



OAS|CICTE

Based on
the SIM3
Model

CSIRT Americas Baseline



Maturity
Reference
for OAS
Member
States
CSIRTs



CSIRT Americas
Network



UK Government



Open CSIRT
Foundation



Mature

CSIRTs,

More Secure

Member

States





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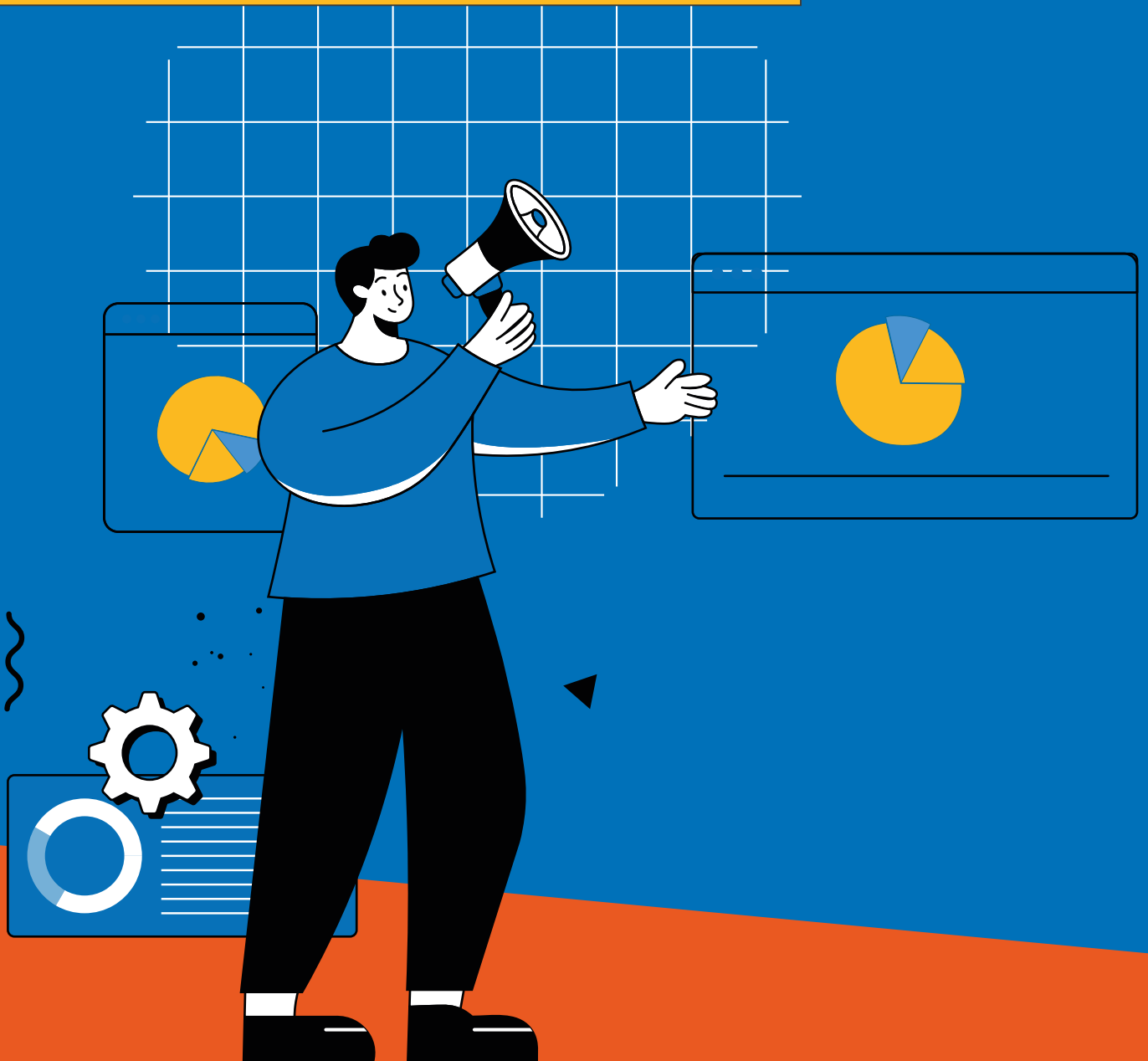


