

**ANALYSIS OF THE REPLIES RELATED TO THE QUESTIONNAIRE ON THE REAL
NEEDS OF DEVELOPING COUNTRIES CONCERNING THE REDUCTION OF THE ICT
SECURITY STANDARDIZATION GAP**

BY

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I. Introduction

Within the framework of the reduction of Telecommunications standardization gap, in May 2008, the Director of Telecommunications standardization Bureau invited the Administrations of the ITU member states to complete a questionnaire on the security needs of developing countries and countries with economies in transition.

The aim of the questionnaire was to help ITU-T SG 17 gain a better understanding of the actual needs of developing countries and countries with economies in transition concerning the reduction of Telecommunications/ICT standardization gap.

This report presents an analysis of the responses submitted by administrations and proposes recommendations.

II. Administrations that responded to the survey

	ADMINISTRATION
01	OMAN
02	BOTSWANA
03	GREECE
04	TOGO
05	HONG KONG, CHINA
06	KOREA
07	SEYCHELLES
08	TANZANIA
09	INDIA
10	LITHUANIA
11	CAMEROON

III. Summary of Observations

1 - 45.5% of the reporting administrations have not undertaken any assessment of ICT/Telecommunications security needs;

2 - 27.3% of the reporting administrations are not familiar with ITU work in developing telecommunications/ICT security standards and/or promoting security/cyber security awareness and/or capacity building;

3 - 27.3% of the reporting administrations do not participate in ITU activities related to Telecommunications/ICT security standards and/or cyber security;

4 - 45.5% of the reporting administrations are not aware of the ITU publication Cyber security Guide for Developing Countries;

5 - 45.5% of the reporting administrations are not aware of the ITU regional cyber security forums;

6 - 54.5% of the reporting administrations are not aware of the ITU publication Security in Telecommunications and Information Technology (www.itu.int/publ/T-HDB-SEC.03-2006/en);

7 - 54.5% of the reporting administrations are not aware of the ITU ICT Security Standards Roadmap? (www.itu.int/ITU-T/studygroups/com17/ict/index.html)

8 - 63.6% of the reporting administrations have a high concern about telecommunications/ICT security and/or cyber security;

9 - 27.3% of citizens in reporting administrations access to Internet only from the workplace, and 9.1% access the Internet only from home. 63.6% of citizens access the Internet from multiple locations;

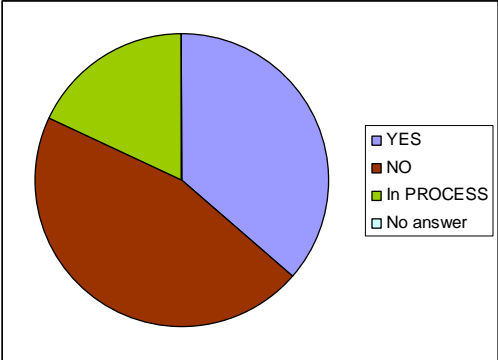
10 - 85.8% of the reporting administrations are interested in direct assistance concerning the ITU-D Cyber security/CIIP Self-Assessment Toolkit which can assist governments in examining existing national policies, procedures, norms, institutions and other elements necessary for formulating cyber security strategies.

11 - 63.6% of the reporting administrations have not undertaken any kind of assessment of Directory needs in relation to telecommunication/ICT security.

IV. Detailed analysis

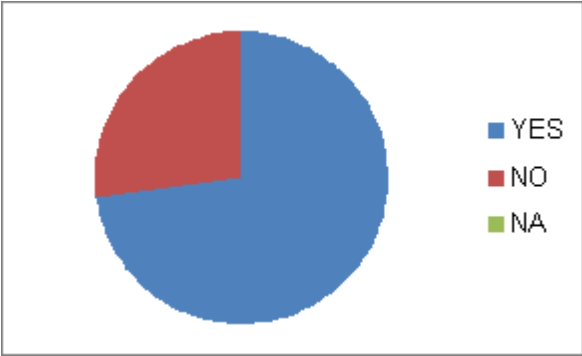
1. *Has your country/organization undertaken any kind of assessment of telecommunications/ICT security needs? If so, are the results publicly-available? (please provide a reference)*

