

RFC 2350

1. Document Information

1.1. Date of Last Update

This is version 1.3 published on 12-1-2023

1.2. Distribution List for Notifications

mwCERT will not plan frequent modifications to this document.

1.3. Locations where this Document May Be Found

<https://www.mwcert.mw/>

2. Contact Information

2.1. Name of the Team

mwCERT, Malawi Computer Emergency Response Team
(National CERT of Malawi)

2.2. Address

9 Salmin Amour Road, Private Bag 261, Blantyre, Malawi

2.3. Time Zone

GMT/UTC + 2h Standard Time

2.4. Telephone Number

Tel: +265 (0) 1 812 912 / +265 (0) 999 970 497 / +265 (0) 888 833 611

2.5. Electronic Mail Address

info@mwcert.mw

2.6. Public Keys and Encryption Information

Please encrypt any sensitive e-mail with the mwCERTS's PGP key and send to info@mwcert.mw

mwCERT's Public Key is available at Section 4.3.

2.7. Team Members

Information about team members is available upon request.

2.8. Other Information

General information about mwCERT is available at <https://www.mwcert.mw/>

2.9. Points of Customer Contact

The preferred communication channel is the official email addresses as mentioned in section 2.5.

3. Charter

3.1. Mission Statement

To provide a comprehensive set of responses to cybersecurity threats and vulnerabilities through national coordination with all stakeholders to effectively respond and prevent cybersecurity incidents for critical infrastructures and other systems of national interest.

3.2. Constituency

The constituency of mwCERT consists of:

- a) All Government Organizations
- b) Critical Infrastructure Operators
- c) Private Companies
- d) Residents of Malawi

3.3. Sponsorship and/or Affiliation

mwCERT is a department of the Malawi Communications Regulatory Authority (MACRA) which operates under the aegis of the Ministry of Information and Communication Technology.

mwCERT is affiliated with:

- Forum of Incident Response and Security Teams (FIRST)
- AfricaCERT
- The Commonwealth Telecommunications Organisation (CTO)
- International Telecommunication Union (ITU)
- Southern African Development Community (SADC)

3.4 Authority

mwCERT is a department within Malawi Communications Regulatory Authority (MACRA) that acts as a focal point for coordination of cybersecurity related issues at national and international level. mwCERT was established pursuant to Section 6 of the Electronic Transaction and Cybersecurity act, 2016 of the Laws of Malawi to take charge of Critical information infrastructure protection actions and serve as a base for national coordination to respond to cybersecurity threats.

4. Policies

4.1. Types of Incidents and Level of Support

mwCERT is authorized to address all types of computer security incidents which occur, or threaten to occur, in its constituency. The level of support given by mwCERT will vary depending on the type and severity of the incident or issue, the type of constituent, the size of the user community affected, and the available resources at the time.

4.2. Co-operation, Interaction and Disclosure of Information

mwCERT works in cooperation with Local Institutions, International Institutions, Law Enforcement Organizations, and professionals in the field. In case of a potential criminal incident, we recommend the proper Law Enforcement Organization to handle the case. Rules of good practice stipulated in policies are in place to avoid dissemination of private data.

4.3. Communication and Authentication

For secure communications ordinary precautions apply – like communicating to/via previously trusted and listed teams and using PGP.

mwCERT's PGP key below:

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

mDMEY6GoXhYJKwYBBAHaRw8BAQdA4Umi8W0EGiIiBSARMw+YoEplWIBcq9CY+Uk
t

/93BF1m0HE1hbGF3aSBDRVJUIDxpbmZvQG13Y2VydC5tdz6ImQQTfgoAQQIbAwUL

CQgHAgIiAgYVCgkICwIEFgIDAQIeBwIXgBYhBLC7gUHOa/v5MLMIPitK0s/a+lx7

BQJjoai5BQkHhqeAAAOJECtK0s/a+lx7pcIA/0FD9oa7kl8CdfhI06I1ubsxUmob

fnZof4p7lMTuPVnLAP9knAeal8p+/caxSBPFCvaIZ2872b1xsQVsF0sqdYVgBbg4

BGOhqF4SCisGAQQB11UBBQEBOAD/6ACafj4/W5AMxqaITCMo88M2BMWLswBW4Lj

MXgpHwMBCAeIfgQYFgoAJgIbDBYhBLC7gUHOa/v5MLMIPitK0s/a+lx7BQJjoajG

BQkHhqeNAAOJECtK0s/a+lx7y8MBALsycag4NOWGI7uZejeuvAsNyDIBggwRqmhZ

hv3zVfUqAQCYJf1xfHEGFA4vioBXh9HVI8aG7iui40NwEBFD/XRbDQ==

=/cef

-----END PGP PUBLIC KEY BLOCK-----

5. Services

mwCERT as the national CERT provides the following services:

- Information Security Incident Management
- Information Security Event Management
- Knowledge Transfer
- Vulnerability Management
- Situational Awareness
- Digital Forensic

6. Incident Reporting

Incidents can be reported via email at reporting@mwcert.mw and as well as at mwCERT office located within Malawi Communications Regulatory Authority (MACRA) Premises in Blantyre, Malawi.

7. Disclaimers

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