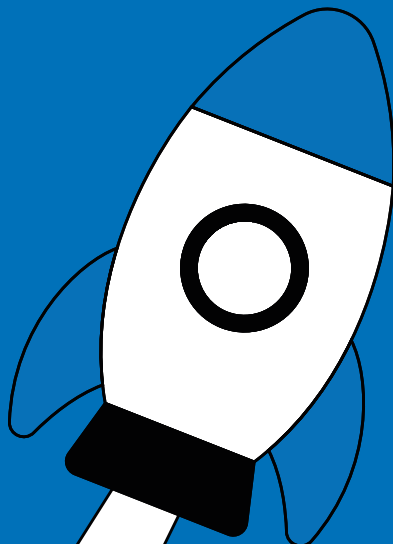
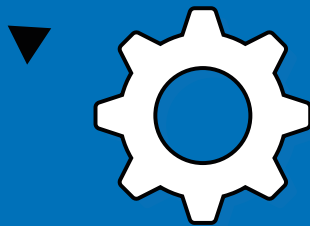
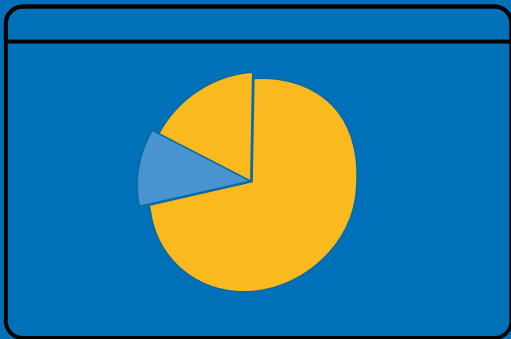
CSIRT Americas Baseline

Maturity Reference for OAS
Member States' CSIRTs

Based on the SIM3 Model

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1. INTRODUCTION

CSIRT Americas¹ is the network of governmental Cyber Incident Response Teams (CSIRTs) of the Member States of the Organization of American States (OAS). It acts as the main driver of the Cybersecurity Section of the Inter-American Committee against Terrorism (CICTE) of the OAS in strengthening cyber incident response capacities in the region, promoting cooperation and effective information-sharing among CSIRTs in the region, and facilitating faster and more coordinated responses to cyber incidents.

To this end, continuous assessment of the maturity of a CSIRT to deal with cyber incidents is essential. Maturity is the state in which something or someone reaches its full development and functions in a stable and effective manner. In the case of a CSIRT, it is reflected in its organizational structure, integration with the community it serves, preparedness of its team

members, efficient use of technological tools, and implementation of clearly defined incident management processes. The maturity level should be assessed using methodologies that drive its evolution, allowing for identification of strengths and areas for improvement, optimizing resources, establishing strategic priorities, and ensuring that the team is prepared to face an increasingly complex cyber threat landscape.

This document presents the CSIRT Americas network's new resource: **"SIM3 CSIRT Americas Baseline"**, a maturity baseline developed from the SIM3 model² created by the Open CSIRT Foundation (OCF),³ an internationally recognized model for assessing the maturity of security teams. CSIRT Americas Baseline serves to help organizations assess the readiness of their cyber incident response teams in a structured manner.

Main objectives

To act as a reference for any OAS Member State CSIRTs to assess their level of maturity.

For more details, see Section III.

To serve as a requirement for governmental CSIRTs to apply for membership in the CSIRT Americas network.

For more details, please refer to Section IV.

It is important to note that the SIM3 model is applicable to any type of CSIRT organization,⁴ regardless size and of its nature (public or private).

¹ CSIRT Americas is the network of governmental CSIRTs in OAS Member States: www.csirtamericas.org

² SIM3: Security Incident Management Maturity Model. <https://opencsirt.org/csirt-maturity/sim3-and-references/>

³ OCF: Open CSIRT Foundation. <https://opencsirt.org/>

⁴ CSIRT, CERT, IRT, NCSC and various others are all variations that can be categorized as CSIRTs.

2.

SIM3:

Security Incident Management Maturity Model



SIM3 is a model for measuring the maturity level of teams responsible for the management of cyber threats, vulnerabilities and security incidents. This model is managed and developed by the Open CSIRT Foundation (OCF).

SIM3 offers a simple and structured approach based on key parameters to analyze fundamental areas such as organization, human resources, tools and processes. By following this approach, security teams can make step-by-step progress in improving their maturity level. In addition, the model allows reporting to management in a clear and effective manner, highlighting identified problems and areas for improvement. This could facilitate the justification and prioritization of resources in terms of budget, personnel, training and other critical aspects to build the team's capacities.



