Havannah Regulatory Internet Symposium 2016 (Discussion Notes and Actions)

1. INTRODUCTION

TRR in implementing its functions under the TRR Act and is performing at its best to ensure there is proper and appropriate framework for the internet market development for this country. In doing so, TRR facilitated a number of meetings and forums with stakeholders involved including the above mentioned forum to discuss Internet matters that are currently at TRR's priority list to address. And one of which is the management of .vu hence, the drafting of .vu regulation has been filed for gazettal at the State Law Office which is expected to be gazette soon.

On 20th October 2016 TRR organized its second Regulatory Internet Symposium at the Havanah Resort in Vanuatu. The meeting promoted a theme 'Embracing Internet Security' which is in line with the current Vanuatu National Cyber Security Policy and the National ICT Policy where priority action plans were placed on the OGCIO and the TRR's responsibilities (refer to mentioned policies). Many stakeholders of the Internet Community in Vanuatu were invited to be part of the forum meeting and as a result, 15 main stakeholders were presented:

- Engineering Business Solutions
- Bank South Pacific
- .NZ Domain Name Commission
- Vanuatu Police Force
- TVL
- OGCIO
- V Solutions
- Digicel
- Wantok Ltd
- VITUS
- Spim
- Asia Pacific Network Information Centre (APNIC)
- Vanuatu Financial Service Commission
- Reserve Bank of Vanuatu and
- TRR

TRR and its national stakeholderswere also fortunate to have with them during the forum, Mr. Barry, Manager responsible for Cybersecurity at the .NZ Domain Name Commission representation and Mr.Klee Aiken External

Relations Manager at the Asia Pacific Network Information Centre (APNIC). The two international representations were invited to share experience and best practices and to guide on discussions on topics outlined below. It was an intensive forum discussions that was held to achieve the stated objectives for the forum.

Main discussions were centered on Internet Security Matters and other related topics that were linked to cybersecurity issues in Vanuatu.

2. OBJECTIVES AND EXPECTED OUTCOME OF THE FORUM

The forum has been organized for the Internet Community in Vanuatu to meet and discuss freely the aspects of Internet market development in Vanuatu focusing mainly on internet security. It was anticipated that from that meeting, TRR would be in a better position to address and spent its time on what is relevant, urgent and appropriate to focus on in the internet activities. It was also an avenue and opportunity where by stakeholders discussed and deliberated on whether there is a need of establishing a National Computer Emergency Response Team (CERT).

It was also an opportunity for the Internet Community to discuss the relevant and linking issues to internet security such as Social Media, Vanuatu experience on internet security, Vanuatu experience on Facebook, National CERT and sharing of international best practices from .NZ Domain Name Commission (Mr. Barry Brailey who is Manager Security) and APNIC (Mr.Klee Aiken External Relations Manager).

Having a national CERT would not only build trust in Vanuatu online business transactions but would also be a step forward for Vanuatu on internet security.

3. PRESENTATIONS

There were seven (7) presentations and two sessions of panel discussions took place at that time.

Social Media and Internet Security – Barry Brailey (.NZ Domain Name Commission)

The first presentation was done by Mr. Brailey on Social and internet Security. In this session he emphasized on both the benefit and negative impact of Social media. He particularly made reference to how the cybercrime has changed to now a more profit driven activity. An example of the CEO/CFO scam in New Zealand few years ago and is common where fake accounts are used to enumerate the entire staff of a corporate organization.

Refer to presentation on TRR site http://www.trr.vu/index.php/en/public-register/presentations/2016

Social Media and Online Privacy – Barry Brailey (DNC)

 As emphasized by Mr. Barry, social media is driven by user experience. People behave differently, some say they value privacy but are very loose with their private information online. Society might need to adjust slightly and norms of behaviour should extend online. Young people think differently and this could lead to new norms. Tech giants and big data have great use for personal data that is available online and some are also scarier and more invasive than government programmes. Tech giants that own social media platforms make their money from buying and selling personal information. There is a long list of personal data details that is known on social media that they buy from each other. A good example is the $19 billion deal between Whatsapp and Facebook to buy unique identifies like personal phone numbers. But haven't people been collecting personal data for years? Yes and there are usually controls and protections on that data. So does Big Data need the same controls? And we are back to 'Norms'.

