

TeliaSonera CERT CC (TS-CERT CC)

Jimmy Arvidsson

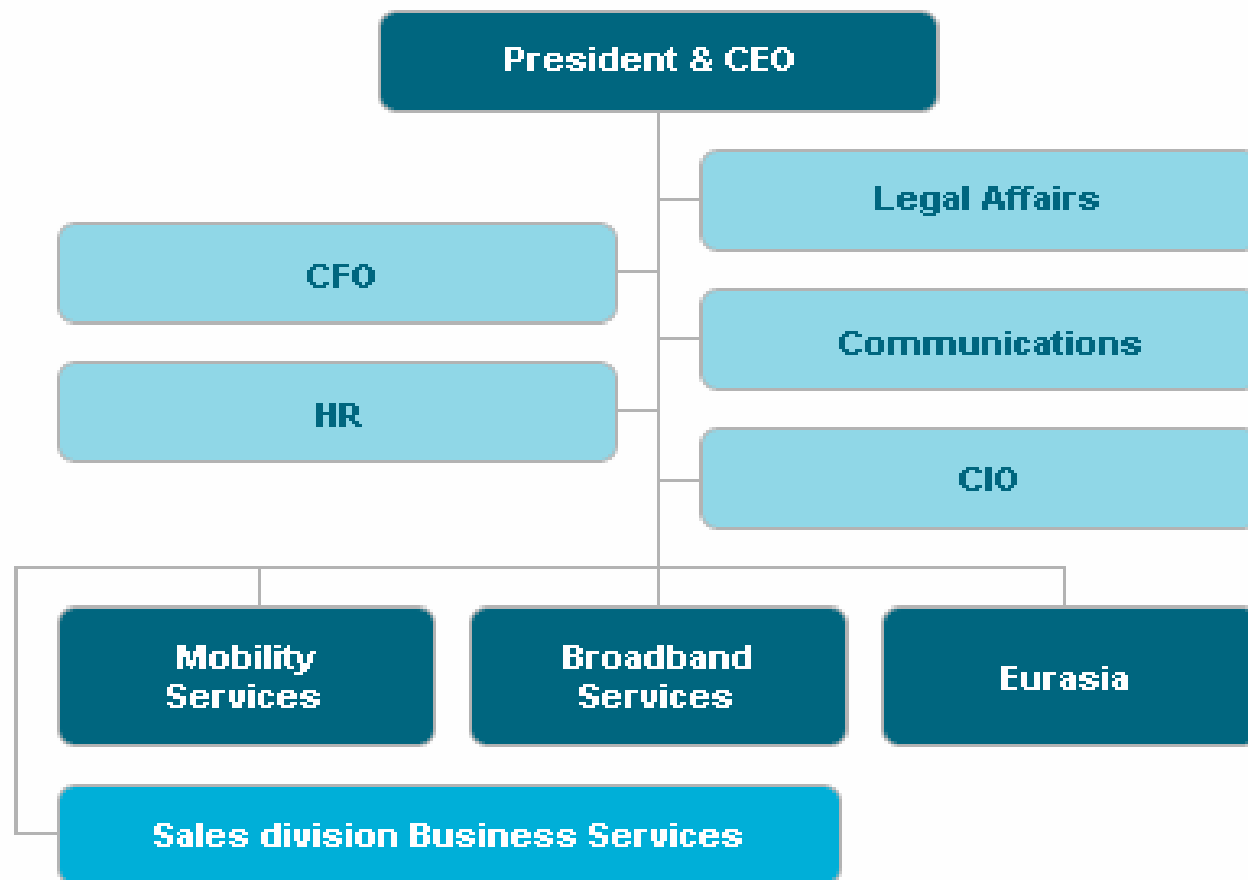
TeliaSonera - in brief

- Result of a merger of the Swedish incumbent Telia AB and Finnish incumbent Sonera Corporation in December 2002
- 2008 net sales USD 15.7 billion
- Approx. 32,000 employees
- Market capitalization approx. USD 21 billion*
- Largest shareholders - Swedish state (37.3%) and Finnish state (13.7%)
- More than 453 million population
Total number of subscriptions almost 128 million
 - of which ~40 million in the majority-owned operations
 - and ~88 in the associated companies

