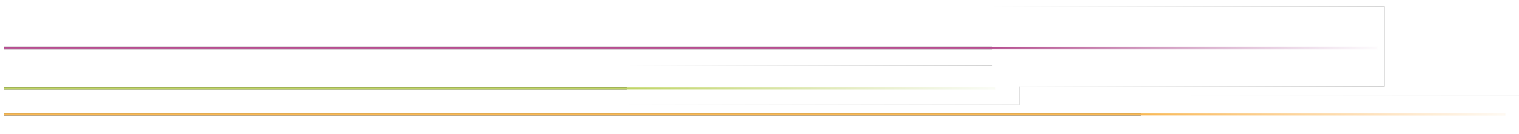# deutsches forschungsnetz

DFN

DFN
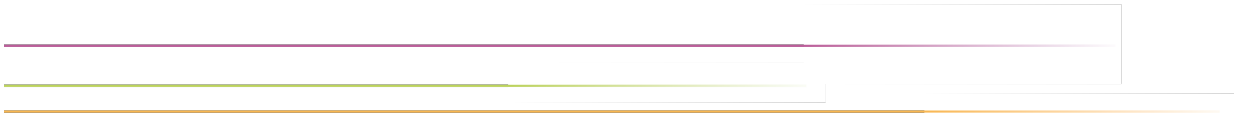
E-Mail Abuse Management

Sharing NREN Approaches and Seeking Ways to Collaborate

TNC, Community Hub | 12.06.2025

Michael Röder

Introducing myself

▶ Michael Röder
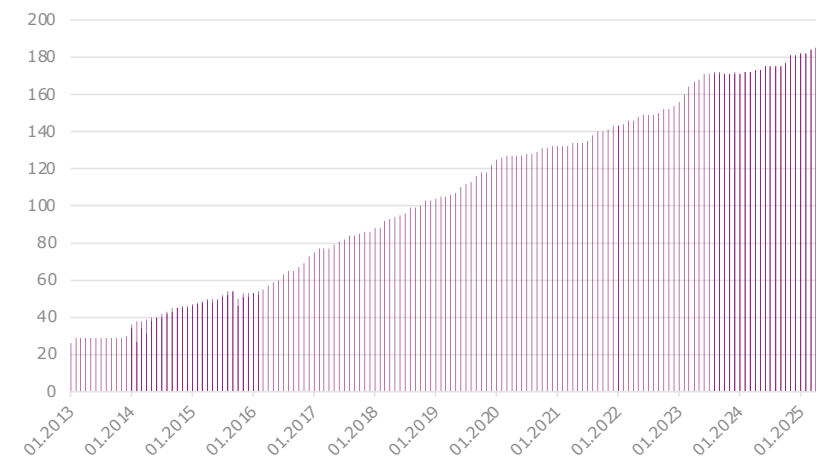
  ▶ With DFN since 2013

  ▶ Person in charge for: DFN-MailSupport
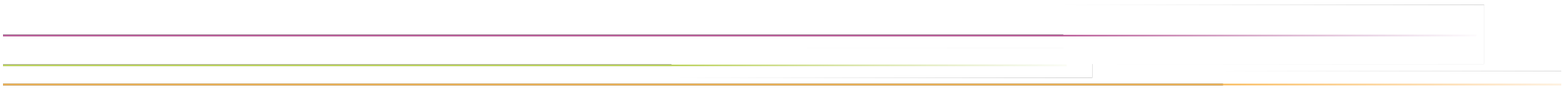
▶ DFN-MailSupport

  ▶ in place since: ~ 2012

  ▶ User institutions: 185

  ▶ serves: ~ 1,4 Mio postboxes

  ▶ FTE: 4.5 (+ me)

What is this Session about?

E-Mail

THE conversation tool in our everyday life!

ONE OF the most popular targets for provoking an
IT-security Outage

E-Mail + **A**buse **M**anagement = **E-MAM**

E-Mail

Abuse-
Manage-
ment

E-Mail Abuse Management*:
refers to the processes and practices used to prevent, detect, and contain abusive or malicious activities related to email communications

The scope of E-MAM is broad, encompassing aspects such as governance, technical implementations, operational processes, and more

THE conversation tool in our everyday life!
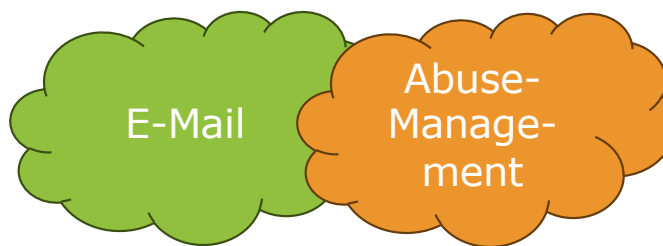
ONE OF the most popular targets for provoking an IT-security Outage

E-Mail + **A**buse **M**anagement = **E-MAM**

E-Mail

E-Mail   Abuse-
Manage-
ment

Abuse-
Manage-
ment

💡 https://www.menti.com/al8b143bso7v 💡

E-Mail + **A**buse **M**anagement = **E-MAM**

DFN

Who should be responsible?	
The end users	the last line of defense
Technology	Only need to keep the False Positives at zero ☺
…obviously: **both**!	