Currently, SIM3 is focused on the **CSIRT profile**; however, OCF is working on three new profiles for SOC, ISAC and PSIRT teams. A brief description of these teams is provided below:

- **SOC (Security Operations Center):** Teams in charge of detecting ongoing threats that could become incidents. When the threats reach a significant level of severity, they are escalated to the appropriate managers for handling.

- **CSIRT (Computer Security Incident Response Team):** Teams responsible for managing security incidents, either directly or through coordination. They also usually focus on threat prevention and detection.

- **ISAC (Information Sharing and Analysis Center):** Teams specialized in collecting, analyzing and sharing threat information, without direct involvement in incident management or coordination.

- **PSIRT (Product Security Incident Response Team):** Teams that focus on managing vulnerabilities and security issues related to an organization's technology products, working closely with development teams.

For the purposes of this document,
the focus is exclusively on the **CSIRT profile**.



The SIM3 model covers four fundamental categories:

Organization, Human, Tools, and Processes

Where the evaluation process consists of 45 questions distributed among these categories designed to measure the level of maturity. For each question, a level is selected that varies from 0 (lack of knowledge or non-existence of the evaluated element) to 4 (audited and continuously optimized processes).

OCF formally trains certified auditors⁵ in application of the SIM3 model. Only these accredited auditors are authorized to certify formal audits and assessments based on the OCF standard. In addition to its formal application, the SIM3 model can also be used as a self-assessment tool for organizations of any type, size or nature. This approach allows organizations to identify areas for improvement and benefit from the process without the need to comply with specific requirements or formal certification.

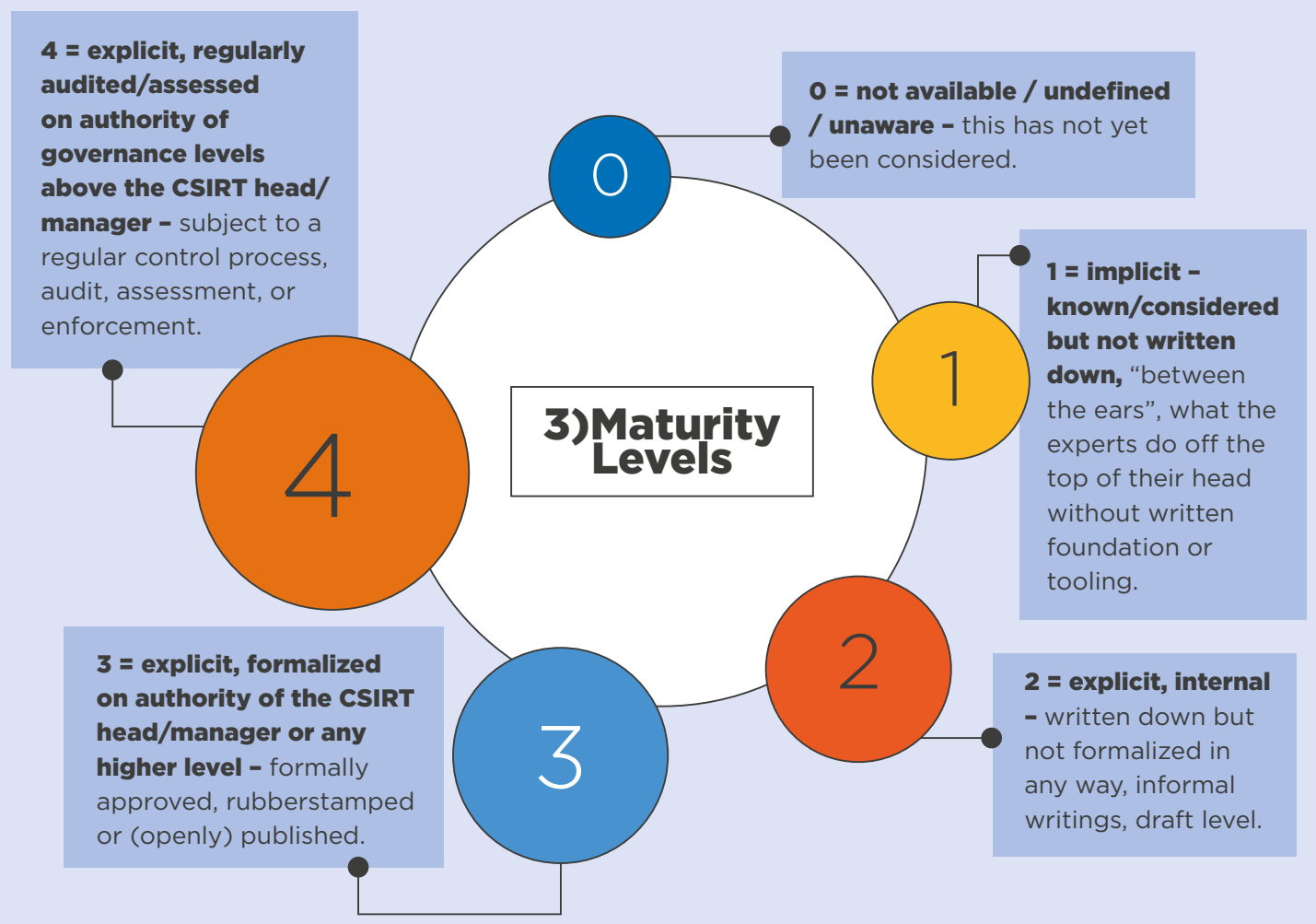
⁵Certified SIM3 Auditors. <https://opencsirt.org/csirt-maturity/certified-auditors/>

