Spam and Security Survey

Pascal Manzano
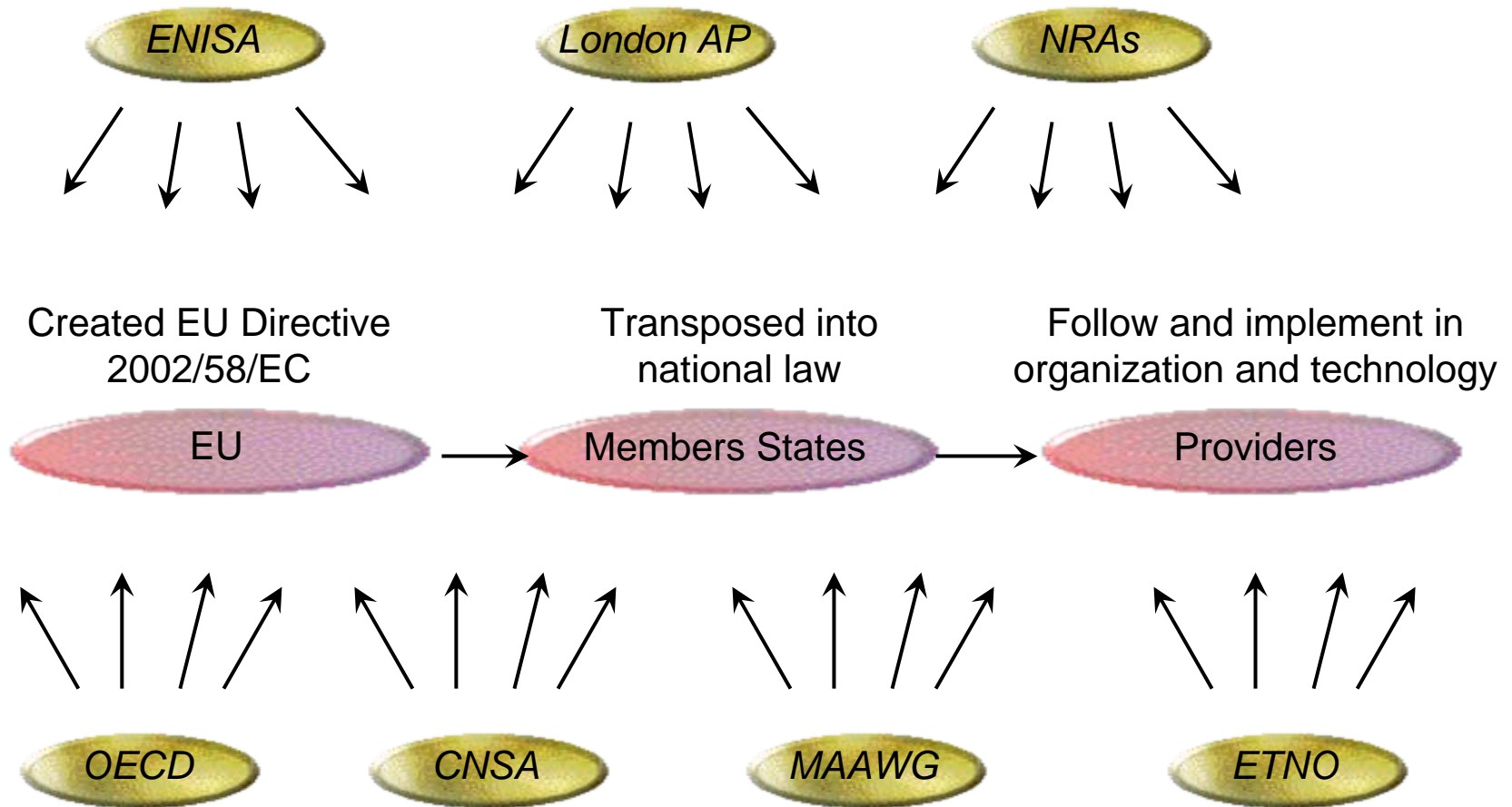
ENISA

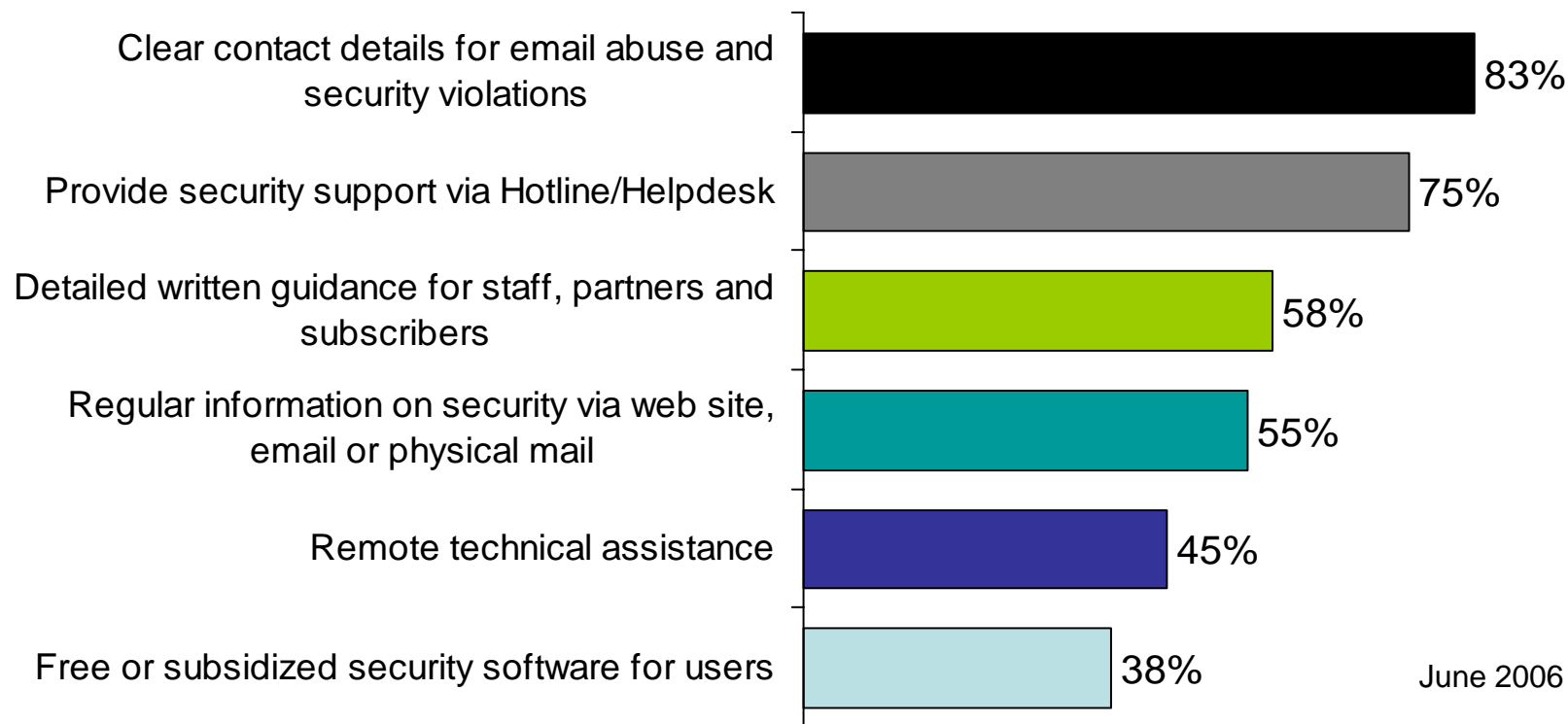RIPE 53 - October 5th 2006

Study - Overview

- Part of ENISA's Work Program 2006
- Title: "Survey on Industry Measures taken to comply with National Measures implementing Provisions of the Regulatory Framework for Electronic Communications relating to the Security of Services"
- Request from Commission in 2005 asked for early results

