



# Annual Incidents Report 2017

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# 2017 reporting in numbers



- 30 countries submitted annual reports
  - 2 EFTA countries
  - and the 28 EU Countries
- 22 (78%) EU Member States reported incidents with significant impact
  - 6 countries submitted empty reports (no significant incidents)
- In total 116 reports about incidents reported, above EU thresholds

# Key statistics from the 2017 reporting



- System failures is the most common root cause category for the incidents reported (62%)
  - And malicious actions rarely (2.4%)
  - This is also a multi-year trend
- Human errors affect highest number of users per incident
- Wildfires had most impact in terms of total user-hours
  - And also (on average) the longest lasting incidents
- Mobile base stations and controllers are the most often the affected assets

# Key statistics 2017: Rootcause categories



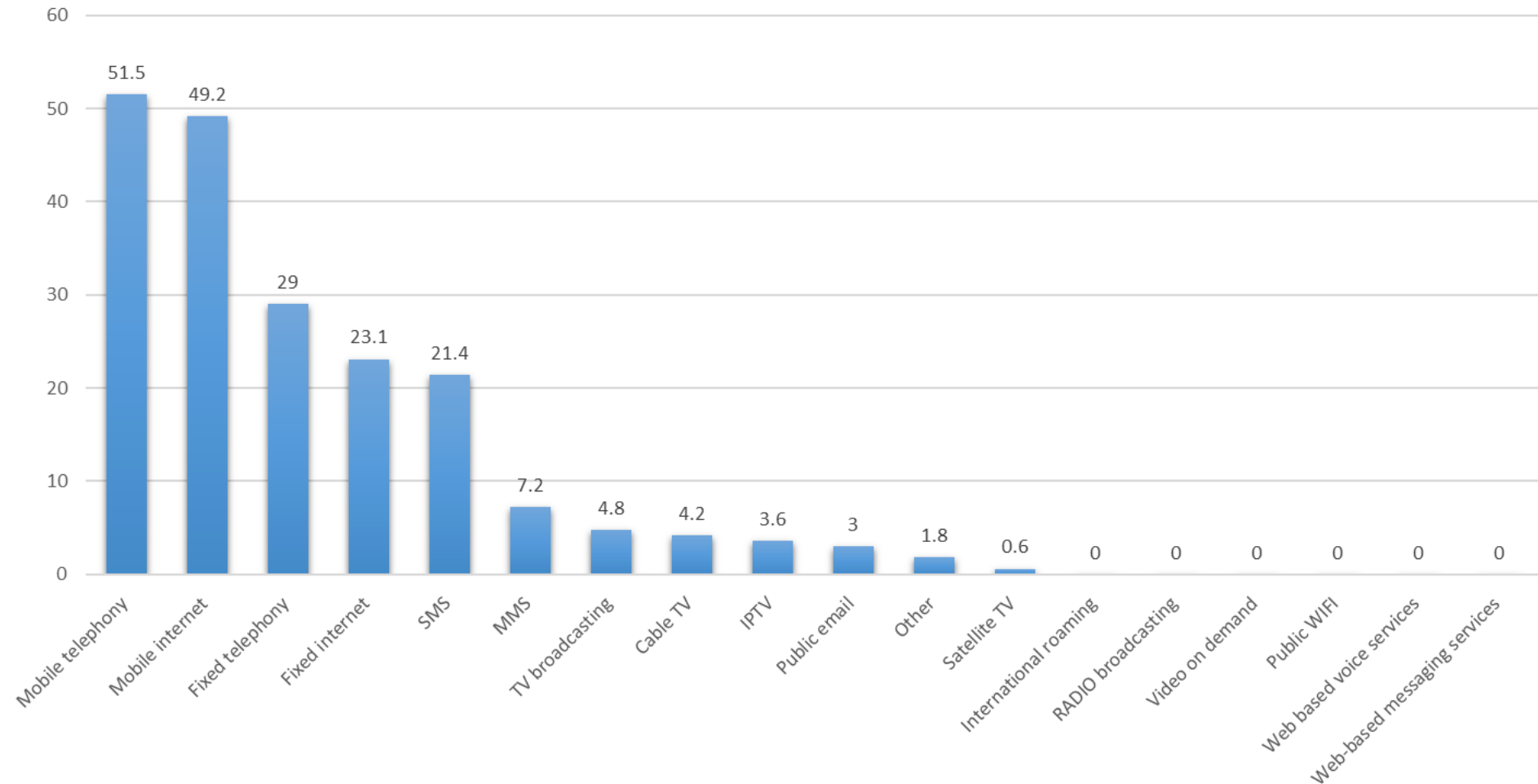
## Incidents per root cause category (percentage)



