

WNC CSIRT 服務說明與團隊描述文件

1. 文件資訊

1.1 最後更新日期

本文件版本為 1.0，於 2026 年 09 月 21 日發布，對齊 FIRST Services Framework v2.1 與 WNC 內部文件體系。

1.2 更新通知

本文件更新生效將透過 WNC 內部管道公告，並上傳至公司官方網站。

1.3 文件取得位置

本文件之最新版本可自 WNC 官方網站與內部資安專區取得：

- 外部：<https://www.wnc.com.tw/about/policy>
- 內部：公司內部 Portal (資安專區)

2. 聯絡資訊

2.1 團隊名稱與簡稱

- 中文名稱：啓碁科技電腦安全事件應變團隊 (資安事件應變小組)
- 英文全稱：WNC Computer Security Incident Response Team
- 英文簡稱：WNC-CSIRT

2.2 機構地址

啓碁科技股份有限公司

新竹科學園區園區二路 20 號

WNC Corporation

No. 20, Park Ave. II, Hsinchu Science Park, Hsinchu 300, Taiwan, R.O.C.

2.3 時區

Asia/Taipei (GMT+08:00 / UTC+8)

2.4 電話號碼與緊急通報熱線

- 總部代表號：+886-3-666-7799
- 資安通報專線：+886-3-666-7799 ext. 5584、5740、5613

2.5 電子郵件地址

- 外部官方通報信箱：security.issues.group@wnc.com.tw (供外部研究人員、客戶及大眾通報資安事件與弱點)
- 內部專用通報信箱：security.issues.group@wnc.com.tw (供全體同仁與內部服務對象通報資安事件與弱點)

2.6 服務時間與緊急應變

- 常態辦公服務時間：週一至週五 08:30 – 17:30 (GMT+08:00)
- 非上班時間與緊急應變：全時 7×24 運作。7×24 SOC 與內部輪值工程師全天候監控通報信箱與自動化告警，並依「725-N0006 資訊安全事件管理辦法」啟動 4 小時重大事件緊急圍堵應變。