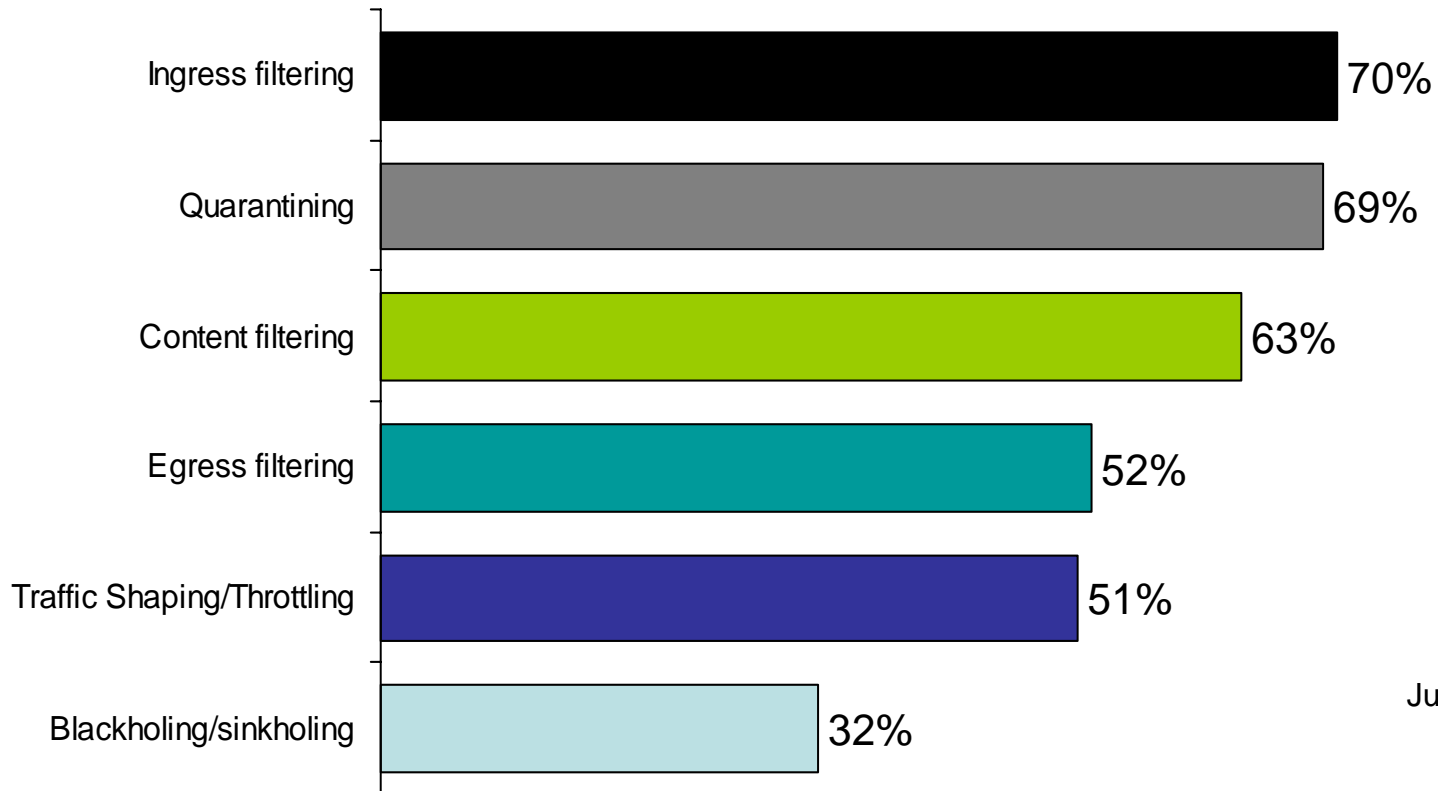# Shaping information security and anti-spam measures in Europe

