1. DOCUMENT INFORMATION

1.1.   ABOUT THIS DOCUMENT

This document contains a description of Lottomatica - Computer Emergency Readiness Team (hereinafter referred as to CERT-LTM) in according to RFC 2350. It defines the basic information related to CERT-LTM, including a brief explanation of the tasks and services offered and contacts to get in touch with us.

1.2.   DATE OF LAST UPDATE

Version 1.0, updated on 28/11/2019.

1.3.   LOCATIONS WHERE THIS DOCUMENT MAY BE FOUND

The current and latest version of this document is available on Lottomatica website.

Its URL is https://www.lottomaticaitalia.it/it/chi-siamo/azienda/cert-ltm

1.4.   AUTHENTICATING THIS DOCUMENT

This document has been signed with the GPG key of CERT-LTM.

The public GPG key is available in CERT-LTM website.

1.5.   DOCUMENT IDENTIFICATION

Title: CERT-LTM - RFC 2350

Version: 1.0.

Document Date: 28/11/2019

Expiration: this document is valid until a later version is issued.

2. CONTACT INFORMATION

2.1.   NAME OF THE TEAM

Full Name: Lottomatica - Computer Emergency Readiness Team

Short Name: CERT-LTM

2.2.   ADDRESS

Postal Address: CERT-LTM Via del Campo Boario, 56/d, Roma 00153, Italy.

2.3.   TIME ZONE

Central European (GMT+0100 and GMT+0200 from the last Sunday of March to the last Sunday of October).

2.4.   TELEPHONE NUMBER

Tel: (H24/7 365 day) +39 0651899191.

2.5. ELECTRONIC MAIL ADDRESS

The email lottomatica-cert@igt.com is available to contact CERT-LTM. All members of CERT-LTM team can read the messages sent to this address.

2.6. PUBLIC KEYS AND OTHER ENCRYPTION INFORMATION

In order to guarantee the security of communications the GPG technology is employed. CERT-LTM's public GPG key for lottomatica-cert@igt.com is available on CERT-LTM website.

CERT-LTM's Public Key:

- USER-ID: CERT-LTM lottomatica-cert@igt.com
- KEY-ID: ox FABF2BBE
- Fingerprint: F2C78F09CE0235124F7D9FDE708CE886FABF2BBE

Third parties shall use GPG public key to establish a secure communication with CERT-LTM.

2.7. TEAM MEMBERS

CERT-LTM's team leader is Gennaro Borrelli. The team is composed of CERT Analysts.

3. OTHER INFORMATION

General information about CERT-LTM are available on Lottomatica website:
https://www.lottomaticaitalia.it/it/chi-siamo/azienda/cert-ltm

3.1. POINTS OF CUSTOMER CONTACT

The email address lottomatica-cert@igt.com is the preferred method to contact CERT-LTM.

The mailbox is monitored 24/7.

The use of GPG is mandatory when confidential or sensitive information are involved.

If for security reasons it is not possible to get in touch with CERT-LTM via e-mail, the contact may take place via telephone.

3.2. CHARTER

3.2.1. MISSION STATEMENT

The CERT-LTM mission is ensure real-time H24x7 monitoring and centralized management of security events through analysis, classification, threat reporting and timely implementation of enforcement actions.

3.2.2. CONSTITUENCY

The Constituency consists of the entire Lottomatica Group. All companies receive support from CERT-LTM, within the established service contract, in the execution of the operational activities of Incident Management Process related to Security Information and in the management and notification of any Data Breach.

3.2.3. SPONSORSHIP AND/OR AFFILIATION

CERT-LTM is affiliated to Lottomatica Holding S.r.l.

It maintains contacts with various national and international CERT and CSIRT teams, with FIRST, TFCSIRT, ENISA and Carnegie Mellon University according to its needs and to its culture of information exchange.

3.2.4. AUTHORITY

The establishment of the CERT-LTM was mandated on 10/10/2017.

3.3. POLICIES

3.3.1. TYPE OF INCIDENT AND LEVEL OF SUPPORT

CERT-LTM manages and addresses information security incidents, which occur or threaten to occur within its constituency. The level of support given by CERT-LTM will vary depending on the severity of the information security incident, the assets impacted and the CERT's currently available resources.

3.3.2. CO-OPERATION, INTERACTION AND DISCLOSURE OF INFORMATION

CERT-LTM highly values the importance of operational coordination and information sharing among CERTs, CSIRTs, SOCs and similar parties, as well as other organizations, which may aid them in delivering their services or provide other benefits.
CERT-LTM recognizes and supports ISTLP (Information Sharing Traffic Light Protocol).

3.3.3. COMMUNICATION AND AUTHENTICATION

CERT-LTM protects sensitive information in accordance with relevant local regulations and policies. Communication security (which includes both encryption and authentication) is primarily achieved using GPG or any other agreed means, depending on the sensitivity level and context.

4. SERVICE

4.1. INCIDENT MANAGEMENT

CERT-LTM performs incident handling and provides its constituency with support, on-site response and coordination through its internal structure. The incident management services as developed by CERT-LTM cover all the "5 steps":

- Preparedness and prevention;
- Detection;
- Analysis;
- Response;
- Recovery.

4.2. THREAT INTELLIGENCE

The CERT-LTM performs threat intelligence services in order to improve the information security incidents prevention, detection, identification and response capabilities and to strengthen Lottomatica Group's cyber security posture.

5. INCIDENT REPORTING FORM

CERT-LTM does not provide any incident reporting form in a public web page.
As for CERT-LTM's constituency, the incident reporting must follow the internal procedures.

6. DISCLAIMERS

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