2.7 公鑰與加密資訊

為確保機敏情資交換之機密性與完整性，請用 WNC-CSIRT 官方 PGP 公鑰加密傳輸：

```
Key Type: RSA 4096-bit (Created: 2026-09-21)
Fingerprint: 4C994E21283E7F57B8DF493DF3EE33F165C31727
-----BEGIN PGP PUBLIC KEY BLOCK-----
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=3UNS
-----END PGP PUBLIC KEY BLOCK-----
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2.8 團隊組織與成員

基於實體安全與維運防護考量，WNC-CSIRT 遵循業界標準實務，不對外公開個別成員之個人身分資訊。WNC-CSIRT 由資安長與資安部經理率領專職資安專業人員（劃分為資安治理組與資安技術組），協同 7×24 SOC 團隊與全球各廠區 IT/OT 負責同仁共同運作。

3. 任務授權與組織章程

3.1 宗旨與使命

WNC-CSIRT 的宗旨為：統籌全集團資安事件之預防、主動偵測、快速應變與營運復原，保障全球營運基礎架構、企業網路與工控製造設施之高可用性與機密性；確保全球供應鏈生態體系之資安韌性。

3.2 服務範圍與服務對象

依據「2-AW-00004 資訊安全組織管理程序」第 4.0 節，WNC-CSIRT 的服務範圍與服務對象如下：

- **內部資訊環境與資訊資產：**涵蓋 WNC 全球企業營運基礎架構、資訊系統、企業網路、資料中心、雲端服務、端點設備，以及各生產基地之製造與 OT/ICS 環境，包括台灣總部、新竹力行廠、台南南科廠、中國昆山廠、越南廠、墨西哥廠及全球各行銷與辦公據點。
- **內部人員與業務協作人員：**涵蓋全體正式員工、約聘人員、外包顧問、派駐人員及協力廠商人員；其於執行 WNC 業務或使用、管理 WNC 資訊資產時，均屬 WNC-CSIRT 服務與資安事件應變之對象。
- **外部利害關係人與合作夥伴：**涵蓋客戶、供應商、服務提供者、產品與技術合作夥伴、FIRST 國際事件應變組織、TWCERT/CC、SP-ISAC、主管機關及其他與 WNC 資安事件通報、漏洞協調或聯合防禦相關之利害關係人。

3.3 贊助與隸屬機構

WNC-CSIRT 隸屬於數位資訊管理處-資訊安全部，直接對公司最高決策機構「資訊安全管理委員會」（由總經理、CISO 及各事業群最高主管組成）負責。

3.4 職權與法律授權

依據最高治理層核准發布之「1-AW-00001 資訊安全手冊」及「2-AW-00004 資訊安全組織管理程序」，WNC-CSIRT 獲執行長及資安管審會授權，具備以下權限：

- **緊急先決處置權限**：於遭遇重大資安威脅時，應變小組具備現場先決處置權，得強制採取端點網路隔離、次世代防火牆動態阻斷、帳號停權與微隔離措施（SLA 規範重大事件於 4 小時內完成圍堵）。
- **調查與鑑識調閱權限**：具備調閱各廠區 AD 網域、PAM 特權存取日誌、網路連線記錄及伺服器稽核軌跡之權限，以進行數位鑑識還原。
- **外部協調與通報代表權**：作為 WNC 對外與 TWCERT/CC、FIRST、SP-ISAC、執法機關及公開發言體系對接之單一法定技術窗口。

4. 營運政策與資訊揭露原則

4.1 事件類型與支援層級

WNC-CSIRT 處理全維度之資安威脅事件，依據「725-N0006 資訊安全事件管理辦法」分為：勒索軟體、進階持續性威脅、分散式阻斷服務、惡意釣魚郵件、未授權存取/帳號盜用、機敏資料外洩及產品安全漏洞。

事件支援等級依衝擊性精準分級（嚴重 / 重大 / 一般）：重大與嚴重事件提供 7×24 全時段第一優先級支援（4 小時內圍堵）；一般事件依標準工作時間於 SLA 規範內完成處置。

4.2 合作夥伴互動與資訊揭露政策

WNC-CSIRT 嚴格視所有通報內容為機密資訊。情資交換與對外資訊揭露全面依據「725-00014 CSIRT 人員行為與倫理實務準則」與 FIRST TLP 2.0 (Traffic Light Protocol) 分級標準辦理：

TLP 2.0 標記	授權流通範圍 (Sharing Boundary)	WNC 實務管控措施
TLP:RED	僅限當前對話或會議之直接與會者	嚴禁外洩；限定特定應變人員知悉，採用端對端 PGP 加密儲存與傳輸。
TLP:AMBER+STRICT / TLP:AMBER	僅限 WNC 組織內部或需知悉之客戶與關鍵供應商	限公司授權內部人員存取；對外傳輸需簽署 NDA 並透過加密通道。
TLP:GREEN	社群同儕與聯防組織夥伴 (SP-ISAC / FIRST)	可與合作體系夥伴分享，但不得公開發布於網際網路或非會員平台。
TLP:CLEAR	完全公開，無流通限制	經核准後公開發布於官方網站或年報。

4.3 法規與個人資料隱私保護

WNC-CSIRT 嚴格遵循台灣「個人資料保護法」及歐盟「GDPR」。所有對外共享之威脅情報、攻擊日誌與 IoC 指標，一律執行「去識別化」與「去敏化」處理，確保不洩漏客戶個資與企業商業機密。

5. 服務清單

WNC-CSIRT 服務組合嚴格對齊 FIRST CSIRT Services Framework v2.1 業界標準，劃分為反應性、主動性及資安品質管理三大維度：

5.1 反應性服務 (Reactive Services)

- **事件受理與初步分析：**接收自動化與人工通報，執行誤報過濾與衝擊性精準分級判定。
- **事件圍堵與緩解：**行使現場先決權，4 小時內完成主機網路隔離、防火牆特徵阻斷與帳號凍結，防範擴散。
- **根除與系統復原：**清除惡意後門程式與 Webshell，依乾淨備份執行無污染還原，並落實可用性驗證。
- **數位鑑識與根因分析：**提取記憶體映像檔與日誌，維護嚴格證據監管鏈，產出根因報告。

5.2 主動性服務 (Proactive Services)

- **定期弱點掃描與修補管理：**依「725-N0011 弱點掃描作業管理辦法」每季對全系統進行弱點掃描，並追蹤修補進度。
- **威脅獵捕與攻擊面監控：**透過外部攻擊面管理、資安風險監控平台、Dark Web 監控與 XDR /MDR 主動獵捕內部橫向威脅。
- **威脅情資接收與轉化：**常態性接收並分析 TWCERT/CC、SP-ISAC 及 FIRST 威脅情報，轉化為 SIEM/EDR 偵測規則。
- **安全通報發布：**於內部 Security Portal 發布時事威脅分析、法規趨勢與修補建議。

