

CERT FREQUENTLY ASKED QUESTIONS

Uganda Communications Commission is the regulator of communication services in Uganda. The UCC Act 2013 mandates the Commission to monitor, inspect, licence, supervise, control and regulate communications services including the Internet. On the 6th June 2013 the Commission inaugurated the Computer Emergency Response Team (CERT) as an initiative to improve and secure communication services in Uganda.

1. WHAT IS A CERT?

CERT is an acronym; that stands for **COMPUTER EMERGENCY RESPONSE TEAM**. A Computer Emergency Response Team (CERT) is a team that is responsible for receiving, reviewing, and responding to computer security incident reports and activity. Computer security incidents include crimes committed on the internet. The CERT services are usually performed for a defined constituency in this case the Communications sector or a country at large.

2. WHAT DOES THE CERT DO?

The CERT has three main goals:

- Monitoring and handling cyber security incidents occurring within the communication sector.
- Providing guidance to providers of critical information infrastructure to adopt best practices in information security.
- Raising awareness levels of information security in the communication sector and consumers of sector services.

3. WHAT ARE THE COMMON COMPUTER SECURITY INCIDENTS?

Any real or suspected adverse event in relation to the security of computer systems or computer networks.

Examples of computer incidents could include activity such as:

- Child Pornography
- Online Bullying / Harassment
- Spamming / Phishing
- Online Prostitution
- Online Blackmail / extortion
- Copyright Infringement
- Computer Hacking
- Website Defacement
- Online Fraud
- Online Impersonation

4. HOW DO WE REPORT INCIDENTS TO THE CERT?

Incidents can be reported to the CERT through;

- Sending an email to incidents@ug-cert.ug
- The reporting page on the CERT website (www.ug-cert.ug)
- Telephone: Toll Free 0800 133 911 or +256 312 339 100

5. WHO CAN REPORT COMPUTER SECURITY INCIDENTS TO CERT?

All consumers of the Communications sector (Internet Service Providers) services can report security incidents to the CERT.

6. WHAT CAN BE REPORTED TO UG-CERT?

Behaviours or Incidents that are illegal and ongoing over the internet like Cyber Hacking, Cyber Threats, Child Pornography and any other unlawful or unscrupulous manipulators on the internet.

The CERT services are offered for free (no costs)

7. WILL MY SENSITIVE INFORMATION STAY PRIVATE AFTER I GIVE IT TO THE CERT?

We will keep any information specific to your organisation confidential unless you give us permission to release that information. We distribute only composite, sanitized information in our publications.

8. CAN THE CERT RECOMMEND OTHER HELPFUL SOURCES OF INFORMATION ABOUT COMPUTER SECURITY?

The CERT Program cannot endorse products or organizations. However, many of the articles, reports, papers, and podcasts created by our staff, available on the CERT website, contain helpful information and references.

New information is constantly being made available online. We urge you conduct online searches for security-related topics

9. HOW DO I CONTACT THE COMPUTER EMERGENCY RESPONSE TEAM?

The CERT can be contacted via;

Physical Address: Communications House 5th Floor,
Plot 1 Colville Street.

Telephone: Toll Free 0800 133 911 or +256 312 339 100

Website: www.ug-cert.ug

Facebook : Ug-Cert

10. WHEN ARE THE CERT SERVICES ACCESSIBLE?

The CERT offices can be accessed 7 days a week 24 hours a day.