How to do it?	
Diy?	Outsourcing?
Appliance?	
NRENs - Hands off please?	

E-Mail + **A**buse **M**anagement = **E-MAM**

https://www.menti.com/al8b143bso7v

Common threat

No common approach in sight

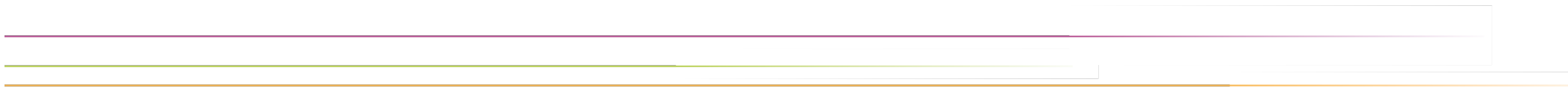Similar approaches among individual NRENs

No know-how transfer / effort bundle

Can we conclude that there …
- … are no joint / comparable / shareable efforts?
- … is no interest in knowledge exchange?

Let's find out!

Making E-MAM a community topic

E-MAM: A community topic

▸ You say there has never been any joint conversation regarding this among NRENS...

  ▹ … until now!

New mal-technologies

Why should we think about changing this?

We as an NREN community have the chance to benefit from each others efforts

Why not?

E-MAM: A community topic

What has happened so far?

1. Ploughed through THE GÉANT COMPENDIUM OF NRENS (NREN Security services matrix)

2. Compiled a list of all NRENs that ticked the Box „Anti-Spam Solution"

3. Dropped a Mail to everybody on the list and:

    Q#1: Requested a short description of their E-MAM-Service

    Q#2: Asked whether they are interested in a pan-NREN knowledge transfer

4. I received responses from …

ARNES	Belnet	CESNET	HEAnet
RedIRIS	RENATER	RESTENA	SURF

DFN

E-MAM: A community topic

What has happened so far?

Q#1: Summary of E-MAM-Services

▸ 9 different NREN-responses in the pool (DFN incl.)
  ▹ Revealing: 4 different solutions in place   // there must be some duplicates!
    ▹ 4 / 9:   self-developped + self-hosted   // they have something to share
    ▹ 2 / 9:   commercial cloud service
    ▹ 1 / 9:   RBL-only   // they have a reason - that I'd love to know
    ▹ 1 / 9:   offers access to a centrally hosted Appliance
  ▹ Among those are
    ▹ 3 NRENs buying SpamHaus-RBL   // similiar procurement simultaneously + independently?
    ▹ 2 NRENs that are currently re-thinking their E-MAM   // guess what: they are looking for experts who share
                                                            their experience

▸ And how about the others – i. e.:   **YOU**   ?

E-Mail + Abuse Management = E-MAM

🔆 https://www.menti.com/al8b143bso7v 🔆
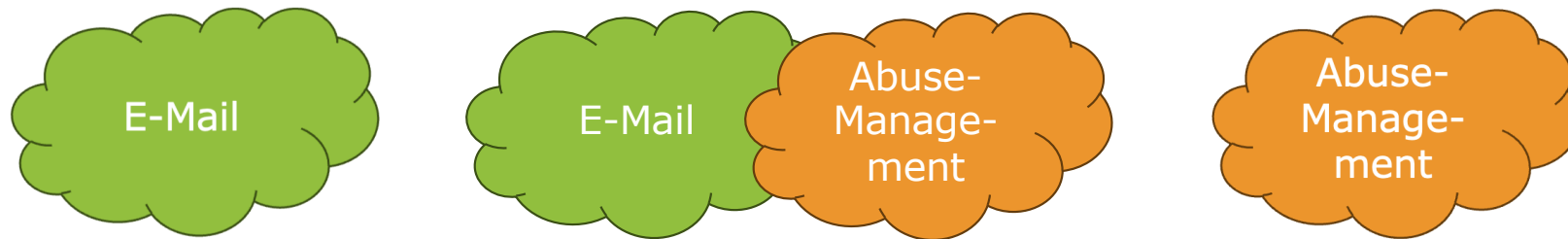
E-MAM: A community topic

What has happened so far?

Q#2: Are you interested in a pan-European knowledge transfer?

