

KPN Security Policy



KSP – Rule

Title	Abuse Handling	A diagram showing the hierarchy of policy documents. It consists of five document icons. On the left, three icons are stacked vertically: 'Top level policy (mandatory)', 'Standards (mandatory)', and 'Rules (mandatory)'. A blue line connects the 'Rules' icon to the 'Guidelines (supporting)' icon, which is to its right. Another blue line connects the 'Guidelines' icon to the 'Tools (supporting)' icon, which is further to the right. All icons are light blue with a folded corner effect.
ID	KSP-FA05-RL12	
Funct. Area	05 - System & Network security	
Date	20 July 2015	
Version	v1.0	
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.

Disclaimer

The content of this document is to describe KPN's policy on this specific topic. If and when this document is partly or fully disclosed to parties outside of KPN, it's important to hereby note towards those parties that this contains KPN's intended policy and cannot in any way be read or construed to be an explicit or implied formal guarantee or promise that its content can always be fully executed or complied to.

ID	KSP-FA05-RL12-R01
Title	<u>Access to systems containing customer- and contact details</u>
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	<u>Access to tooling to block/unblock services</u>
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)