# Key statistics 2017: Service impact



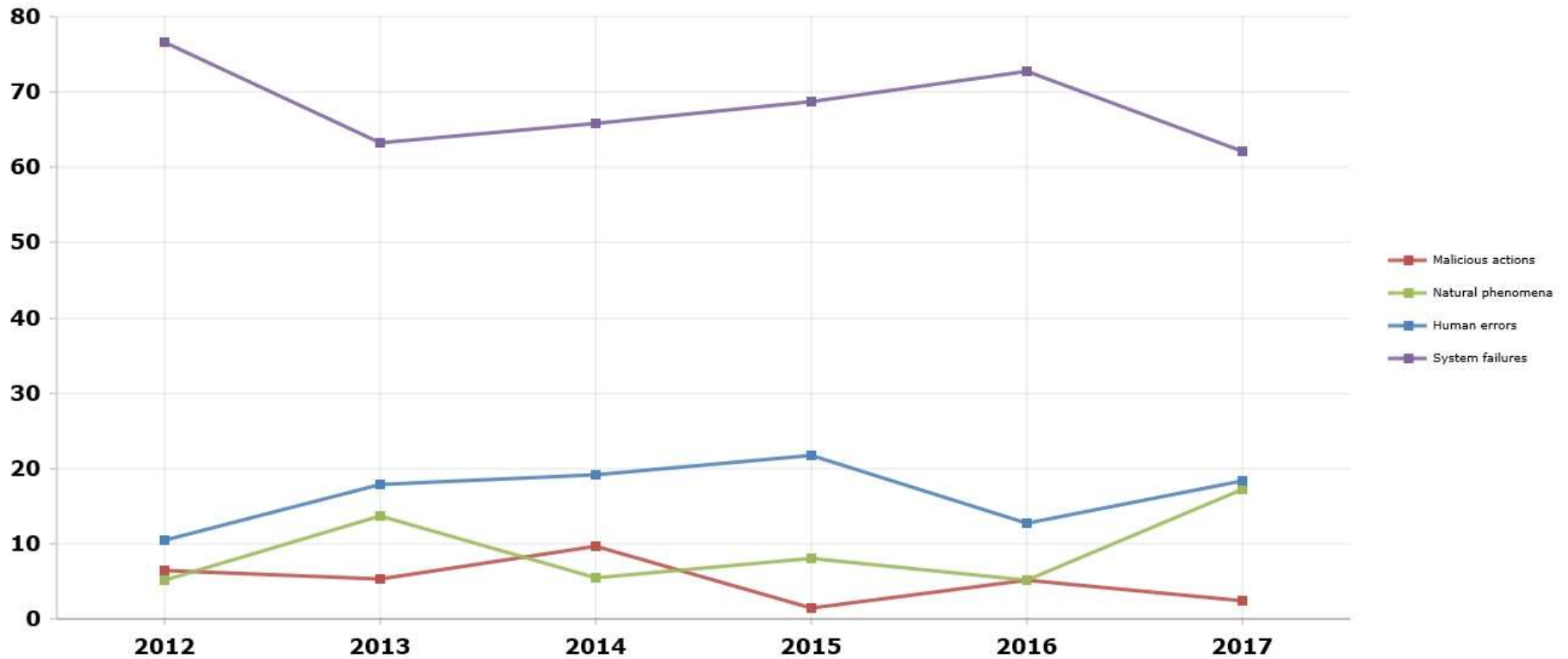
## Impact



# Multiannual trend 2012 to 2017



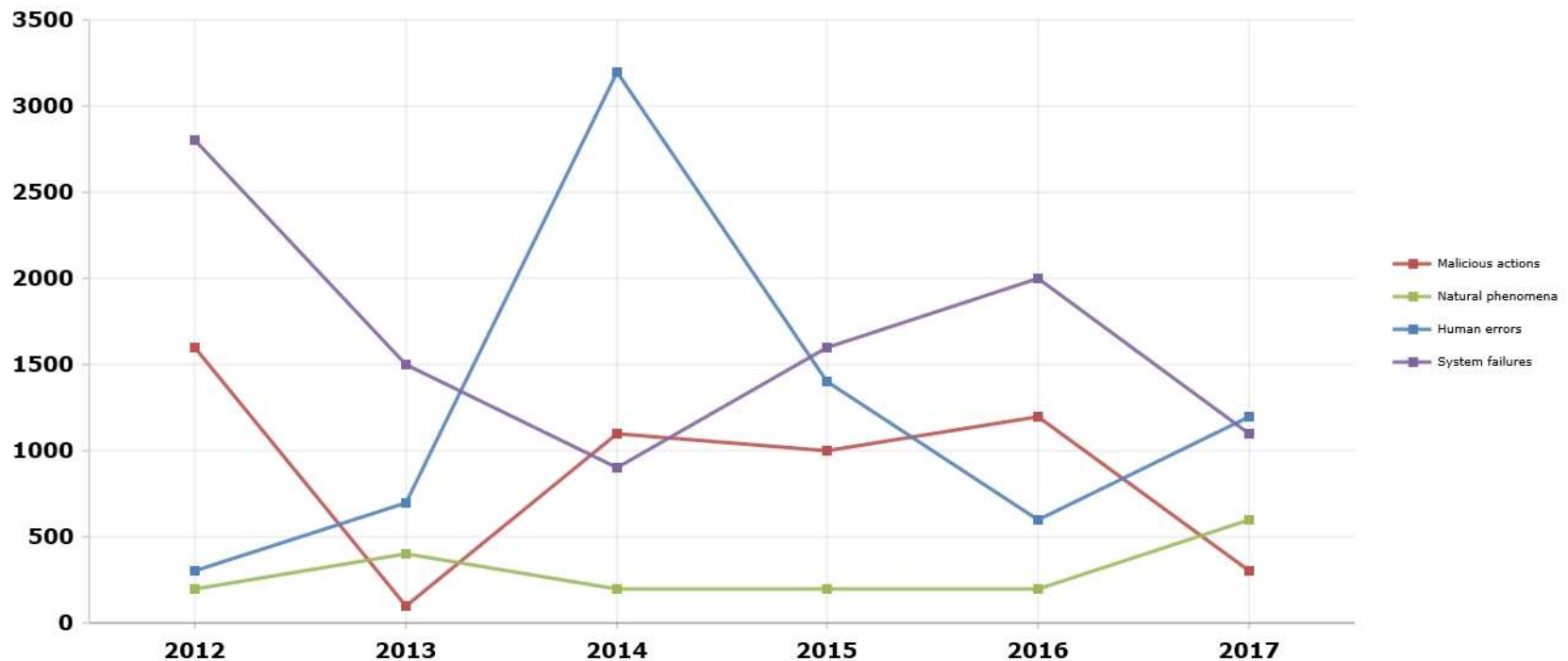