ENISA

London AP

NRAs

Created EU Directive 2002/58/EC

Transposed into national law

Follow and implement in organization and technology

EU → Members States → Providers

OECD

CNSA

MAAWG

ETNO

Organizational Measures

- Clear contact details for email abuse and security violations — 83%
- Provide security support via Hotline/Helpdesk — 75%
- Detailed written guidance for staff, partners and subscribers — 58%
- Regular information on security via web site, email or physical mail — 55%
- Remote technical assistance — 45%
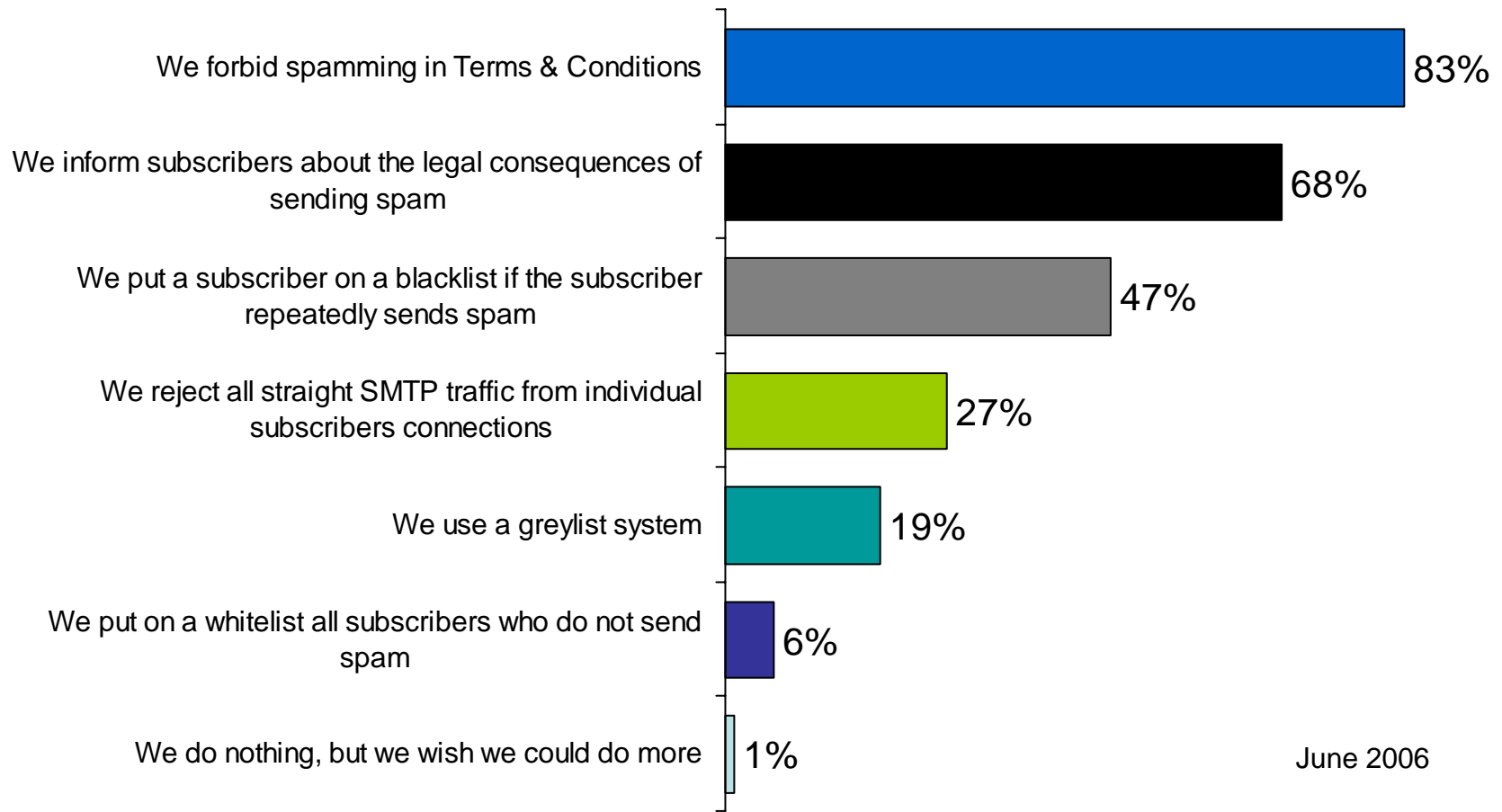- Free or subsidized security software for users — 38%

June 2006

Which of the following measures do you take in order to improve security of your services?

