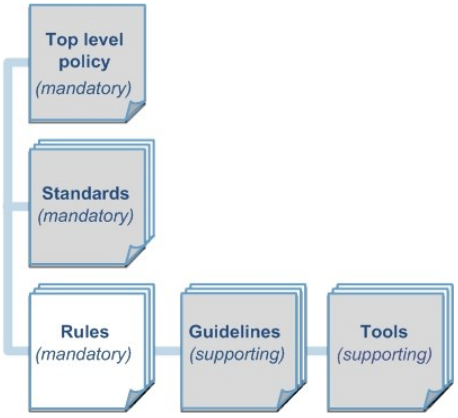
KPN Security Policy

KSP – Rule

Title	**Abuse Handling**
ID	**KSP-FA05-RL12**
Funct. Area	05 - System & Network security
Date	3 February 2017
Version	v1.1
Status	Approved
Owner	CISO



Summary

This policy defines a set of policy rules needed to enable Abuse Handling.

This policy is written for all KPN NL employees and managers who are involved in developing and maintaining products/services for customers of KPN.

Version history

Version	*Date*	*Comments*
v1.0	20 July 2015	Approved by SSM
v1.1	3 February 2017	Yearly review: no adjustments necessary

ID	KSP-FA05-RL12-R01
Title	Access to systems containing customer- and contact details
Description	Abusedesk must have access to systems which, based on date, time and IP address, can give the translation to the proper customer/service and also give the contact details of the customer.
Relating document	Requirement: KSP-FA05-ST02-R11 (Abuse Handling)

ID	KSP-FA05-RL12-R02
Title	Access to tooling to block/unblock services
Description	Abusedesk must have access to systems which can block/unblock the service of a customer.
Relating document	Requirement: KSP-FA05-ST02-R11 (Abuse Handling)