* As of February 10, 2009



Organisation

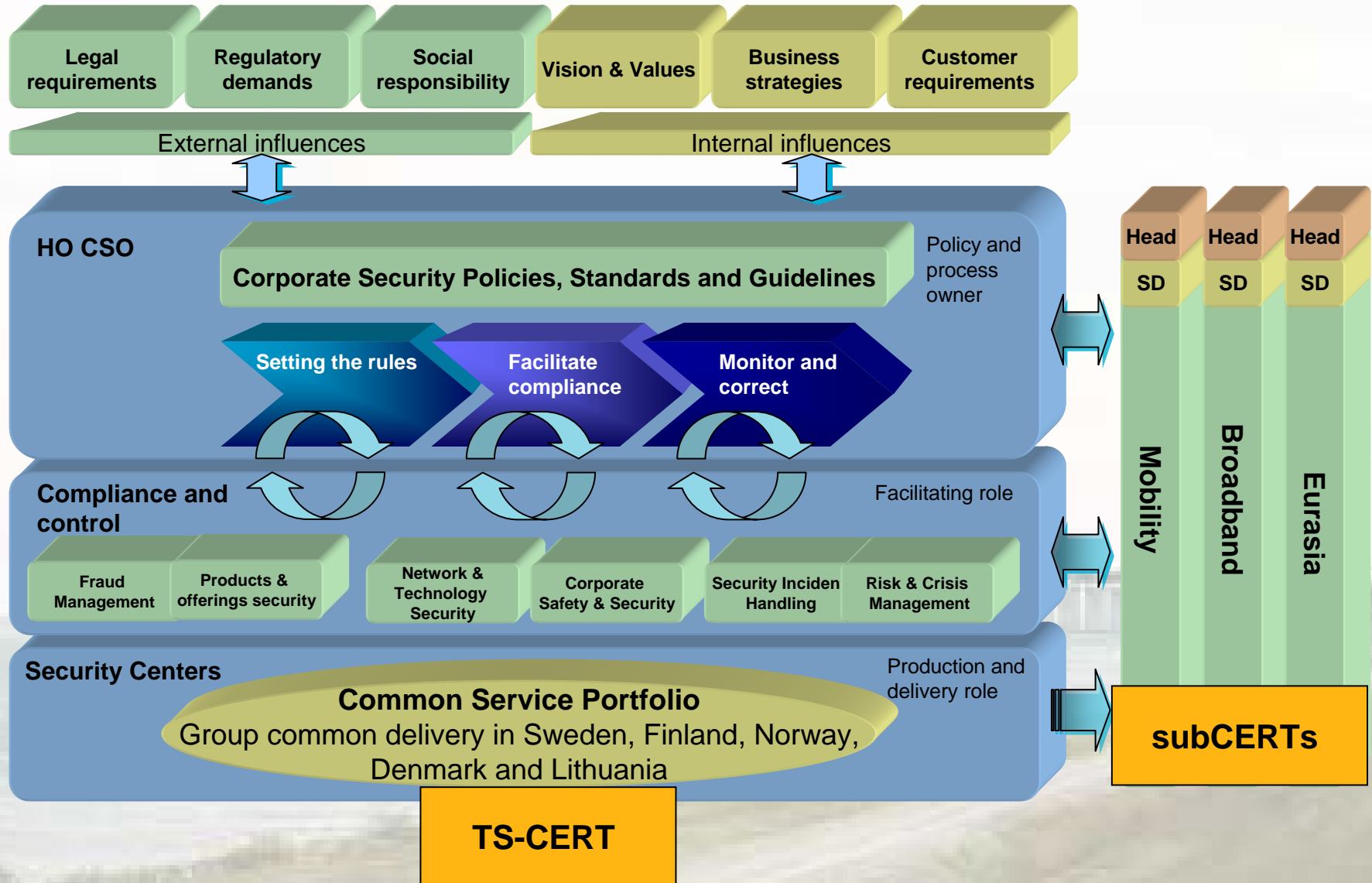


■ Staff functions

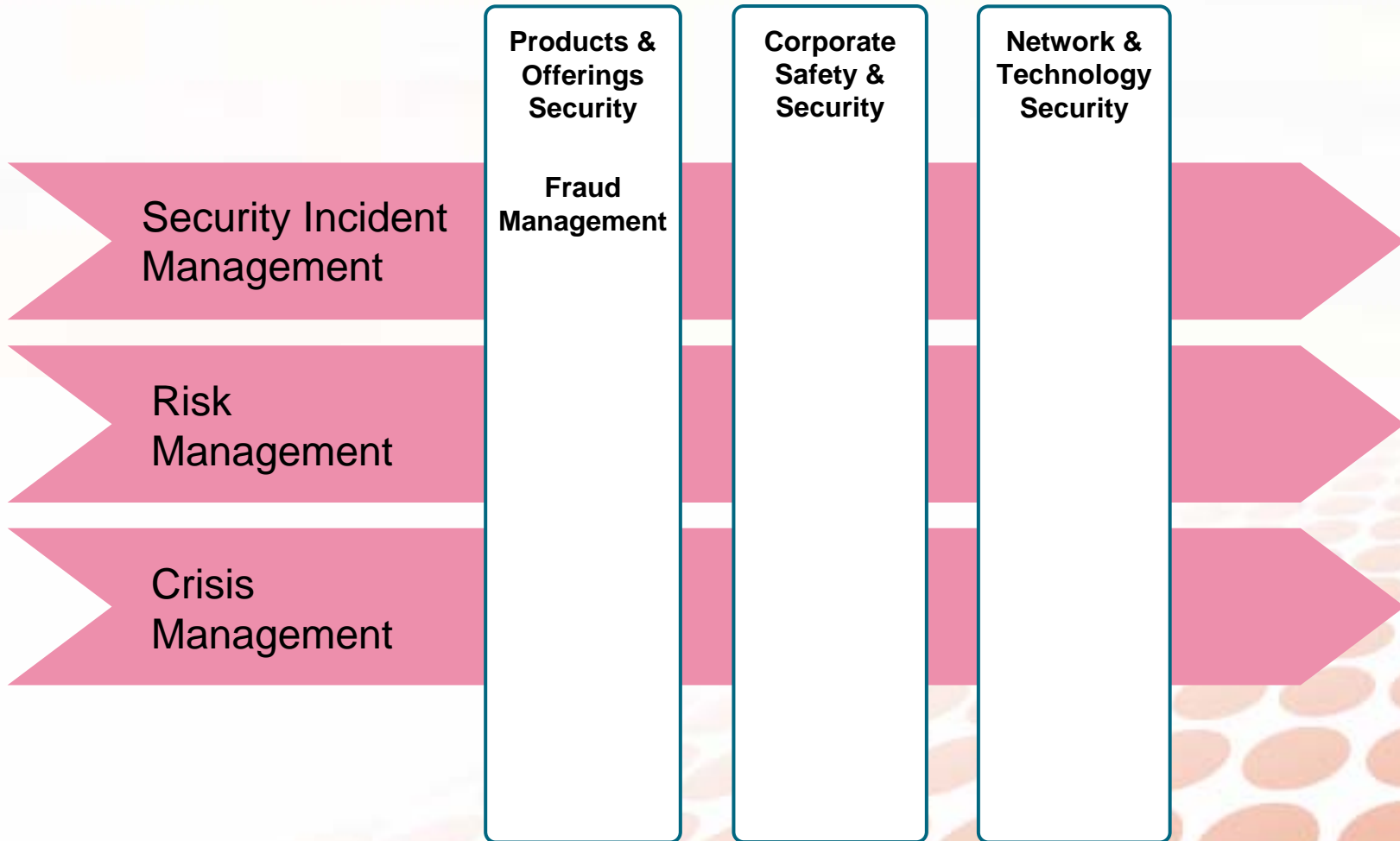
■ Business Areas

■ The Business Services Division is the TeliaSonera Group's common Business Sales Unit for corporate customers in Sweden and Finland

Corporate Security Governance



Security areas



SIH Area Steering Documents (Internal Control)



Corporate Security Policy

Corporate Information Security Policy

Information Security Classification Model

Corporate Security Guideline Security Incident Management

Appendix: Security Incident Organization

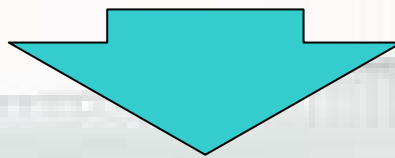
Supporting Security Control in Security Incident Handling:
Operational Level Agreement of SubCERT

SubCERT only

Appendix: Accreditation of Investigation Teams

Code-of-Ethics (CoE)

CSIRT Code-of-Practice (CCoP)