Fundamental Elements

1) Maturity Parameters

The Parameters are the quantities that are measured regarding maturity. There are 45 for the CSIRT profile and they are detailed below. For more details, see Section III.

2) Maturity Categories



3. SIM3 CSIRT Americas Baseline



The SIM3 CSIRT Americas Baseline is a reference to measure the maturity level of CSIRTs in OAS Member States. It was developed by OAS/CICTE CSIRT Americas Network and Open CSIRT Foundation.

A SIM3 baseline establishes minimum maturity levels (on a scale of 0 to 4) for a subset or all the SIM3 parameters and may also potentially include some additional demands or clarifications. These baselines are developed for specific purposes and environments. For example, FIRST⁶ has a SIM3 baseline for becoming a FIRST member, the European TF-CSIRT⁷ community uses its TI-Certification baseline to certify teams, and ENISA⁸ has developed several baselines specifically aimed at national and sectoral CSIRTs. Similarly, CSIRT Americas has also established its own membership baseline.

The SIM3 CSIRT Americas Baseline is adapted to the specific reality and challenges of national and sectoral CSIRTs in Latin America and the Caribbean. Its development was based on the regional experience of member teams of the CSIRT Americas network with the specialized knowledge of the Open CSIRT Foundation (OCF), creator of the SIM3 model. In addition, it was based on key resources, such as the Practical Guide for CSIRTs⁹ and the Best Practices for Establishing a National CSIRT,¹⁰ together with relevant ENISA¹¹ and FIRST¹² documents on maturity assessment.

Assessing the CSIRT Americas Baseline parameters gives CSIRTs a valuable opportunity to identify areas for improvement and strengthen their capacities in a structured

manner. To maximize this potential, a gradual implementation starting with internal and informal self-assessments is recommended.

Recommended Application Process:



• Initial Self-Assessment

The CSIRT performs a comprehensive self-assessment using the Open CSIRT Foundation (OCF) online tool,¹³ which includes a radar chart to compare current status with required levels and facilitate progress tracking.



• Improvement Plan

Based on the results of the self-assessment, the CSIRT develops an action plan with clear objectives and realistic timelines to address the identified areas for improvement. As it moves forward with its improvement plan, the CSIRT verifies the metrics achieved.



• Validation of Results

In the case of self-assessments, a baseline is not necessary since the main purpose is continuous improvement. Any required formal proof of evaluation or audit must be performed by OCF certified auditors, the only ones authorized to perform such an audit.

⁶ FIRST: Forum of Incident Response and Security Teams. <https://www.first.org>

⁷ TF-CSIRT: Trusted Introducer for CSIRTs. <https://tf-csirt.org/>

⁸ ENISA: European Union Agency for Cybersecurity. <https://www.enisa.europa.eu>

⁹ Practical guide for CSIRTs. Vol. 2, Organization of American States, 2023. <https://shares.csirtamericas.org/s/7236Cg3Lz9zxpjz/download/Guide-CSIRT%202023%20ENG%20V5.pdf>