- **防護演練與紅藍攻防**：每年定期辦理 BCP/DR 演練、紅隊檢測及全員釣魚測試。

5.3 資安意識與品質管理服務

- **教育訓練與意識推廣**：全員線上調訓 WNC 資安政策暨資安意識宣導課程，釣魚測試上當者調訓社交工程防範課程。
- **ISMS 管審與持續改善**：每半年召開資訊安全管理審查會議，呈報資安衡量指標或 CSIRT 營運相關事項的執行狀態。

6. 事件與漏洞通報指引

外部研究人員、客戶或服務對象通報 WNC 相關資安事件或資訊/應用系統漏洞時，請透過加密電子郵件寄送至 security.issues.group@wnc.com.tw，並盡可能提供以下結構化資訊：

- **通報人基本資訊**：姓名、所屬機構、聯絡電話、電子郵件地址及通報者 PGP 公鑰（如適用）。
- **事件或弱點類型**：事件性質描述（如惡意程式、釣魚、未授權存取、漏洞等），若已知 CVE-ID 請一併提供。
- **受影響之資產範圍**：受影響之系統名稱、IP/URL、產品型號、軟體版本。
- **技術佐證與重現步驟**：詳細之重現步驟、概念驗證代碼、系統日誌截圖或網路封包。
- **衝擊與利用現況**：該威脅之潛在影響度，是否已遭利用或存在洩漏風險。

7. 免責聲明

WNC-CSIRT 雖採取一切合宜且嚴謹之預防措施以確保所提供資訊、安全公告與技術建議之正確性，但對於因引用、實施本文件或相關建議所導致之任何直接或間接損害或損失(包含但不限於營運中斷、系統損害或任何其他損失)，WNC-CSIRT 不承擔任何法律責任或擔保義務。

WNC CSIRT Service Description and Team Overview

1. Document Information

1.1 Last Updated

This document is Version 1.0, issued on September 21, 2026, and aligned with the FIRST Services Framework v2.1 and WNC's internal document system.

1.2 Change Notification

Any updates to this document will be communicated through WNC's internal channels and posted on the company's official website.

1.3 Document Location

The latest version of this document is available on the WNC official website and the internal Information Security portal:

- External: <https://www.wnc.com.tw/about/policy>
- Internal: Company internal portal (Information Security portal)

2. Contact Information

2.1 Team Name and Abbreviation

- Full name: WNC Computer Security Incident Response Team
- Abbreviation: WNC-CSIRT

2.2 Organization Address

WNC Corporation

No. 20, Park Ave. II, Hsinchu Science Park, Hsinchu 300, Taiwan, R.O.C.

2.3 Time Zone

Asia/Taipei (GMT+08:00 / UTC+8)

2.4 Telephone Numbers and Emergency Hotline

- Headquarters switchboard: +886-3-666-7799
- Information security incident reporting hotline: +886-3-666-7799 ext. 5584, 5740, 5613

2.5 Email Addresses

- Official external reporting mailbox: security.issues.group@wnc.com.tw (for external researchers, customers, and the public to report the cybersecurity incidents and vulnerabilities)

- Internal reporting mailbox: security.issues.group@wnc.com.tw (for all employees and internal service recipients to report the cybersecurity incidents and vulnerabilities)

2.6 Service Hours and Emergency Response

- Business hours: Monday through Friday, 08:30–17:30 (GMT+08:00)
- After-hours and emergency response: Operates 24×7. The 24×7 SOC and internal on-call engineers continuously monitor the reporting mailbox and automated alerts and initiate the four-hour emergency containment response for major incidents in accordance with “725-N0006 Information Security Incident Management Standard.”

2.7 Public Key and Encryption Information

To ensure the confidentiality and integrity of sensitive intelligence exchanges, use the official WNC-CSIRT PGP public key for encrypted transmission:

```
Key Type: RSA 4096-bit (Created: 2026-09-21)
Fingerprint: 4C994E21283E7F57B8DF493DF3EE33F165C31727
-----BEGIN PGP PUBLIC KEY BLOCK-----
mQINBGqW6z0BEADSt0xEnk6AltVu3JnwyqiPvVEZWGoecIMnkWm6HpoSg/a2iHf
RCSd+LeNenaOb59px8U1yrUv4e9IgL51bJ39uTWIz9r8RGMf5E5ncrNmusSrRv4g
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=3UNS
-----END PGP PUBLIC KEY BLOCK-----
```

2.8 Team Organization and Members

For physical security and operational protection reasons, WNC-CSIRT follows industry-standard practice and does not publicly disclose the identities of individual members. WNC-CSIRT is led by the Chief Information Security Officer and the Cybersecurity Department Manager, and consists of dedicated cybersecurity professionals divided into the Cybersecurity Governance Group and Cybersecurity Technology Group. The team operates jointly with the 24×7 SOC and IT/OT points of contact at global sites.

3. Mandate and Organizational Charter

3.1 Purpose and Mission

WNC-CSIRT's purpose is to coordinate cybersecurity incident prevention, proactive detection, rapid response, and business recovery across the entire WNC Group; protect the availability and confidentiality of global operational infrastructure, corporate networks, and industrial control and manufacturing facilities; and ensure the cybersecurity resilience of the global supply-chain ecosystem.

3.2 Service Scope and Constituency

In accordance with Section 4.0 of the "2-AW-00004 Information Security Organization Management Procedure," the service scope and constituency of WNC-CSIRT are as follows:

- Internal Information Environments and Information Assets: WNC-CSIRT covers WNC's global enterprise operational infrastructure, information systems,

corporate networks, data centers, cloud services, endpoint devices, and the manufacturing and OT/ICS environments of its production sites, including Taiwan Headquarters, Hsinchu Science Park Plant, Southern Taiwan Science Park Plant, Kunshan Plant, Vietnam Plant, Mexico Plant, and global sales and office locations.

- **Internal Personnel and Business Support Personnel:** The constituency includes all regular employees, contract personnel, outsourced consultants, on-site personnel, and contractor personnel. These individuals are within the scope of WNC-CSIRT services and cybersecurity incident response when performing business activities for WNC or using or managing WNC information assets.
- **External Stakeholders and Partners:** The constituency also includes customers, suppliers, service providers, product and technology partners, FIRST international incident response organizations, TWCERT/CC, SP-ISAC, regulatory authorities, and other stakeholders involved in cybersecurity incident reporting, vulnerability coordination, or collaborative defense activities with WNC.

3.3 Sponsoring and Parent Organization

WNC-CSIRT belongs to the Cybersecurity Department of the Digital Management & Information Services Division and reports directly to the company's highest decision-making body, the Information Security Management Committee, which comprises the President & CEO, the CISO, and the highest-ranking heads of each business group.

3.4 Authority and Legal Authorization

Under "1-AW-00001 Information Security Manual" and "2-AW-00004 Information Security Organization Management Procedure," both approved and issued by the highest governance level, WNC-CSIRT is authorized by the Chief Executive Officer and the Information Security Management Review Committee to exercise the following authorities:

- **Emergency priority response authority:** In the event of a major cybersecurity threat, the response team may take immediate action, including mandatory endpoint network isolation, dynamic blocking by next-generation firewalls, account suspension, and micro-segmentation. The SLA requires containment of major incidents within four hours.
- **Investigation and forensic access authority:** Access AD domains, PAM privileged-access logs, network connection records, and server audit trails at each site for digital forensic reconstruction.

- External coordination and notification authority: Serve as WNC’s single authorized technical contact for TWCERT/CC, FIRST, SP-ISAC, law-enforcement agencies, and the public-relations/spokesperson function.

4. Operational Policies and Information Disclosure Principles

4.1 Incident Types and Support Levels

WNC-CSIRT handles the full range of cybersecurity threats. In accordance with “725-N0006 Information Security Incident Management Standard,” these include ransomware, advanced persistent threats, distributed denial-of-service attacks, malicious phishing emails, unauthorized access/account compromise, sensitive-data leakage, and product security vulnerabilities.

Incident support levels are precisely classified according to impact (Critical / Major / General). Critical and Major incidents receive first-priority 24×7 support, with containment within four hours; General incidents are handled within the SLA during standard business hours.

4.2 Partner Interaction and Information Disclosure Policy