Answer	Number	%
YES	4	36,4%
NO	5	45,5%
In PROCESS	2	18,2%
No answer	0	0,0%
Sum	11	100,0%



2. *Are you familiar with any of the work of the ITU in developing telecommunications/ICT security standards and/or promoting security/cyber security awareness and/or capacity building?*

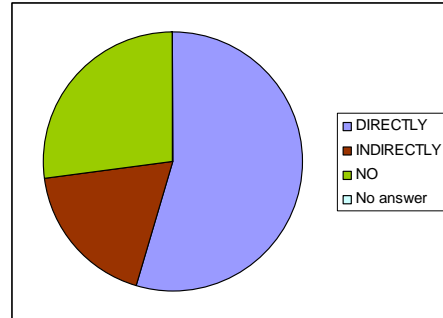
Answer	Number	%
YES	8	72,7%
NO	3	27,3%
No answer	0	0,0%
Sum	11	100,0%



3.

Does your administration/organization participate directly or indirectly in ITU activities related to telecommunications/ICT security and/or cyber security? If so, please indicate which sector (i.e., ITU-D or ITU-T) and, if appropriate, which Study Group (e.g., ITU-T SG17, ITU-D SG1 Q22/1). If not, can you indicate why not?

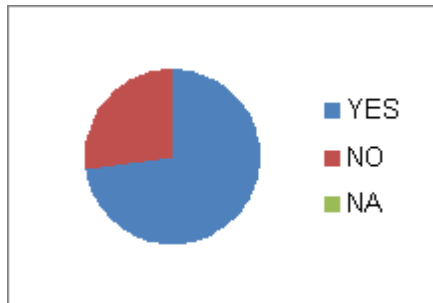
Answer	Number	%
DIRECTLY	6	54,5%
INDIRECTLY	2	18,2%
NO	3	27,3%
No answer	0	0,0%
Sum	11	100,0%



Only two of the responding administrations indicated a good level of participation across several ITU-T Study Groups and ITU-D. Most respondents who indicated direct participation indicated that the level of participation was relatively modest.

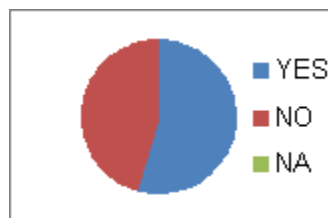
4. Are you aware of the ITU's cyber security reference site at www.itu.int/cyber security/?

Answer	Number	%
YES	8	72,7%
NO	3	27,3%
No answer	0	0,0%
Sum	11	100,0%



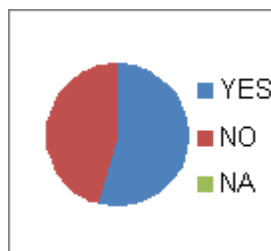
5. Are you aware of the ITU publication Cyber security Guide for Developing Countries? (www.itu.int/ITU-D/cyb/publications/2007/cgdc-2007-e.pdf)

Answer	Number	%
YES	6	54,5%
NO	5	45,5%
No answer	0	0,0%
Sum	11	100,0%



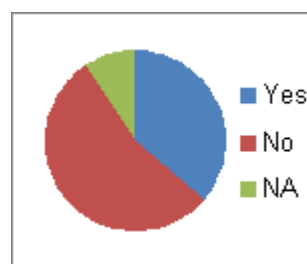
6. Are you aware of the ITU regional cyber security forums?

