

**CERT-PH**  
NATIONAL COMPUTER EMERGENCY RESPONSE TEAM



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## 1. Document Information

This document contains a description of CERT-PH in according to RFC 2350<sup>1</sup>. It provides basic information about the CERT-PH, its channels of communication, and services it offers.

### 1.1. Date of Last Update

Version 1.0 - 2020/04/21

### 1.2. Distribution List for Notifications

There is no distribution list for notifications

### 1.3. Locations where this Document May Be Found

The current version of this document can always be found at

### 1.4. Authenticating This Document

This document has been signed with the CERT-PH PGP key.

## 2. Contact Information

### 2.1. Name of the Team

Philippine National Computer Emergency Response Team (CERT-PH)

### 2.2. Address

Cybersecurity Bureau Building  
Department of Information and Communications Technology  
49 Don A. Roces cor. Sct. Reyes  
Diliman, Quezon City

### 2.3. Time Zone

(UTC +08:00) Manila, Philippines

### 2.4. Telephone Number

CERT-PH Hotline Number: (+632) 8920-0101 local 1705

### 2.5. Facsimile Number

Not Available

### 2.6. Other Telecommunication

Mobile Number: +639214942917 / +639561542042

Facebook: <https://www.facebook.com/Ncertgovph>

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<sup>1</sup> Expectations for Computer Security Incident Response (<https://www.rfc-editor.org/rfc/pdf/rfc2350.txt.pdf>)

### 2.7. Electronic Mail Address

CERT-PH Email Address: cert-ph@dict.gov.ph

### 2.8. Public Keys and Encryption Information

Bits : 4096

ID : 4E4870031D742ECF

Key Fingerprint : 3F24 F8C4 B43D E74A 2410 2E13 4E48 7003 1D74 2ECF

-----BEGIN PGP PUBLIC KEY BLOCK-----

Version: Mailvelope v4.3.1

Comment: <https://www.mailvelope.com>

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=uqP5
-----END PGP PUBLIC KEY BLOCK-----
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## 2.9. Team Members

The team is composed of information security analysts and engineers from the National Computer Emergency Response Team division under the Cybersecurity Bureau of the Department of Information and Communications Technology - Philippines.

## 2.10. Other Information

Further information about CERT-PH can be found at <https://www.ncert.gov.ph>

## 2.11. Points of Customer Contact

The preferred method for contacting CERT-PH is via email. For incident reports and related issues please use [cert-ph@dict.gov.ph](mailto:cert-ph@dict.gov.ph). This email is monitored regularly, and emails will be acted upon once received.

CERT-PH hours of operations are usually restricted to regular business hours (07:00 – 18:00 Monday to Friday). For out of business hours support in case of critical security incidents, CERT-PH is available on on-call duty.

## 3. Charter

### 3.1. Mission Statement

CERT-PH is responsible in receiving, reviewing, and responding to computer security incident reports and activities. The team shall also ensure that a systematic information gathering/dissemination, coordination and collaboration among stakeholders, especially computer emergency response teams, are maintained to mitigate information security threats and cybersecurity risks.

### 3.2. Constituency

CERT-PH is the national CERT of the Philippines. CERT-PH shall lead, manage, and oversee the various Government, Sectoral and Organizational CERTs within the Philippines.

### 3.3. Sponsorship and/or Affiliation

CERT-PH is established within the Cybersecurity Bureau of the Department of Information and Communications Technology, Philippines.

CERT-PH is recognized under the Division of the Software Engineering Institute (SEI) located in Carnegie Mellon University. It is currently affiliated with the ASEAN-Japan Cybersecurity Working Group.

### 3.4. Authority

CERT-PH is mandated to provide pro-active government countermeasures to address and anticipate all domestic and transnational incidents affecting the Philippine cyberspace and any cybersecurity threats to the country.

## 4. Policies

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

Cybersecurity incidents that potentially affect or compromise the confidentiality, integrity, or availability of the information system must be reported to CERT-PH. Incident reports that do not have confirmed functional or information impact such as passive scan, phishing attempts, attempted access, or thwarted exploits may be submitted to CERT-PH voluntarily.

The level of support given by CERT-PH will vary depending on the type and severity of the incident, the constituent and/or constituents impacted and available resources.

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

CERT-PH values the privacy of all the concerned and affected agencies, organizations, and clients that have been accommodated by the team as much as we value their security. Disclosure of information is in accordance with

Philippine Republic Act No. 10173 or the Data Privacy Act of 2012 and in conformance with other issuances of the National Privacy Commission.

To ensure that information is shared only with the appropriate audience or recipient, CERT-PH utilizes the Traffic Light Protocol (TLP)<sup>2</sup> for information sharing.

#### 4.3. Communication and Authentication

Communication via email is preferred and in situations where highly sensitive information is exchanged, usage of PGP/GPG is supported. CERT-PH is also reachable by telephone.

### 5. Services

#### 5.1. Incident Response

CERT-PH's incident response services are available on a 24/7 basis to its constituency. All information and communication technologies related incidents are evaluated.

##### Incident Triage

- Determine whether an incident is authentic;
- Assess the impact and priority of the incident

##### Incident Coordination

- Contact the involved parties to investigate the incident and take the appropriate steps;
- Determine possible cause of the incident;
- Facilitate contact to other parties which can help resolve the incident

##### Incident Resolution

- Provide technical recommendations for post-incident recovery
- Provide technical recommendations to correct system vulnerabilities

#### 5.2. Proactive Service

##### Threat Monitoring and Information Sharing

- Collect and analyze data from publicly available sources and feeds regarding cyber threats;
- Release daily cyber threat feeds and public security advisories
- Collaborate with international and local communities and organization on existing and new threats in cyberspace;

##### Vulnerability Assessment and Penetration Testing

- Conduct Vulnerability Assessment and penetration testing to Government Agencies;

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<sup>2</sup> Forum of Incident Response and Security Teams (FIRST) Standard Definitions and Usage Guidance (<https://www.first.org/tlp/>)



- Provide technical details and analysis of discovered vulnerabilities and criticality to systems owner;
- Examine and evaluate web and network assets to identify security deficiencies;
- Recommend steps based on the results of the assessment to improve the organization's security posture.

#### Education / Training

- Conduct cybersecurity training to technical and non-technical officers from the public sector

## 6. Incident Reporting Forms

All incident reports submitted to CERT-PH must use the appropriate CERT-PH Report Template and must be filled out with the required essential data and other relevant information available.

## 7. Disclaimer

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