ODA/2024-00017/ ICT Points of Contact Capacities Report
Views of States for Secretariat Paper on capacities to engage in Points of Contact Directory
Submission by Switzerland
20 March 2024

In our view, and based on our experience with the OSCE POC network, national diplomatic or technical POCs need to have three basic but essential capacities or capabilities in order to participate effectively in a POC network.

1) Accessibility:

National POCs must be accessible. It should be ensured that incoming messages are read and replied to within a reasonable time. In the case of generic email addresses, this requires more than one person to have access to the inbox. In the case of personal, individual email addresses, it must be ensured that, for example, holiday replacement is arranged.

2) Knowledge of the subject matter:

POCs should have some knowledge of the subject matter so that they can understand and categorize the messages they receive. This will help them to contact and inform the right authorities in the government or administration later on.

3) Know your "customer":

The POC must be familiar with the organisation of the administration or government in the area of cybersecurity. They need to know which people or units they need to share information with.

In addition, POCs must also have good language skills. This includes the national language(s) as well as English. To ensure that information is passed on correctly, POCs must be familiar with the national classification and storage of sensitive information and the communication channels to be used.

Depending on the organisation of the government or national administration, it may be advantageous for POCs to have access to the political leadership.

Various measures can be used to achieve or build these capacities:
- Information exchange on national cyber security organisation and national cyber strategies,
- tutorials,
- scenario-based exercises,
- Fact-finding visits of a group of POCs (e.g. from a region) to a country to get acquainted with the cyber security organisation in the administration;
- exchange of best practices between states or between regional organisations with existing POC networks,
- organisation of workshops, etc.