Daily problems for abuse teams

Short brief from:
Workshop in Madrid 14\textsuperscript{th} 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 invitation

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