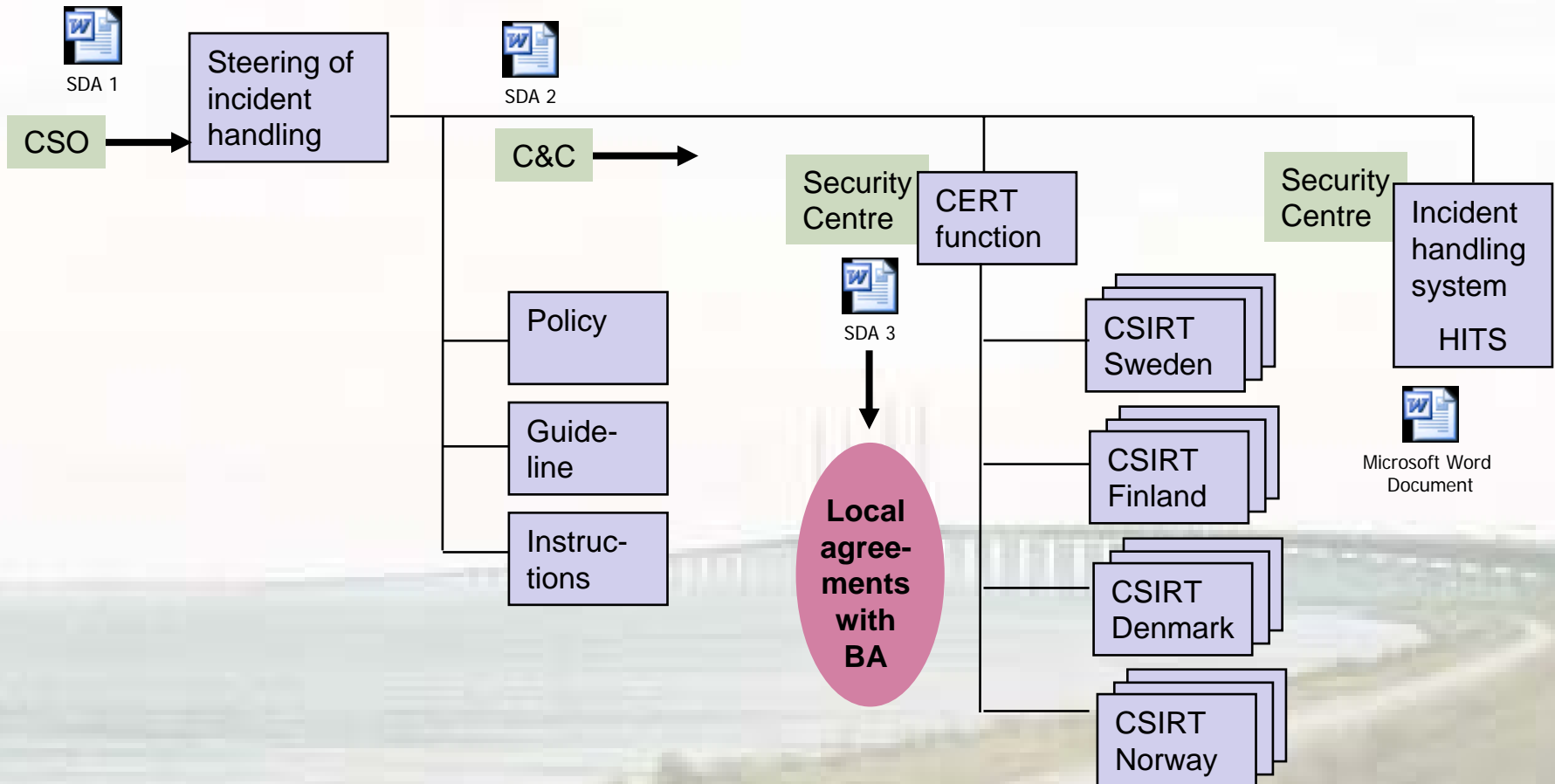
Instructions: Handling Security Incidents