Incidents per root cause category (percentage)



# # of user connections/root cause 2012-2017



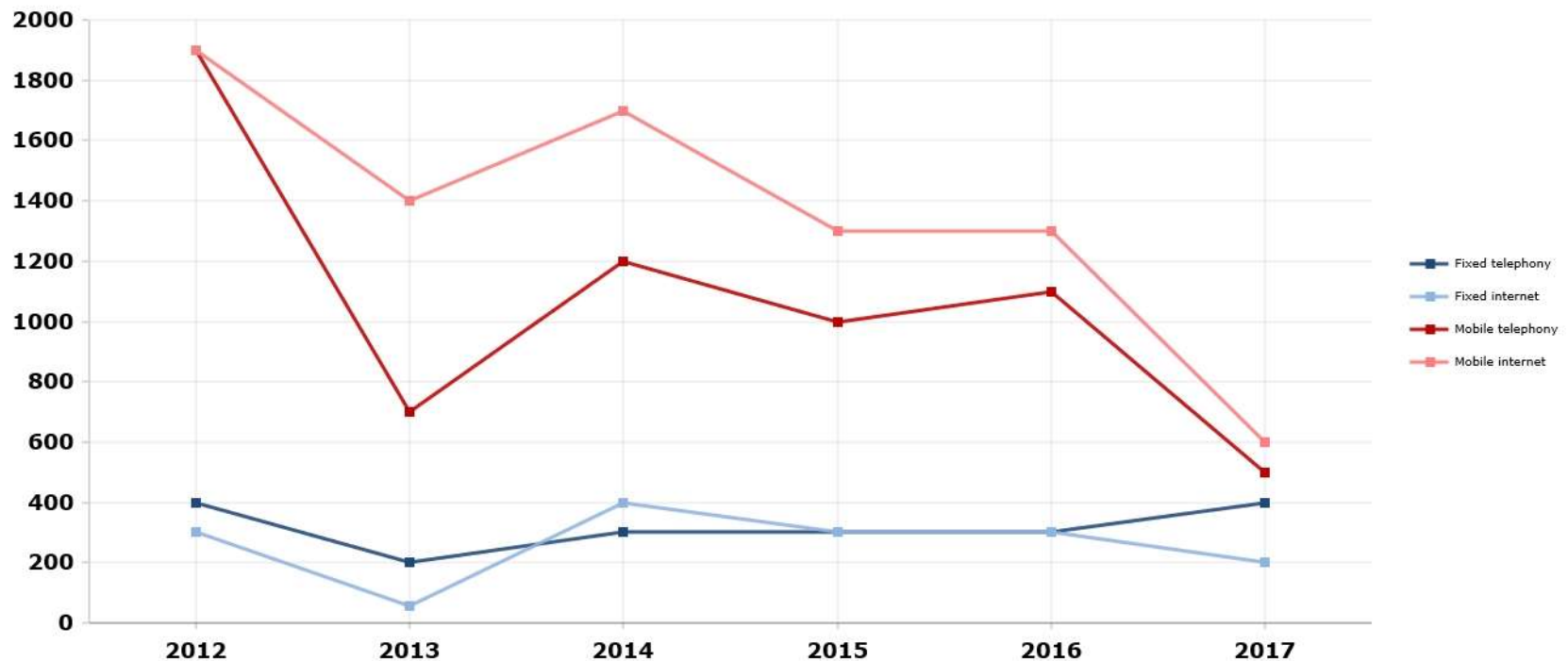
Average number of user connections affected per incident per root cause (1000s)