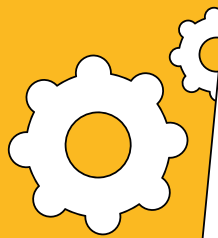
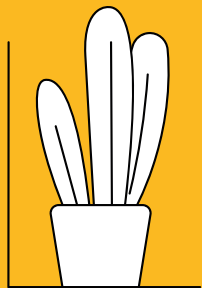
¹⁰ Best Practices for Establishing a National CSIRT, Organization of American States, 2016. <https://www.oas.org/es/sms/cicte/ciberseguridad/publicaciones/2016%20-%20Buenas%20Practicas%20CSIRT.pdf>

¹¹ ENISA CSIRT Maturity Framework. <https://www.enisa.europa.eu/topics/incident-response/csirt-capabilities/csirt-maturity>

¹² FIRST Membership Baseline. <https://www.first.org/membership/process#annex-3>

¹³ SIM3 Online Tool. <https://sim3-check.opencsirt.org/#/>

Start using the “**CSIRTAmericas Baseline Assessment Tool**” and evaluate the Organization, Human, Tools and Processes of your CSIRT, **answer 45 questions**, choosing from level 0 (you are unaware of its existence or have no knowledge) to level 4 (it is an audited and continuously optimized process).



3.1. CSIRT Americas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRT Americas Baseline	CSIRT Level
Organization				
O-1	Mandate	The CSIRT's assignment as derived from higher governance levels.	3	
O-2	Constituency	Who the CSIRT functions are aimed at - the CSIRT's "clients".	3	
O-3	Authority	What the CSIRT is allowed to do regarding its constituency in order to accomplish its role.	3	
O-4	Responsibility	What the CSIRT is expected to do regarding its constituency in order to accomplish its role.	3	
O-5	Service Description	<p>Describes what the CSIRT service is and how to achieve it.</p> <p>Clarification: An excellent starting point is FIRST's document 'FIRST Services Framework' that offers a comprehensive and structured definition of all the kinds of services that a CSIRT, ISAC or SOC (and to a lesser extent also PSIRT) can offer to its constituency. The way to use this framework is to start from your team's mandate (and your available resources), then first select those services you must provide in order to fulfil your mandate, and finally go on to those you would like to provide (but probably don't have the resources for).</p> <p>Minimum requirement: Contains the CSIRT contact information, service windows, concise description of the services offered and the CSIRT's policy on information handling and disclosure. Publicly available in English.</p>	3	
O-6	Public Media Policy	Describes the CSIRT's policy on how to deal and interact with public media.	2	
O-7	Service Level Description	<p>Describes the level of service to be expected from the CSIRT.</p> <p>Minimum Requirement: Specifies the speed of reaction to incoming incident reports and reports from constituents and peer CSIRTs. For the latter, human reaction within two working days is the expected minimum.</p>	3	

3.1. CSIRT Americas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRT Americas Baseline	CSIRT Level
Organization				
O-8	Incident Classification	<p>Describes the availability and use of a classification scheme applied to logged incidents, which generally includes a list of technical categories in which to assign each incident or threat, such as whether it has the characteristics of “spam”, “root compromise” or “DDoS”, etc.</p> <p>Clarification: Incident classifications usually contain at least “types” of incidents or incident categories. However, they may also include incident “severity” and potentiality. A popular classification scheme of this type is ENISA’s “Benchmark Incident Classification Taxonomy”.</p>	3	
O-9	Participation in CSIRT Systems	Describes the CSIRT’s level of membership of a well-established CSIRT co-operation, either directly or through an “upstream” CSIRT of which it is a client. This is necessary to participate and integrate in (a) transnational/worldwide CSIRT system(s).	2	
O-10	Organisational Framework	<p>Fits O-1 to O-9 together in a coherent framework document serving as the controlling document for the CSIRT.</p> <p>Minimum Requirement: Describes the team’s mission and Parameters O-1 to O-9 by either providing references to specific documents or combining the required details into a single document.</p>	3	
O-11	Security Policy	Describes the security framework within which the CSIRT operates. This can be part of a bigger framework, or the CSIRT can have its own security policy.	2	

