



RFC 2350 description for  
UBT-CERT Division

1. About this document

This document contains a description for the Academic UBT-CERT of Republic of Kosovo according to RFC 2350. It provides basic information about the CERT, the way how it can be contacted, describes its responsibilities and the services offered.

1.1. Date of Last Update

This is version 1 of 01/05/2016.

1.2. Distribution List for Notifications

There is no distribution list for notifications. Any specific questions or remarks please address to the UBT-CERT mail address [cert@ubt-uni.net](mailto:cert@ubt-uni.net)

1.3. Location where this Document may be found

The current version of this CERT description documents is available from the UBT-CERT website - <https://csp.ubt-uni.net/cert/about-certubt/>

## 2. Contact Information

### 2.1.Name of the Team

UBT-CERT, Academic Kosovo Cyber Security Division.

### 2.2.Address

University for Business and Technology

CERT division

Lagja Kalabria p.n

10000 Prishtina,

Republic of Kosovo

### 2.3.Time Zone

GMT, Greenwich Mean Time

(GMT+01, from the last Sunday in October to the last Saturday in March)

GMT, Greenwich Mean Time

(GMT+02, from the last Sunday in March to the last Saturday in October)

### 2.4.Telephone Number

+383 38 541 400

Mob: +383 49 459 572

### 2.5.Other Telecommunication

None available

## 2.6. Electronic Mail Address

For the incident reports and non-incident, please use the address [cert@ubt-uni.net](mailto:cert@ubt-uni.net).

## 2.7. Public Keys and Encryption Information

For the incident and non-incident related communication, you can use this key:

```
-----BEGIN PGP PUBLIC KEY BLOCK-----
mQENBFel+m8BCADNtkVIGENC3V9UTHiF6q9eIYM4fB1QUGBf4/aqeyhB8fcVdBgl
cp0hI5H0SRfVb9QLMJdN2AGH1jWMxGVwVcxclW9aeZBLrinYrVKI2t3z+cyPKkk
KMu9w9XBNpDAUrbczbxopdQwt9eGvLV5oxj850+8h1iK35MT14art2JNk5RhML1i
UoElaMRuafFTR2HiX4WiegNI2xnPkTeN5u8dvsIhMBL1hVOIehz14BXLpmnLWhAb
xmp0na3+3wLEP9Ghv4BR5pEuLSaBUMaJ06HNtswZ6AwY9ZDu5xKCeptv88Ny4Bh
xbKsogEIDy/K+3N6FzXTrjFzfvBed2N7HSO7ABEBAAG0G1VCVCBDRvJUIDxjZXJ0
QHidC11bmkubmV0PokBOQQTAgAlwUCV4j6bwlbAwcLCQgHAwIBhUIAgkKCwQW
AgMBAh4BAheAAAJEB5vXFCxqMCDUjch/ObXvQ8mjDSHslkI9J5AhK71Qw+C+ORp
Jnm/GinMbFX41nMAIWjaFxn/G69JAVe8Ujvp628e2fmK601ok+mCuqYYywkHnI8y
ykYiqYajYYWCgInOXwSLzGXucl0jy/hj+LHtZ0GJzZf2VTK00jal4yH8Uzcjyz2
hnbRTLO4IKrKagZztqXqXmPxQyu5qu8b5WsyKLd/pu62cxWmaX6YeNgCZoO/q1GA
wsDQRXqmsNf90PHVmXQ7oLgwZS7J+twNYhTqJ2Rjb2Lw6jKSQVb832uA51VwKYJL
upFnPmU47ScoDkf/LGJMS1K62ITmjZ6Kb8d2ugtZ7wKYaqcCHHyf5VS5AQ0EV4j6
bwEIAMGTOSwIA3V9RIAbzmTBK1M2+95GWjWuznLuzCIKcMsC3OV7binmmQGYF+pM
I7W03hcxmJ0QdSV+Ntn/fWICLi2fwn3pk+fY27ttsYtwhmTVbXvobt94vec42Cdl
S9WnFnFq6v8az/ID+UULOBSZMmUbQ1TEA5v8olyDYvNGGDQ0Va/3mHIUiExqElBw
RtXW02iUP8wYttq4zFTg33vl+Gg4BLC5wdlpJ+L7wyLCR+xLPd1eXoiWUN4f9DmQ
8tdbhBE/vhoo/AZP5MpInV9bMDErjwHg5yxYN1du+4XQITPFz2nYAswnYkfeL+kZ
XnK5h5wvU2rNVI6UdgxWNNyMyisAEQEAAYkBHwQYAQgACQUUCV4j6bwlbDAAKCR Ae
b1xQsajAg5fZCAC4MaRN1+MidOvL44c7V+Jx5c1kEWmzhL2gMVkCh2CTXraLAhal
il2Muxb/7ilQ+mg8tQMmgrZ6oBpuudh5o7daQb9+OKQy+OpOYBqfL4B1ISADI7dP
onExzNgvYTheTgUXJFX4Ws9+o+mScl1xymQQfzXA2Klwf6MY5U7ZTvoHDckSw+TB
c4V4joilGRM6BSWSDE5EBDqoXA51K5IH+0PBIZC87kZbDvvOTU1LC23BFqoQhgrY
xAHxz2ezZRpNcJdfYwRg0XVf4zPVn9i0A8OugK4hN81+Clj0kpwcbj4cgg500co
MiTh5MnL2XMjB3JvHWCG9CYKAmHL//hsT9ys
=1dWm
-----END PGP PUBLIC KEY BLOCK-----
```

