

Welcome!

Dear Members of the ENISA Management Board,

Welcome to the new issue of our MB Newsletter. You will find inside a summarised overview of our activities for the period July - September 2015. Our aim is to highlight some of the main topics ENISA is currently tackling. For your attention, this issue highlights the main findings of the annual incidents report 2014 ENISA has published recently. As ever, please feel free to share the newsletter with any of your colleagues or associates who may find it of use. For enquiries, or to submit news items, please contact: Ingrida.taurina@enisa.europa.eu.

With best wishes,
Udo Helmbrecht,
Executive Director, ENISA



The latest news from ENISA...

On **16 June** ENISA successfully concluded the workshop on the Protection of Electronic Communications Infrastructure and Information Sharing with the participation of more than forty-five (45) participants from twenty (20) Member States. Representatives included Ministries and National Regulatory Agencies, Electronic communication providers and infrastructure owners. The workshop, which took place in Romania, was an opportunity for participants to exchange views and best practices in the field.

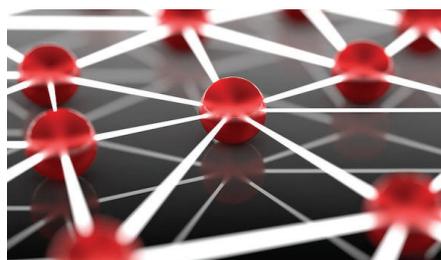


For the period of **July – December 2015** **Luxemburg** takes over the rotating Presidency of the Council of the European Union.

Udo Helmbrecht discussed the Internet of Things at the 1st annual conference “IT security for Critical Infrastructures” taking place on **15 – 17 July** at the premises



of the SGL Arena in Augsburg. The networking event includes representatives from the political, industry and scientific sector, taking a deeper look into critical infrastructures and IT security risks associated with new technologies and products, and the new business models. Udo Helmbrecht took part in panel discussion on the security of smart infrastructures, exchanging views on “The look into the future” and the Internet of Things from smart homes to smart cities, as applications are allowing smart living in all aspects of daily lives.



ENISA has been recognised as a ‘liaison member’ of the Computer

Security Incident Response Team task force (TF-CSIRT), in **July 2015**. ENISA’s CERT-related deliverables have been either developed or validated in collaboration with the CERT (Computer Emergency Response Teams) community. TF-CSIRT’s training program is partly based on ENISA material, and the Agency regularly sponsors and contributes to these trainings. In addition, the Agency’s workshops and trainings for CSIRTs are often held back-to-back with TF-CSIRT meetings.



On **2 September** Prof Udo Helmbrecht gave a key note speech at the “Information security for public sector” conference in Stockholm, Sweden. Also, during his visit he met with the ENISA MB Chair Mr Samuelsson, Mr Marby from PTS, Ms Linde from Ministry of Justice, as well as representatives from MSB, and SAMFI.

Cyber security training package

for Operational communities CERTs & CSIRTs | continuously developed, maintained and updated

- Mobile threats incident handling
- Digital forensics
- Large scale incident handling
- Network forensics
- Triage & basic incident handling
- Vulnerability handling
- Artifact analysis fundamentals
- Advanced artifact handling
- Writing security advisories
- Developing countermeasures
- Identification and handling of electronic evidence
- Automation in incident handling

AND MANY MORE

www.enisa.europa.eu/activities/cert/training

On **3 September** ENISA released a new version of the National Cyber Security Strategies (NCSS) interactive map. In **July 2015**, Ireland published its National Cyber Security Strategy for 2015 – 2017. The strategy highlights the Government’s approach in facilitating resilient, safe and secure operations of networks, infrastructures and digital technologies used by the Irish citizens. Map is available online:

<https://www.enisa.europa.eu/activities/Resilience-and-CIIP/national-cyber-security-strategies-ncsss/national-cyber-security-strategies-in-the-world>

Several experts from the German Ministry of Interior visited ENISA’s premises in Athens on **4 September**. The German Ministry officials had meetings with ENISA’s management and experts, exchanging ideas and discussing on areas of shared interest, such as Critical Information Infrastructure Protection, Threat landscape, Data Protection and other. The discussion revealed opportunities for further co-operation between the two organisations especially in policy implementation where ENISA has significant experience at an EU level.



On **8 September** ENISA hosted a workshop on Information security in Athens. This invitation only event, welcomed participants from EU Agencies such as Europol, CEPOL, BEREC, ECHA, eu-LISA, CEDEFOP, EFCA, OHIM, ERA, EEA, EMSA, FRONTEx, FRA, IMI, EIGE, the Translation Centre of the European Bodies, and FCH. ENISA’s Head of Administration Mr Paulo Empadinhas and the Head of the Core Operations Department, Dr Steve Purser gave the welcoming notes. Speakers included Rogero Vincitore from the European Commission Internal Audit Service and ENISA experts.