# # of user connections/classic service



Number of user connections affected (1000s) - classic services

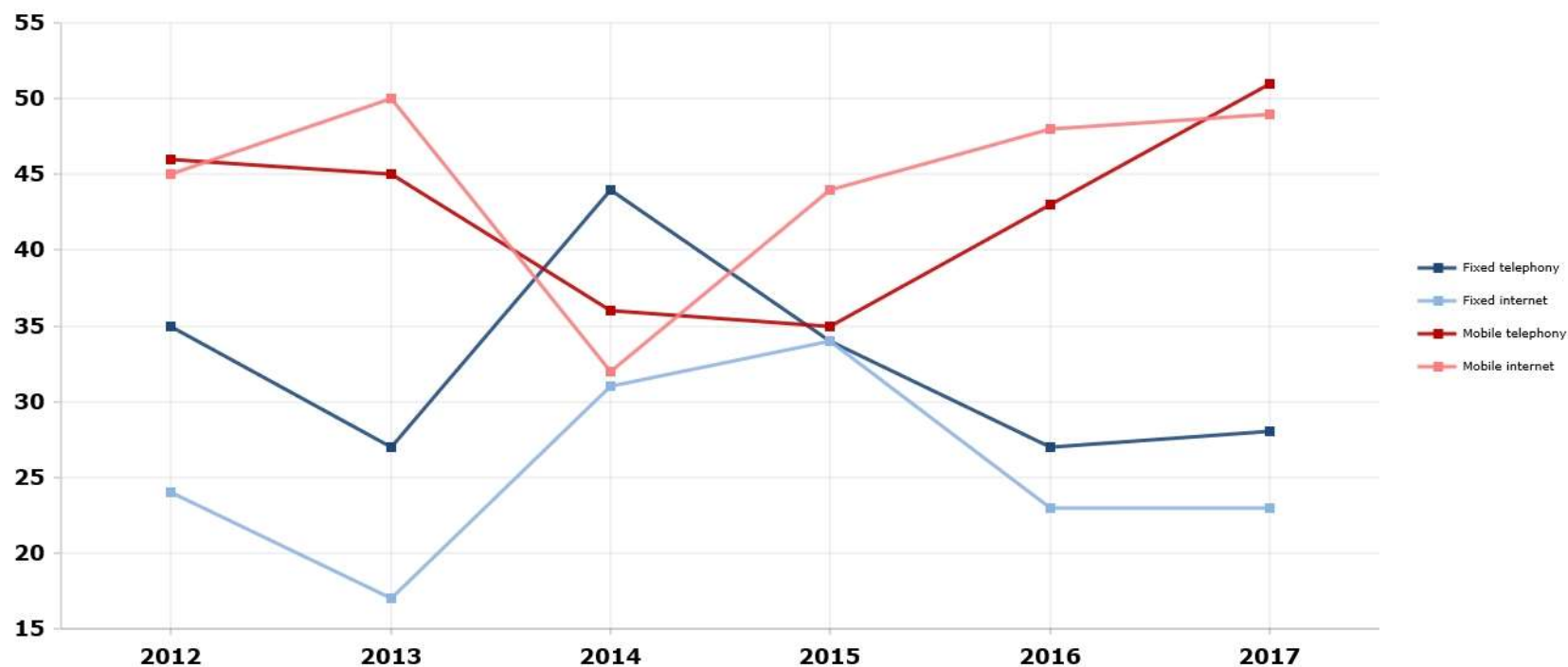




# Trends on impact per classic service



Impact per classic services (percentage)



# Discussion on the annual reporting



- Visualization tool
- Thresholds?
- Services?
- Other proposals?



# Thank you

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