Technical Measures

| Measure	Percentage
Ingress filtering	70%
Quarantining	69%
Content filtering	63%
Egress filtering	52%
Traffic Shaping/Throttling	51%
Blackholing/sinkholing	32%

June 2006

What measures did you put in place to prevent your customers from **sending** unsolicited communications (spam)?

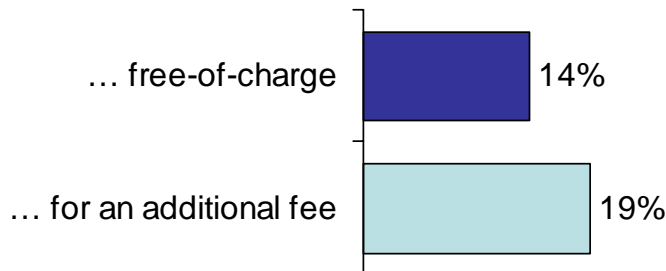| Measure	Percentage
We forbid spamming in Terms & Conditions	83%
We inform subscribers about the legal consequences of sending spam	68%
We put a subscriber on a blacklist if the subscriber repeatedly sends spam	47%
We reject all straight SMTP traffic from individual subscribers connections	27%
We use a greylist system	19%
We put on a whitelist all subscribers who do not send spam	6%
We do nothing, but we wish we could do more	1%

June 2006

What measures did you put in place to protect your customers from **receiving** unsolicited communications (spam)?

We offer spam-filtering on our network (e.g. by subscribing to black/grey/white-lists)

… free-of-charge	75%
… for an additional fee	25%
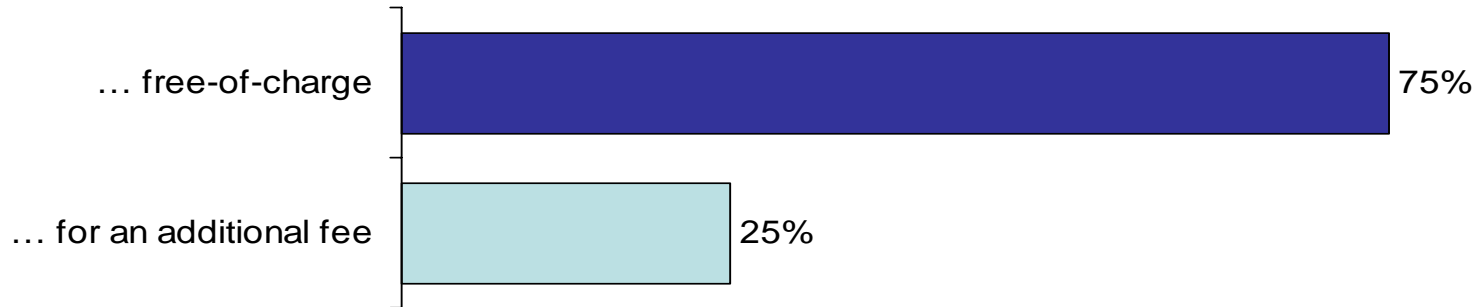
We offer spam-filtering software that subscribers can install on their computers

… free-of-charge	14%
… for an additional fee	19%

June 2006

Study - Summary

Increasing transparency

- Reporting of security breaches

- Becoming aware of a security or spam problem

Defining appropriate security

- State of the art and cost of implementations

- Email security versus privacy

Setting standards

- Technical and Organizational security measures

- Measures to fight Spam

ENISA (European Network and Information Security Agency)

Study on Spam and Security published in February 2006:
http://www.enisa.europa.eu/doc/pdf/deliverables/enisa_security_spam.pdf

Study on Spam and Security published in October 2006:
http://www.enisa.europa.eu/doc/pdf/deliverables/enisa_security_spam_part2.pdf

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