

# Daily problems for abuse teams

Short brief from:

Workshop in Madrid 14<sup>th</sup> Jan 2004

# The organizer of the workshop

- Mikael Stamm/ Preben Andersen DK-CERT
- Andreas Bunten/Marco Thorbrügge DFN-CERT
- Maria Rådström/Pege Gustafsson TeliaSonera
- Jan Heijblom KPN
- Peter Quick Telekom-CERT / T-Com
- Francisco Monserrat RedIris
- Don Stikvoort

# The invitaion

Is intended for all those that professionally handle "internet-abuse" reports or complaints, with team of people, on a relatively large scale in Europe.

# Internet-abuse definition

With Internet-abuse we mean all use of the internet which is experienced by end-users (individuals or companies) as abuse, that is something they do not want to be confronted with, in general.

E.g. spam, harrassing/ sexually e-mails, web or on chatlines.

# The purpose of the workshop

- The target is to define our common problems, and if we reach consensus on the usefulness of a joint approach, to make a roadmap to implement that.

# Subjects we discussed

- Spam/spoofing
- Copyright
- Virus and worms
- Child porno
- Computer generated reports/complaints

# Participants

- 27 participants
- 14 ISP
- 2/3 of the ISP not associated with TF-CSIRT today
- 25-30 million internet customers together
- 1 ISP have up to 6000 complaints per day (average)
- 1 – 15 abuse investigators

# Summery Abuse workshop

- We share similar type of problems, the increaseing amount of complaints of mailrelay, mailspamming, virus & worms, copyright. We can not ask for more personal resources!
- We exchange information about our experience of how we receive, store and act on the complaints.

# Summery Abuse workshop

- It will be an advantage if we develop a European standard for abuse handling
- The participants will cooperate in the future
- We also think TF-CSIRT is the right place for a subgroup for “abuse forum”
- TI for “abuse-handling teams” ?
- We plan to have a new workshop in Hamburg in May connected to the TF-CSIRT meeting

# Proposal

- We propose that a working group get a mission to set-up a document with guidelines how this subgroup could work, and at next TF-CSIRT meeting will could discuss the proposal.
- Decision now of the proposal above