

Dear Sir/Madam:

I would like to take this opportunity to thank you for your kindness and support. I am the team leader for drafting e-commerce law. The use of e-commerce in my country, Lao PDR, is now in a very early stage, but the number of e-commerce users is increasing rapidly, soon the banking sector will be providing services such as on-line payment and on-line transactions. Customers have to trust the system and there should be some security net to protect them.

Now we are starting some e-government projects, which I am the national project director (NPD) for, which links different ministries and agencies, we are aware of security issues. If a hacker hacks from our country the computer system in another country, now there is no law to deal with these matters; soon I will be involved in drafting cyber crime law. This law is essential for protecting consumers and all alike.

We are in the process of setting up a Computer Emergency Response Team (CERT) for short. Lao PDR currently has not established any kind of computer security unit. This is essential for any developing country. I strongly believe that we should act immediately. The problems that we are facing now are including below:

Scope of the work in establishing of the new CERT.

CERT management

- What work should our national CERT be offering in terms of services at the basic level?
- Funding for the CERT.
- CERT staff composition
- Cross agency collaboration
 - How we go about cooperating with other agencies and institutions across the country. What mechanism to set up in terms of management and technical?
- Good documentation: We need to understand how to handle the flow of information across the net and be effective in investigating the incidents such as cyber-attacks and other intrusions.
- Lack of human resource.
- Collaboration with other countries' CERT.
 - Receive assistance when it is needed
 - Share their expertise (transfer knowledge, know how)

Thus these, in my highest opinion, are issues which Lao needs immediate attention.

Thank you for your attention and I look forward to attending the workshop.

Sincerely,

Mr. Somlouay KITTIGNAVONG
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