Refer to presentation on TRR site http://www.trr.vu/index.php/en/public-register/presentations/2016

Facebook Challenges in Vanuatu – Jackson Miake (OGCIO)

Mr. Miake presented on how Facebook has impacted Vanuatu so far and the relationship that the Vanuatu Government has with Facebook. Vanuatu already reported cases of social media abuse in such activities as using fake Facebook accounts to defame others, harassing and intimidating people, cyber bullying and other illegal behaviours, therefore the need to proceed with cybercrime legislation, including promotion of safe use of internet.

Refer to presentation on TRR site http://www.trr.vu/index.php/en/public-register/presentations/2016

Vanuatu Cybercrime Case – Valentine Nguyen (vSolutions)

A real-life testimony was shared where a local Vanuatu bank customer lost a good sum of her money. Money is being transferred from her account to another account. No clear directions and resolution has been made to date. She stated that attending such forum is one of her vision to ensure there is a mechanism in place to cater for such activities and consumer redress.

Cybercrime Legislation – Consultation – Jackson Miake (OGCIO)

Mr. Miake, promoted the importance of having a National Cybersecurity Policy where it has provided for the Government to establish Cybercrime Legislation. He also pointed out the importance and benefit of the Cybercrime legislation going through specific sections that will assist to cater for the cybercrime actor.

Refer to presentation on TRR site http://www.trr.vu/index.php/en/public-register/presentations/2016

Network Security and Cyber Security - Klee Aiken (APNIC)

Mr. Klee Aiken of APNIC, in his presentation, emphasized that information security is based on three aspects, Confidentiality, Integrity and Availability. In the internet world, there are threats, vulnerability and risks. Internet Security Ecosystem includes Public safety, Users, CERTs, Regulators, Operators, Vendors and software.

Refer to presentation on TRR site http://www.trr.vu/index.php/en/public-register/presentations/2016

Computer Emergency Response Teams (CERT) - Klee Aiken (APNIC)

Building on from the presentation on network security and cyber security; Mr. Aiken continued to emphasize on the need of establishing a CERT. Components of a CERT includes constituency (defined location), different types of CERTs (National CSIRTs, Coordination Centers ,Analysis Centers, Enterprise CERTs, Vendor Teams, Incident, Response Providers, Regional CERTs), policies, team structure, services to be delivered, tools and facilities and building relationships. He mentioned that Asia Pacific CERTs have three main roles, incident response, coordination and information sharing.

Refer to presentation on TRR site http://www.trr.vu/index.php/en/public-register/presentations/2016

Panel Discussions

Two panel discussions were organized during the meeting, the first one was on social media and privacy and the second one was on Computer Emergency Response Teams (CERTS).

The outcome of those sessions resulted on required actions to be taken on board.

 See also section declarations and actions for implementation.

4. DECLARATIONS AND ACTIONS

Declarations

During the discussions of National Cert lead by the Government Chief Information Officer Representative, it was agreed by all stakeholders who have attended the session on National CERT, agreed to become a member of that CERT working group. The group will work on formalizing the implementation strategies and when ready a Vanuatu National CERT. The Government of Vanuatu through the office of Chief Information Officer have agreed to lead the CERT working group.

Actions

There were a number of actions required by stakeholders who have attended the meeting to working on. Some of which are listed below.

1. All stakeholders who have attended the meeting to assist with promoting awareness and educating communities, people and customers on the importance of safe and secured networking through any means of telecommunications/ICT.
2. CERT working group to meet once a month to establish an implementation strategy for Vanuatu National CERT.
3. TRR to continue with its Consumer Awareness and Educational programs related to safe and secured internet, targeting the Universal Access Sites that were already up and operational.
4. All stakeholders are now aware of the current consultation on the draft Cybercrime Bill and they will provide submissions on the document.

5. CONCLUSION

This Regulatory Internet Symposium has shown that there is great interest in the development of the Internet in Vanuatu. Key issues of note were:
- Social Media and Facebook impacts in Vanuatu;

- Online fraud through phishing, hacking, ransomware and other security breaches is on the rise in Vanuatu;
- The need for a national initiative to tackle cybercrime is a must and it is of an advantage that the Cybercrime is now under consultation and ready to go before the Vanuatu Parliament for endorsement.

The main outcome from this Symposium is the urgent need to establish a Vanuatu National Computer Emergency Response Team. The meeting ended with 12 stakeholder organizations agreeing to be part of the Vanuatu CERT Working Group while the Vanuatu Government through OGCIO takes the lead role in the working group.