„This is indeed a very important topic for all of us, and we fully agree that exchanging information and experiences can only be beneficial"

„I am indeed interested in joining a community around those topics"

„Thank you for pushing this initiative, which I find useful in the short term for discussion and information sharing"

„We are more than happy to engage in this exchange with you."

„We are very interested in sharing experiences and learning from others in the field"

„We haven't been in direct contact with other NRENs regarding this specific service, but we are very interested in sharing experiences and learning from others in the field."

„I'd be very interested in joining a meeting on this topic"

E-Mail + **A**buse **M**anagement = **E-MAM**

E-Mail

E-Mail / Abuse-Management

Abuse-Management

💡 https://www.menti.com/al8b143bso7v 💡
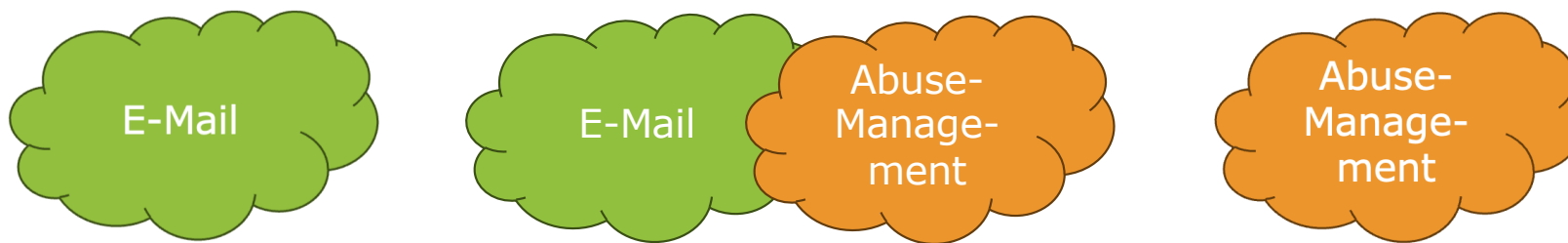
E-MAM: A community topic

What has happened so far?

▸ **RedIRIS have provided us with a Mailing-List** in April 2025:

- The name of the list: manren-l
- The LISTSERV host name: LISTSERV.REDIRIS.ES
- The following email addresses are used for the specified purposes:
  - To send an email to the list
    - MANREN-L@REDIRIS.ES
  - To contact the list owner:
    - manren-l-request@LISTSERV.REDIRIS.ES
  - To send commands to the LISTSERV server:
    - LISTSERV@LISTSERV.REDIRIS.ES
  - To unsubscribe from the list:
    - manren-l-signoff-request@LISTSERV.REDIRIS.ES
- The following URLs may also be useful:
  - The list home page:
    - https://listserv.rediris.es/cgi-bin/wa?A0=manren-l
  - The list subscription page:
    - https://listserv.rediris.es/cgi-bin/wa?SUBED1=manren-l

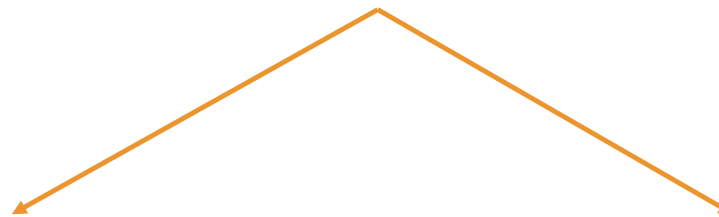▸ … and all of a sudden, we find ourselves in the same **Community Hub @ TNC 2025** !

What comes next?

What comes next?

▸ … that depends!

▸ We are free to make our own decision …

… keep developing our individual services and facing common threats individually

… agree on a constant conversation on E-MAM and see what we can achieve

What can we achieve?

▸ Shared experiences: save time and efforts

▸ Bundle common efforts

  ▹ e. g. procurement

    ▹ AntiVirusDetection ... DNS-RBL ... Cloud-E-MAM-Service ... User-Awareness Training ... Hardware ... Appliance

    ▹ NREN doesn't have local E-MAM in place?

      ▹ there are national institutions who might benefit from central procurement

  ▹ e. g. (ISO 27001-) certification ...

▸ Increase quality by ...

  ▹ ... developing common best practices

  ▹ ... comparing the results of our local solutions

▸ Increase availability by generating failover mechanisms

▸ Put your desires here...

How to start?

How to start?

DFN

The questions are:

How does such a conversation start?

How do we gather interest – especially of those whom I might have missed at stage #1

What tools do we use for documenting and sharing our progress?

▸ **Happy to dive into a discussion!**

▶ Michael Röder

E-Mail: roeder@dfn.de

Telefon: 0049 30 884 299-364

Anschrift:
DFN-Verein, Geschäftsstelle
Alexanderplatz 1
10178 Berlin

DFN

???