Instructions: Security Incident Handling

Instructions: Post-Mortem Analysis

Security Delegation Agreement

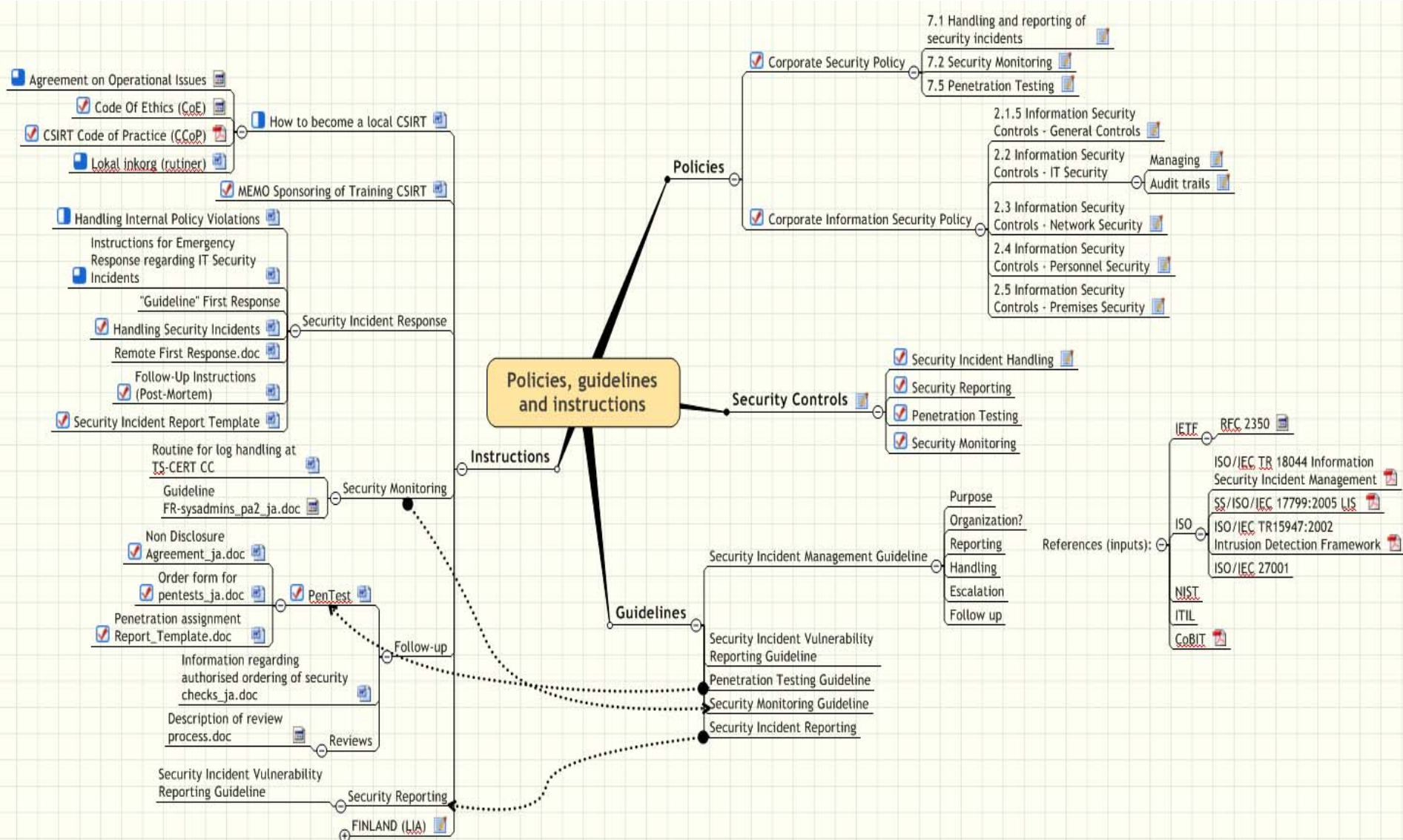
SDA structure for incident management



Guideline Security Incident Handling

- Targets all Investigation Teams
 - IT-security (TS-CERT, subCERTs and abuse teams)
 - Fraud investigation teams
 - Information security investigators
 - External investigators as national police, insurance companies and approved 3rd party
- Sets the rules on team members, team leaders and team owners via OLA
- Accreditation of Investigation teams and members
- Follow up annually

Documentation



Pre-requisites for SubCERT in TeliaSonera

- **OLA agreement**
 - Purpose and goal (formally decided by management)
 - Constituency (field of operations) and Demarcations
 - Roles and responsibilities
 - Reporting
 - Staffing and financing
 - Co-operation
- **Signing Code-of-Ethics and CSIRT Code-of Practice**
- **Procedures**
 - Triage
 - Taxonomy (talking about the same things)
 - Definition of Severity Levels
 - First Actions (stop and contain, dead/live system?)
 - Escalation Procedures
 - Incident Tracking System
 - E-mail templates, Report templates, Incident Flows
- **Training**
- **Follow up**

TS SubCERT teams



TeliaSonera

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