3.1. CSIRTAmericas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRTAmericas Baseline	CSIRT Level
Human				
H-1	Code of Conduct/ Practice/ Ethics	A set of rules or guidelines for the CSIRT members on how to behave professionally, potentially also outside work. Clarification: E.g., the TICCoP ¹⁴ or EthicsFIRST ¹⁵ . Behaviour outside work is relevant, because CSIRT members can be expected to behave responsibly in private as well where computers and security are concerned.	2	
H-2	Staff Resilience	How CSIRT staffing is ensured during illness, holidays, people leaving, etc. Minimum requirement: three (part-time or full-time) CSIRT members.	2	
H-3	Skillset Description	Describes the skills needed on the CSIRT job(s). Clarification: An excellent starting point is FIRST's document 'CSIRT Roles and Competences' that starts with the FIRST Services Framework and works towards the skills/competencies needed for the various roles that bring all kinds of services to the constituency alive.	2	
H-4	Staff Development	Professional development policy to train new members and to improve the skills of existing ones	2	
H-5	Technical Training	Program to allow staff to get job-related technical training - like TRANSITS, FIRST, ENISA, OAS or similar CSIRT Training, or commercial training programs (CERT/CC, SANS, etc.).	1	
H-6	Soft Skills Training	Program to allow staff to get soft skills training, especially including (human) communication/presentation training.	1	
H-7	External Networking	Going out and meeting other CSIRTs. Contributing to the CSIRT system when feasible.	2	

¹⁴TI CCoP: Trusted Introducer Code of Practice. <https://www.trusted-introducer.org/TI-CCoP.pdf>

¹⁵EthicsFIRST: Ethics Framework for Incident Response and Security Teams. <https://ethicsfirst.org>

3.1. CSIRT Americas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRT Americas Baseline	CSIRT Level
Tools				
T-1	IT Assets and Configurations	Describes the assets (hardware, software, OT, etc.) commonly used in the constituency, including their configurations, so that the CSIRT can provide targeted advice on these.	1	
T-2	Information Sources List	Where the CSIRT gets their vulnerability/threat/scanning information.	2	
T-3	Consolidated Messaging System(s)	A consolidated messaging system is when all CSIRT e-mail and other types of messages (signal, threema, wire, etcetera) are kept in a system open to all CSIRT members.	3	
T-4	Incident Tracking System	A trouble ticket system or workflow software used by the CSIRT to register incidents and track their workflow. Clarification: RT(IR), OTRS, TheHive, and trouble ticket systems in general.	1	
T-5	Resilient Voice Calls	The voice call system available to the CSIRT is resilient when its uptime and time-to-fix service levels meet or exceed the CSIRT's service requirements. Clarification: Voice calls include traditional phone calls (mobile and fixed), plus voice calls using messaging tools - video can be included in voice calls. Mobile phones with all their many communication options are the easiest fallback mechanism for when a team's phone system is out of order. Minimum requirement: fallback mechanism for the case of voice call system(s) outages.	1	
T-6	Resilient Messaging	The messaging system(s) available to the CSIRT is/are resilient when their uptime and time-to-fix service levels meet or exceed the CSIRT's service requirements.	1	
T-7	Resilient Internet Access	The Internet access available to the CSIRT is resilient when its uptime and time-to-fix service levels meet or exceed the CSIRT's service requirements.	1	

3.1. CSIRTAmericas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRTAmericas Baseline	CSIRT Level
Tools				
T-8	Incident Prevention Toolset	<p>A collection of tools aimed at preventing incidents from happening in the constituency. The CSIRT operates or uses these tools or has access to the results generated by them.</p> <p>Clarification: E.g., IPS, virus scanning, spam filters, and port scanning. If not applicable, as for a purely coordinating CSIRT, choose N/A and the parameter will be omitted from 'scoring'.</p>	1	
T-9	Incident Detection Toolset	<p>A collection of tools aimed at detecting incidents when they happen or are near to happening. The CSIRT operates or uses these tools or has access to the results generated by them.,</p> <p>Clarification: E.g., IDS, quarantine nets, net flow analysis.</p>	1	
T-10	Incident Resolution Toolset	<p>A collection of tools aimed at resolving incidents after they have happened. The CSIRT operates or uses these tools or has access to the results generated by them.</p> <p>Clarification: E.g., basic CSIRT tools including whois, traceroute, etc., and forensic toolkits.</p>	1	
Processes				
P-1	Escalation to Governance Level	<p>Process of escalation to upper management for CSIRTs that are a part of the same host organisation as their constituency. For external constituencies: escalation to appropriate governance levels of constituents.</p>	3	
P-2	Escalation to Press Function	<p>Process of escalation to the CSIRT's host organisation's press office.</p>	2	
P-3	Escalation to Legal Function	<p>Process of escalation to the CSIRT's host organisation's legal office.</p>	2	
P-4	Incident Prevention Process	<p>Describes how the CSIRT prevents incidents, including the use of the related toolset. Also, this includes the adoption of proactive services like the issuing of threat/vulnerability/patch advisories.</p> <p>Clarification: If not applicable, as for a purely coordinating CSIRT, choose N/A and the parameter will be omitted from 'scoring'.</p>	2	