The Executive Director of ENISA, Udo Helmbrecht, was participating at the Global Cyberspace Cooperation Summit taking place on the **9 and 10 September**, in New York, hosted by the EastWest Institute.



October is Cyber Security month with 90 activities across 21 countries (status on 17.09.2015).

<https://cybersecuritymonth.eu/>



On **11 September** the European Commission launched a public consultation on the evaluation and the review of the regulatory framework for electronic communications networks and services. The survey is open from 11 September to 7 December 2015. The review of the regulatory framework for electronic communications is one of the 16 actions of the Digital Single Market Strategy adopted by the Commission on 6 May 2015 and a key element for creating the right conditions for digital networks and services to flourish (second pillar of the Strategy). In accordance with the Commission Work Programme for 2015, the review will be preceded by a Regulatory Fitness and Performance Programme (REFIT) evaluation aimed at assessing whether the current regulatory framework is ‘fit for purpose’. The survey available here: <https://ec.europa.eu/eusurvey/runner/TelecomFrameworkReview2015>



Recruitment news!

Seconded national Expert

Closing Date: 2015-10-15

The Administration and Support Department seeks to enhance the functionality of the administrative procedures of the Agency and to provide administration related services.

This post is intended to strength the capacity of the ASD to coordinate and deliver some of the several areas that are actually dependent of the Head of the Department.

For more information please visit:
<https://www.enisa.europa.eu/recruitment/vacancies/seconded-national-expert-2>

ENISA Annual Incidents Report

Software bugs and hardware failures disrupt telephony and internet access

Article 13a

On 14 September ENISA published its Annual Incidents report which gives the aggregated analysis of the security incidents causing severe outages in 2014.

Incidents are reported on an annual basis, by the Telecom Regulators under Article 13a of the Framework Directive (2009/140/EC). The report provides an overview on an aggregated level of which services and network assets were impacted, and the root causes of the incidents. In 2014, 137 major incidents were reported, from 24 EU countries and 1 EFTA member and 4 countries reporting no significant incidents.

Most incidents reported, involve fixed telephony. The most frequent causes for incidents are technical failures, affecting mainly switches and routers.

These patterns are particularly important for risk and vulnerability assessments. Conclusions on the main patterns of incidents contribute at a policy level on the strategic measures to improve the security in the electronic communications sector.

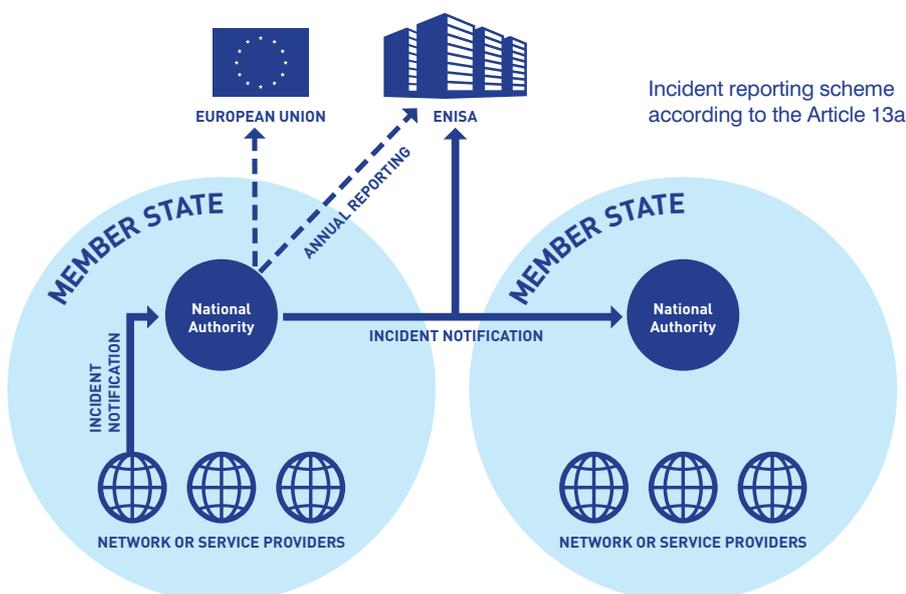
IN SUMMARY KEY FINDINGS INDICATE:

 **Fixed telephony is the most affected**, nearly half of all reported incidents (47%). This is a change compared to previous reporting years, when **mobile internet and telephony** were the most affected by incidents. Incidents in **mobile internet and telephony** affect most users accounting for 1.7 and 1.2 million users respectively per incident

 **Impact on emergency calls:** 29 % of the incidents illustrate problems in reaching the 112 emergency services.

 **System or technical failures cause most outages** accounting for 65% of all reported incidents, with software bugs and hardware failures, being the most common causes affecting switches and routers. Additionally **human error** also ranks high, which calls for improved cooperation between providers, construction workers and third party vendors of equipment and managed services.*

 **Faulty software changes and updates have most impact** in terms of user-hours lost (user connections and duration)



Full report available here...

