

There is no distribution list for notifications

### 1.3 Locations where this Document May Be Found

The current version of this document can always be found at <https://www.gigaserver.cz/rfc-2350>.

## 2. Contact Information

### 2.1 Name of the Team

CSIRT GIGASERVER.CZ

### 2.2 Address

Seonet Multimedia s.r.o. – CSIRT, Na Rybníčku 521/56 Opava 74601 Czech Republic

### 2.3 Time Zone

Time-zone (relative to GMT): GMT01/GMT02(DST)

### 2.4 Telephone Number

+420 774 151 730

### 2.5 Facsimile Number

None

## 2.6 Other Telecommunication

None

## 2.7 Electronic Mail Address

csirt@gigaserver.cz

## 2.8 Public Keys and Encryption Information

Every team member use his own PGP key. Fingerprints can be found in chapter 2.9.

## 2.9 Team Members

Pavel Ondřej – [ondrej@seonet.cz](mailto:ondrej@seonet.cz)

PGP: B0CC FC73 360A 91E7 6C97 9D65 DF97 B275 7177 B186

Adam Halfar – [halfar@seonet.cz](mailto:halfar@seonet.cz)

PGP: 30FC 97A7 EA64 044C 115B B204 23D3 1245 8F0C 3B75

## 2.10 Other Information

None

## 2.11 Points of Customer Contact

Primary contact is via csirt team email [csirt@gigaserver.cz](mailto:csirt@gigaserver.cz)

# 3. Charter

## 3.1 Mission Statement

CSIRT GIGASERVER.CZ is primary focus to solve security incidents in ASN AS59925 or DNS zones provided by 1.ns.gigaserver.cz

## 3.2 Constituency

The constituency is ASN AS59925 and Seonet Multimedia s.r.o.

## 3.3 Sponsorship and/or Affiliation

CSIRT GIGASERVER.CZ is part of Seonet Multimedia s.r.o. (VAT CZ27522041)

### 3.4 Authority

GIGASERVER.CZ CSIRT is department of Seonet Multimedia s.r.o. (limited company from Czechia).

## 4. Policies

### 4.1 Types of Incidents and Level of Support

An incident is defined as any event that threatens the confidentiality, integrity, or availability of GIGASERVER.CZ services. CSIRT GIGASERVER.CZ provides support for security-related incidents, including but not limited to malware infections, unauthorized access, data breaches, and service disruptions. Support levels depend on the severity and scope of the incident.

### 4.2 Co-operation, Interaction and Disclosure of Information

CSIRT GIGASERVER.CZ collaborates with national and international security teams, regulatory bodies, and relevant stakeholders to respond to incidents and share threat intelligence. Information regarding incidents is shared only with authorized parties to ensure confidentiality and compliance with applicable regulations.

### 4.3 Communication and Authentication

Incident reports and communication must be conducted through designated secure channels (e.g., encrypted email or verified phone calls). All communications are authenticated to ensure the integrity of shared information and to prevent impersonation.

## 5. Services

### 5.1 Incident Response

#### 5.1.1 Incident Triage

The team prioritizes and assesses reported incidents to determine their severity, scope, and potential impact. This includes collecting preliminary information and verifying its accuracy.

### 5.1.2 Incident Coordination

CSIRT GIGASERVER.CZ acts as the central point of contact, coordinating with affected parties, external teams, and authorities as needed. The team ensures efficient communication and task assignment during incident resolution.

### 5.1.3 Incident Resolution

The team provides guidance and technical assistance to mitigate threats, resolve vulnerabilities, and restore normal operations. After resolution, lessons learned are documented to improve future responses.

## 5.2 Proactive Activities

The team conducts continuous monitoring, vulnerability assessments, and awareness training for clients and staff. These activities aim to prevent incidents and improve overall security posture.

## 6. Incident Reporting Forms

There is no dedicated incident reporting form available. Users can report incidents via email at **csirt@gigaserver.cz**. The report should include the following information:

- Type of incident.
- Affected systems.
- Date and time of the event.
- Description of the event and its impact.
- Contact details for follow-up communication.

The GIGASERVER.CZ CSIRT team will process the report based on the provided information and may request additional details if necessary.

## 7. Disclaimers

CSIRT GIGASERVER.CZ provides its services on a best-effort basis. While every reasonable effort will be made to handle incidents effectively, the team cannot guarantee resolution timelines or outcomes. CSIRT GIGASERVER.CZ assumes no liability for damages resulting from security incidents or the use of its services.