Key's fingerprint = DE16 6A50 2154 0ADE 8B48 CE33 1E6F 5C50 B1A8 C083

## 2.8. Team Members

The UBT-CERT Division team leader (manager) is Atdhe Buja. A full list of UBT-CERT team members is not publicly available. Team members will identify themselves to the reporting party with their full name in an official communication regarding an incident.

Management, liaison and supervision are provided by Prof Dr Edmond Hajrizi, President and Rector, of UBT.

## 2.9. Other information

General information about the UBT-CERT can be found at <https://csp.ubt-uni.net/cert>

## 2.10. Points of Customer Contact

The preferred method for contacting UBT-CERT is via e-mail. Incident reports and related issues should be sent to the address [cert.incident@ubt-uni.net](mailto:cert.incident@ubt-uni.net). This will create a ticket in our tracking system and alert the human on duty. For general questions please send an e-mail to [cert@ubt-uni.net](mailto:cert@ubt-uni.net)

If it is not possible (or not advisable for security reasons) to use e-mail, the UBT-CERT can be reached by telephone at +383 49 459 572.

The UBT-CERT's hours of operation are generally restricted to regular business hours (08:00-16:00 Monday to Friday except holidays).

## 3. Charter

### 3.1. Mission

The UBT-CERT Division In accordance with UBT – Cyber Security & Privacy regulations, the mission of the CERT division is to anticipate and solve the cyber security challenges.

### 3.2. Constituency

Our constituency is in Research & Education.

### 3.3. Sponsorship and/or Affiliation

UBT-CERT is functional Division within University for Business and Technology.

### 3.4. Authority

The UBT-CERT Division operates under the document Strategy of Cyber Security for UBT-CERT. Operates by respecting legislation of Republic of Kosovo.

The UBT-CERT expects to work cooperatively with system administrators and users of UBT, public and private sector in Republic of Kosovo.

## 4. Policies

### 4.1. Type of Incidents and Level of Support

The UBT-CERT Division is authorized to address all types of computer security incidents which occur, or threaten to occur, in our constituency.

The level of support given by UBT-CERT will vary depending on the type and severity of the incident or issue, the type of constituent, the size of the user community affected, and UBT-CERT's resources at the time, though in all cases some response will be made within one working day.

Note that direct support will be given to end users; also they are expected to contact their system administrator, network administrator or their ISP for assistance.

UBT-CERT is committed to keeping its constituency informed of potential vulnerabilities, and where possible, will inform this community of such vulnerabilities before they are actively exploited.

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

All incoming information is handled confidentially by UBT-CERT, regardless of its priority. Information that is evidently very sensitive in nature is only communicated and stored in a secure environment, if necessary using encryption technologies.

UBT-CERT will use the information you provide to help incident response coordination. Information will only be distributed further to other teams and members on a need-to-know base, and preferably in an anonymized fashion.

The UBT-CERT operates by respecting legislation of Republic of Kosovo.

### 4.3. Communication and Authentication

E-mails and telephones are considered sufficiently secure to be used even unencrypted for the transmission of low-sensitivity data. If it is necessary to send highly sensitive data by e-mail, PGP will be used.

If it is necessary to authenticate a person before communicating, this can be done either through existing webs of trust (e.g. TI, FIRST) or by other methods like call-back, mail-back or even face-to-face meeting if necessary.

## 5. Services

### 5.1. Incident response coordination

Part of the coordination work may involve notification and collaboration with law enforcement agencies and other local and national CERTs with the focus protection of users of electronic communication networks and services, a list of services provided by UBT-CERT Division is here <https://csp.ubt-uni.net/cert/en/services/>

### 5.2. Awareness Building

Performing this service seek opportunities to increase security awareness through developing articles, posters, newsletters, web sites, or other informational resources that explain security best practices and provide advice on precautions to take. Activities may also include scheduling meetings and seminars to keep constituents up to date with ongoing security procedures and potential threats to organizational systems.

## 6. Incident Reporting Forms

The form is available on the following (<https://csp.ubt-uni.net/cert/en/report-an-incident/>).

## 7. Disclaimer

While every precaution will be taken in the preparation of information, notifications and alerts, UBT-CERT assumes no responsibility for errors or omissions, or for damages resulting from the use of the information contained within.