**MNB identification code: W08**

**Completion instructions**

**Report on operational security events**

### **I. General instructions**

For the purposes of the data supply obligation, operational and/or security events (hereinafter jointly: incidents) are defined as one-off events or series of events not planned by the service provider in advance that have a negative impact on the business services provided and/or the integrity, availability, validity and/or continuity of the technical support tasks necessary for providing such services appropriately, regardless of their origins (external/internal) or intentionality (intentional/unintentional), taking into consideration the operational times of the business services.

When an incident is notified/detected, there are 10 minutes available to decide whether to report it. If it is impossible to make this decision within the time available, the incident shall be classified as reportable. If it transpires after an initial report has been sent but before an interim report is submitted that the incident is not a reportable incident after all, an encrypted e-mail may be sent to the address [incidensek@mnb.hu](mailto:incidensek@mnb.hu) instead of filing the interim and closing reports; in this e-mail, the data supplier shall notify the MNB of the downgrading of the incident.

**II. Detailed instructions for the completion of the tables**

1.The Table ‘0 – Header’ shall be filled in for every data supply. The data supplier shall complete the further data supply tables depending on the incident processing status.

2.A - Initial report

The table containing the incident shall be sent to the MNB by encrypted e-mail to [incidensek@mnb.hu](mailto:incidensek@mnb.hu) within 5 minutes of classifying the incident.

3.B - Interim report

This table shall be submitted to the MNB via the ERA system, first within 3 working days of the submittal of the initial report and thereafter once every week until the ‘C – Closing report’ table is sent. When submitting the first interim report, the initial report sent by encrypted e-mail shall also be uploaded into the ERA system.

The last interim report shall be sent once regular daily operations have been restored and the data supplier’s operations have returned to normal. The data supplier may deem its operations to have returned to the usual manner once its activities and operations have returned to the service level and the conditions either defined by the data supplier or stipulated externally in an agreement on service levels concerning processing times, capacities, security requirements etc., and provided that no extraordinary measures are still in force.

**4.** C – Closing report

The data supplier shall submit the table via the ERA system within two weeks of closing the incident. In its closing report, the data supplier shall provide comprehensive information (for example actual figures rather than estimates to quantify the impact).

**5.** Further data and documents to be enclosed with the report

The data supplier shall enclose with the particular report all available information and documentation on the incident and its resolution that it considers important for the MNB over and above those contained in the report.