Answer	Number	%
YES	6	54,5%
NO	5	45,5%
No answer	0	0,0%
Sum	11	100,0%



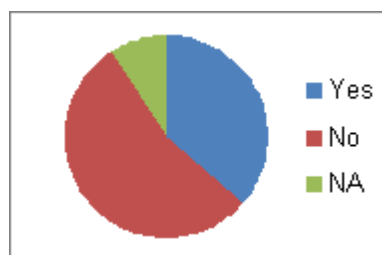
7, Are you aware of the ITU publication Security in Telecommunications and Information Technology? (www.itu.int/publ/T-HDB-SEC.03-2006/en)

Answer	Number	%
Yes	4	36,4%
No	6	54,5%
No answer	1	9,1%
Sum	11	100,0%



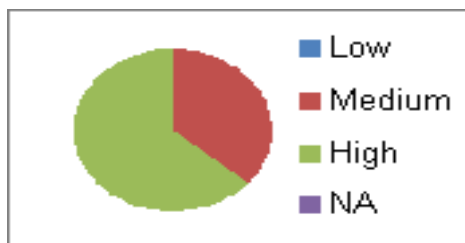
8.Are you aware of the ITU ICT Security Standards Roadmap? (www.itu.int/ITU-T/studygroups/com17/ict/index.html)

Answer	Number	%
Yes	4	36,4%
No	6	54,5%
No answer	1	9,1%
Sum	11	100,0%



9. In your estimation, how great is the concern in your country about telecommunications/ICT security and/or cyber security? (Please indicate, whether concern is low, medium or high)

Answer	Number	%
Low	0	0,0%
Medium	4	36,4%
High	7	63,6%
No answer	0	0,0%
Sum	11	100,0%



10. What is the primary means of internet access for your citizens:

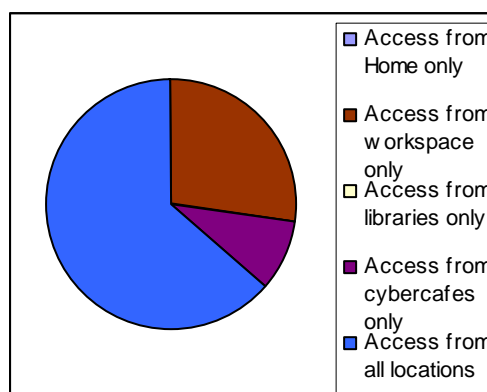
Access from home

Access from the workplace

Access from public facilities (e.g. libraries, cybercafes)

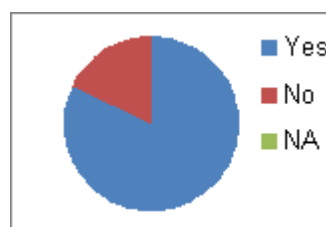
Other (please specify)?

Answer	Number	%
Access from Home only	0	0,0%
Access from workplace only	3	27,3%
Access from libraries only	0	0,0%
Access from cyber cafes only	1	9,1%
Access from all locations	7	63,6%
No answer	0	0,0%
Sum	11	100,0%



11. Have specific security threats or vulnerabilities been identified that are of particular concern in your country? If so, please list the vulnerabilities and, if possible, indicate their possible impact on your country.

Answer	Number	%
Yes	9	81,8%
No	2	18,2%
No answer	0	0,0%
Sum	11	100,0%



12. Can you indicate areas in which you think the telecommunications/ICT security and/or cyber security work of the ITU could assist your country? For example, are there particular areas where security standards or guidance/awareness documentation and/or related resources could assist?

- Security standards or guidance
- Spam, mail, banking, pornography
- Promoting the cyber security
- Developing human resources in cyber security issues
- Standardisation in relation to network security
- Definition of telecom network critical infrastructure and critical elements
- Availability in accessing emergencies services
- Steps to be taken to formulate cyber security advisory board
- Spam/junk e-mail
- E-commerce (e.g. ePassport system)
- Information Security policy
- Information Security Education and training
- Business Continuity Planning

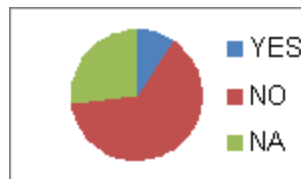
13. The ITU-D has developed a National Cyber security/CIIP Self-Assessment Toolkit which can assist governments in examining existing national policies, procedures, norms, institutions and other elements necessary for formulating cyber security strategies. Would your administration be interested in direct assistance in this area?