3.1. CSIRT Americas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRT Americas Baseline	CSIRT Level
Processes				
P-5	Incident Detection Process	Describes how the CSIRT detects incidents, including use of the related toolset.	2	
P-6	Incident Resolution Process	Describes how the CSIRT resolves incidents, including use of the related toolset.	2	
P-7	Specific Incident Processes	Describes how the CSIRT handles specific incident categories, like phishing, DDoS, or copyright issues. Clarification: This may be part of P-6.	1	
P-8	Audit & Feedback Process	Describes what the process is for auditing/assessing the CSIRT and subsequent feedback to the team. The audit/assessment process can have an internal team self-assessment part as well as independent auditing. Those elements considered not up-to-standard by the CSIRT and their management are considered for future improvement. Clarification: Independent auditing means any type of auditing not done by the team itself, but rather auditing performed on the authority of higher management layers. This kind of audit can take many shapes: it can still be internal, e.g., by or on behalf of the CISO, or by an audit department. Or it can be external, by means of a subcontractor, or as part of an audit/assessment scheme inside a community of CSIRTs.	2	
P-9	Emergency Reachability Process	Describes how to reach the CSIRT in cases of emergency. Clarification: Often only available to other teams, partners or specific constituents.	2	

3.1. CSIRTAmericas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRTAmericas Baseline	CSIRT Level
Processes				
P-10	Best Practice Internet Presence	<p>This process describes (1) the way in which generic, security related mailbox aliases @org.tld are handled by the CSIRT or by parties who know when and what to report to the CSIRT; (2) the web presence; and (3) the social media presence.</p> <p>Clarification: The process needs to take into account, for the three areas mentioned: (1) tracking by the CSIRT of at least the standard e-mail addresses cert@... and security@... - and it is strongly recommended to take the RFC2142 standard into account and ensure that the relevant mailbox names (postmaster and webmaster deserve special attention) are tracked. Also, whoever tracks those mailbox names should know about the CSIRT and how to pass on information to it; (2) a web policy that ensures that all relevant information about the CSIRT is up-to-date and available for the constituency and that a necessary subset including RFC2350 (see O-5) is available for the world. Additionally, you should consider implementing a slash-security page (example: www.org.tld/security), which can offer a wider range of security-related information regarding your (host) organisation, but your CSIRT's info should also be present there; and (3) a policy for what social media the team tracks and uses, and how they are to be used. Examples are Twitter, LinkedIn, and Facebook. Minimum requirement: The process must at least ensure that, for the 3 areas: (1) the mail addresses cert@... and security@... must be tracked by the team; (2) some form of web presence for the CSIRT must exist, at least internally; and (3) a policy must be present for if and how to deal with social media.</p>	2	
P-11	Secure Information Handling Process	<p>Describes how the CSIRT handles confidential incident reports and/or information. This also has bearing on relevant legal requirements, including privacy legislation (example: GDPR).</p> <p>Minimum requirement: The process must support the use of TLP (Traffic Light Protocol).</p>	2	
P-12	Information Sources Process	<p>Describes how the CSIRT handles the various information sources available to the CSIRT (as defined in the related tool, if available - see T-2).</p>	1	