WNC-CSIRT treats all reported information as confidential. Intelligence exchange and external disclosure are governed by “725-00014 CSIRT Personnel Code of Conduct and Ethics Guidelines” and the FIRST TLP 2.0 standard:

TLP 2.0 Label	Sharing Boundary	WNC Operational Controls
TLP:RED	Only the direct participants in the current conversation or meeting	Strictly prohibited from disclosure; limited to designated responders; stored and transmitted using end-to-end PGP encryption.
TLP:AMBER+STRICT / TLP:AMBER	Within the WNC organization or customers and key suppliers with a need to know	Accessible only to authorized company personnel; external transmission requires an NDA and an encrypted channel.
TLP:GREEN	Community peers and joint-defense partners (SP-ISAC / FIRST)	May be shared with collaborative partners but shall not be publicly posted on the Internet or non-member platforms.
TLP:CLEAR	Fully public, with no distribution restrictions	Published on the official website or in the annual report after obtaining the required approval.

4.3 Regulatory Compliance and Personal Data Protection

WNC-CSIRT strictly complies with Taiwan's Personal Data Protection Act and the EU General Data Protection Regulation (GDPR). All externally shared threat intelligence, attack logs, and IoCs shall undergo de-identification and data sanitization to ensure that customer personal data and corporate trade secrets are not disclosed.

5. Service List

The WNC-CSIRT service portfolio is strictly aligned with the FIRST CSIRT Services Framework v2.1 and is divided into three dimensions: reactive services, proactive services, and cybersecurity quality management.

5.1 Reactive Services

- Incident intake and initial analysis: Receive automated and manual reports, filter false positives, and perform precise impact-based classification.
- Incident containment and mitigation: Exercise immediate-response authority to isolate host networks, block firewall indicators, and freeze accounts within four hours to prevent spread.
- Eradication and system recovery: Remove malicious backdoors and web shells, restore from clean backups, and perform availability validation.
- Digital forensics and root-cause analysis: Acquire memory images and logs, maintain a strict chain of custody, and produce root-cause reports.

5.2 Proactive Services

- Regular vulnerability scanning and patch management: In accordance with "725-N0011 Vulnerability Scanning and Management Standard," conduct quarterly vulnerability scanning of all systems and track remediation progress.
- Threat hunting and attack-surface monitoring: Use external attack surface management, the cybersecurity risk monitoring platform, Dark Web monitoring, and XDR/MDR to proactively hunt for internal lateral threats.
- Threat intelligence intake and operationalization: Routinely receive and analyze threat intelligence from TWCERT/CC, SP-ISAC, and FIRST and convert it into SIEM/EDR detection rules.
- Security advisories: Publish current threat analyses, regulatory trends, and remediation recommendations on the internal Cybersecurity Portal.
- Defense exercises and red/blue team operations: Conduct annual BCP/DR exercises, red-team assessment, and organization-wide phishing tests.

5.3 Information Security Awareness and Quality Management Services

- Training and awareness promotion: Assign all employees online training on WNC information security policies and awareness; employees who fail phishing tests shall be assigned social-engineering prevention training.
- ISMS management review and continual improvement: Hold Information Security Management Review Meetings every six months and report the status of cybersecurity metrics and CSIRT operational matters.

6. Incident and Vulnerability Reporting Guidelines

When external researchers, customers, or service recipients report WNC-related cybersecurity incidents or information/application-system vulnerabilities, please send an encrypted email to security.issues.group@wnc.com.tw and provide the following structured information whenever possible:

- Reporter information: Name, organization, telephone number, email address, and the reporter's PGP public key, if applicable.
- Incident or vulnerability type: Description of the nature of the incident (e.g., malware, phishing, unauthorized access, or vulnerability). Provide the CVE ID if known.
- Affected asset scope: Names of affected systems, IP addresses/URLs, product models, and software versions.
- Technical evidence and reproduction steps: Detailed reproduction steps, proof-of-concept code, screenshots of system logs, or network packets.
- Impact and exploitation status: Potential impact of the threat and whether it has been exploited or presents a risk of leakage.

7. Disclaimer

Although WNC-CSIRT takes all appropriate and rigorous preventive measures to ensure the accuracy of the information, security advisories, and technical recommendations it provides, WNC-CSIRT assumes no legal liability or warranty obligation for any direct or indirect losses or damages, including but not limited to business interruption, system damage, or any other loss, resulting from reliance on or implementation of this document or related recommendations.