Answer	Number	%
YES	9	81,8%
NO	0	0,0%
No answer	2	18,2%
Sum	11	100,0%



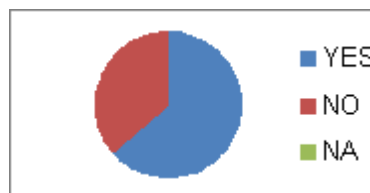
14 The Directory plays an important role in supporting some security services. Has your country/organization undertaken any kind of assessment of Directory needs in relation to telecommunication/ICT security e.g. ITU-T X.509? If so, are the results publicly-available? (please provide a reference)

Answer	Number	%
YES	1	9,1%
NO	7	63,6%
No answer	3	27,3%
Sum	11	100,0%



15. Are you familiar with the ITU work on Directories?

Answer	Number	%
YES	7	63,6%
NO	4	36,4%
No answer	0	0,0%
Sum	11	100,0%



16. Do you have any other thoughts or suggestions as to how the ITU can help your country in areas of telecommunications/ICT security and/or cyber security?

Formulating standards, guidance

Assistance in developing human resources, security infrastructures and services

Providing information on cyber security best practices

Information dissemination through e-mailing list

Training, sensitisation

V. Conclusions

1. Although the sample is relatively small, the survey responses provide a useful indication of DC/CET cyber security needs and of the opportunities for the ITU to assist these countries to improve their cyber security.
2. The overall level of concern about cyber security in the responding administrations of the DCs/CETs is high.
3. There is a high level of interest in the responding administrations of the DCs/CETs in the possibility of obtaining advice and/or assistance on ICT security from the ITU.
4. The ITU needs to do a better in promoting its ICT security products to the DCs/CETs
5. Awareness of the importance of the Directory to ICT security is relatively low. Most responding administrations DCs/CETs have not assessed their Directory needs regarding cyber security.

VII. Recommendations

- 1 The ITU should strengthen its efforts to engage the DCs/CETs in a significant way to enable them to benefit from the work of the ITU in telecommunications/ICT and cyber security;
- 2 The ITU should continue to assist DC/CETs in carrying out the assessment of their ICT telecommunications/ICT and cyber security needs;

3 The ITU should continue efforts to raise and maintain awareness of telecommunications/ICT security issues in DCs/CETs by: organising regional seminars and workshops; by communicating directly with senior officials in DC/CET administrations; and by promoting the ITU work and the available publications more effectively together with on-line information relating to telecommunications/ICT security standards;

4 The ITU should encourage and facilitate the direct participation of DC/CET countries in activities related to telecommunications/ICT security standards and cyber security

5 The DCs/CETs would benefit from the advice and assistance of the ITU in the following areas:

- Security standards and guidance;
- Countering spam, malicious code and pornography;
- E-mail and banking security;
- Promoting the cyber security;
- Developing human resources to address cyber security issues;
- Standardisation in relation to network security;
- Definition of telecom network critical infrastructure and critical elements;
- Availability in accessing emergencies services;
- Steps to be taken to formulate a cyber security advisory board;
- Spam/junk e-mail;
- Secure e-commerce (e.g. ePassport systems);
- Information Security policy;
- Information Security Education and training;
- Business Continuity Planning;
- Formulating standards, guidance.

6 Responding administrations have identified the following areas where ITU assistance would particularly benefit them:

- Assistance in developing human resources, security infrastructures and services;
- Providing information on cyber security best practices;
- Information dissemination via e-mail;
- Training, sensitisation.

7 The ITU should help DCs/CETs to assess existing national policies, procedures, norms, institutions and other elements necessary for formulating cyber security strategies.

8 The ITU should encourage and assist DCs/CETs to undertake an assessment of Directory needs in relation to their telecommunication/ICT security needs.