<https://www.enisa.europa.eu/activities/Resilience-and-CIIP/Incidents-reporting/annual-reports/annual-incident-reports-2014>

Calendar of Events

for October, November, December



ENISA is organising, has received invitations and plans to participate:

28 Sept	Brussels, Belgium	DG CONNECT #CyberSecMonth #CERT training
29 Sept	Brussels, Belgium	Cyber Security Month kick-off conference https://www.enisa.europa.eu/activities/identity-and-trust/whats-new/cyber-security-month-kick-off-conference
28-29 Sept	Krakow, Poland	European Cybersecurity Forum – CYBERSEC
29-30 Sept	Luxemburg	ENISA workshop on National Cyber Security Strategies, Critical Information Infrastructures, and ICS SCADA in Europe
1 Oct	Brussels, Belgium	3rd Annual European Cyber Security Conference
1 Oct	Athens, Greece	CEN CENELEC ETSI Cyber Security Coordination Group (CSCG)
1 Oct	Paris, France	Universal Postal Union – Posts as qualified TSPs
2 Oct	Athens, Greece	CEN CENELEC ETSI Cyber Security Coordination Group (CSCG) 13th Meeting
1-2 Oct	Gent, Belgium	BruCON
5-7 Oct	Berlin, Germany	CRITIS 2015
6 Oct	Luxemburg	Meeting of authorities responsible for the enforcement of the ePrivacy Directive
6 Oct	Berlin, Germany	ENISA Workshop on Cyber security for IoT in Smart Home Environments
6 Oct	Athens, Greece	Cyber Security education seminar: Innovation, research and Start-ups
6 Oct	Brussels, Belgium	Energy Expert Cyber Platform (EECP) – Kick off workshop
7-8 Oct	Luxembourg	ENISA Annual Privacy Forum 2015 (APF'2015) http://privacyforum.eu/
8 Oct	Brussels, Belgium	ENISA organised conference on Cyber Security for Public Transport in Smart Cities
8-9 Oct	Hague, the Netherlands	The 4th ENISA/EC3 Workshop
8 Oct	Madrid, Spain	ENISA validation workshop "communication interdependencies for smart grids"
13-15 Oct	Glasgow, UK	Underground Economy 2015
15 Oct	Paris, France	Cyber Security of IoT, organised by "St Cyr Chaire of Cyber Security"
16 Oct	Oslo, Norway	NVEs Energy Conference
20-22 Oct	Lisbon, Portugal	ICT2015 Conference
20 – 22 Oct	Lucerne, Switzerland	Swiss Cyber Storm conference/European Cyber Security Challenge
20-22 Oct	Luxemburg	Hack.Lu conference
21 Oct	Dusseldorf, Germany	Cybersecurity Conference Polizei NRW
21 Oct	Athens, Greece	ENISA Executive Board meeting
21-22 Oct	Madrid, Spain	Meridian Conference
22 Oct	Athens, Greece	ENISA Management Board Ordinary Meeting
22-23 Oct	Zurich, Switzerland	15th EU FI-ISAC meeting
26-27 Oct	Athens, Greece	ENISA 24th Pan European Exercises Conference: CE2016 Initial Planning (IPC)
27 Oct	Vienna, Austria	Cyber Security Education seminar: evaluation CyberSecMonth in cooperation with NLO from AT
29 Oct	Malta	4th article 19 expert group meeting
30 Oct	Brussels, Belgium	1st ENISA eHealth workshop
3 Nov	Strasbourg, France	FRC2015
4 Nov	Athens Greece	38th Meeting of the Data Protection Officers and the European Data Protection Supervisor
9 Nov	Brussels, Belgium	ENISA High Level Event
10-11 Nov	Dublin, Ireland	17th article 13a expert group meeting
15 Nov	Warsaw, Poland	Warsaw Security Forum 2015, http://www.warsawsecurityforum.org >
16 – 17 Nov	London, UK	GSMA FSAP Meeting
25 – 26 Nov	Prague, Czech Republic	TRANSITS I. training

The list is tentative and last minute changes may occur