

1 Document Information

This document describes *PULSOC*- CERT in accordance with RFC 2350.

1.1 Date of Last Update

Version 1.0 was published in *September 2024*.

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 is located at the following address:

<https://pul-soc.com/rfc2350.pdf>

It is also available upon request to info@pul-soc.com via electronic mail.

1.4 Document Identification

Title: " RFC 2350 PULSOC-CERT "

Version: 1.0

Document date: *September 2024*

Expiration: This document is valid until superseded by a later version

2 Contact Information

2.1 Name of the Team

English name: PULSOC- CERT - Computer Emergency Response Team of the company PULSOC

Serbian name: PULSOC-CERT - Bezbednosno operativni centar u okviru tima za upravljanje incidentima, kompanije PULSOC.

2.2 Address

Tošin Bunar 272b

11070 Belgrade, Serbia

2.3 Time Zone

- CET, Central European Time

(UTC+1, between last Sunday in October and last Sunday in March)

- CEST (also CET DST), Central European Summer Time

(UTC+2, between last Sunday in March and last Sunday in October)

2.4 Telephone Number

+381(0)11 6961788

2.5 Other Telecommunication

None.

2.6 Electronic Mail Address

All incidents' reports should be sent to <https://pul-soc.com/prijavi-incident/>

The use of the phone for reporting incidents should be avoided as much as possible.

2.7 Public Keys and Encryption Information

PULSOC-CERT uses Entrust class 2 Client CA for digital signatures and for receiving encrypted information. The key is available on URL=<http://crl.entrust.net/class2ca.crl>

Information about the key:

Key ID: 0991a5bae9f22e2a75dfcd7efe77caf2de6b9b24

Key fingerprint = d57fabb39dfeac110872e00c61df8bfb7361203d

2.8 Team Members

Marko Martinović is the Team Manager of PULSOC-CERT. A full list of other members of PULSOC-CERT is not publicly available.

2.9 Points of Customer Contact

The preferred method of contacting PULSOC-CERT is via web template at <https://pul-soc.com/prijavi-incident/> . Office hours for PULSOC-CERT are between 08:00 and 16:00 on working days. During office hours, PULSOC-CERT staff are available via telephone. Outside office hours the team member on duty regularly checks for reports directed to the mentioned e-mail address, but can be reached via phone

No: + 381(0)11 6961788.

3 Charter

3.1 Mission Statement

The roads of the company's growth are intertwined with protection of digital resources, that does not know limits. The services of our Security Operation Centre help businesses to reduce the risk and make their growth safer.

3.2 Constituency

PULSOC-CERT was formed by decision of the top management and it is obligated to provide services for all clients under contract.

3.3 Sponsorship and/or Affiliation

PULSOC-CERT is hosted by and operates within the company PULSOC doo.

3.4 Authority

The establishment of the PULSOC-CERT was mandated by the board of directors of the company PULSOC doo and it is led by Director Marko Martinović.

4 Policies

4.1 Types of Incidents and Level of Support

PULSOC-CERT will support all cyber security incidents in accordance with provided SLA for PULSOC customers.

4.2 Co-operation, Interaction and Disclosure of Information

PULSOC-CERT treats all information included in the correspondence as confidential. Information will only be disclosed to other parties involved in the investigation of the reported incident, in accordance with applicable Serbian legislation. In such events, any identifiable information not crucial to the investigation by the party involved will be anonymized.

4.3 Communication and Authentication

The preferred method of communication is via e-mail. When the content is deemed sensitive enough or requires authentication, the PULSOC-CERT Entrust key is used for signing e-mail messages.

5 Services

5.1 Incident Response

This service aims at aiding companies and organizations while dealing with cyber security incidents. PULSOC-CERT will assist anyone within the constituency in handling the technical and organizational aspects of incidents.

6 Incident Reporting Forms

Reports are normally sent to the web form at <https://pul-soc.com/prijavi-incident/>

7. Disclaimers

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