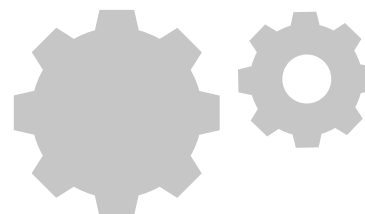
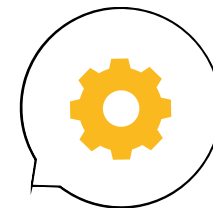
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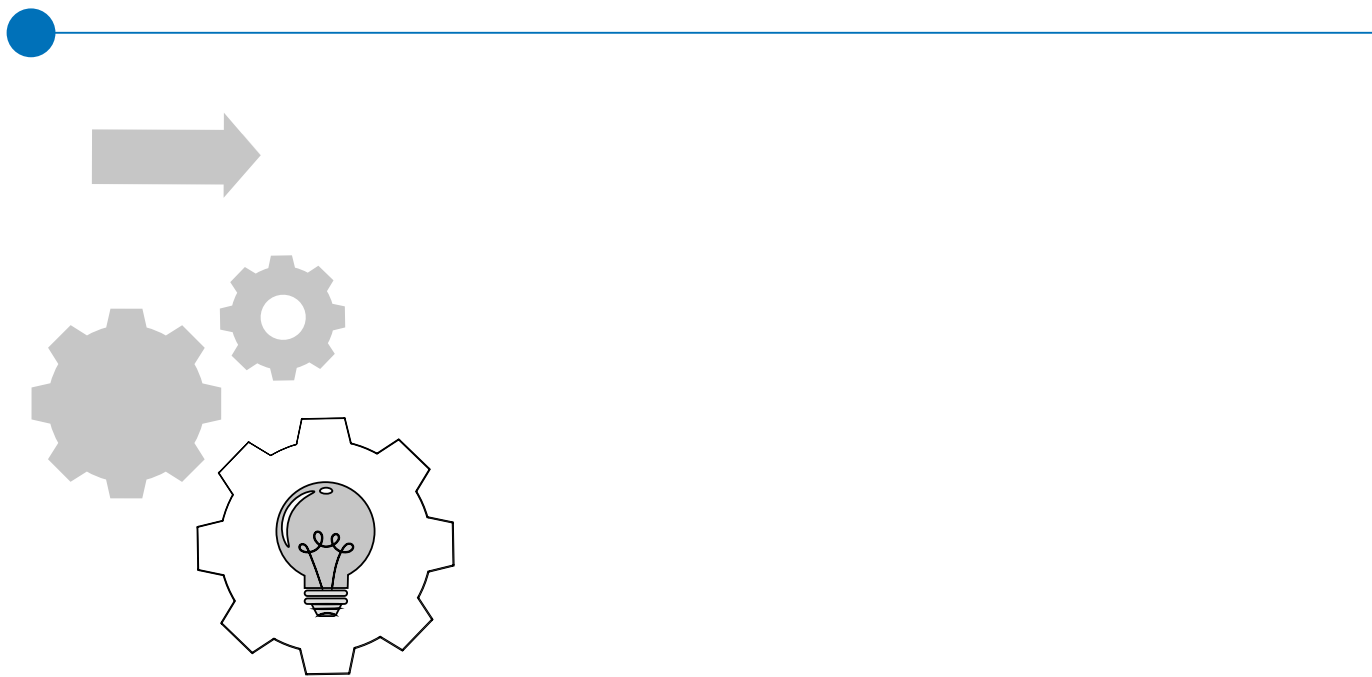
SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRTAmericas Baseline	CSIRT Level
Processes				
P-13	Outreach Process	<p>Describes how the CSIRT reaches out to its constituency, not regarding incidents but regarding public relations and awareness-raising. This process should allow for a two-way channel: the constituency also needs to be able to provide feedback to the team.</p> <p>Clarification: Please note that feedback from constituency to team (bottom-up) is different from the feedback mentioned in the P-8 process, which is from higher governance to team (top-down).</p>	1	
P-14	Governance Reporting Process	<p>Describes how the CSIRT reports to its higher governance levels. This kind of reporting normally includes statistics and graphics.</p> <p>Clarification: If the CSIRT is situated inside a host organisation, this process is about the reports sent to the management of the host organisation and/or to the CISO, CSO, or CIO, i.e., internally. In case of a national team, it will be about reporting to the Minister responsible, and possibly to parliament.</p>	2	
P-15	Constituency Reporting Process	<p>Describes what the CSIRT reports to its constituency and/or beyond (potentially to the world).</p> <p>Clarification: This kind of reporting can vary from concise and generic to more detailed, including statistics and graphics (based on their incident classification; see O-8). Sometimes - especially with national CSIRTs - it takes the form of annual trend reports. It is also valid to explicitly choose to report internally only, not to the constituency; in that case, choose N/A and the parameter will be omitted from 'scoring'.</p>	1	
P-16	Meeting Process	<p>Defines the internal meeting process of the CSIRT.</p> <p>Clarification: This can include online and hybrid meetings.</p>	1	

3.1. CSIRTAmericas Baseline Assessment Tool

SIM3 Parameter Identifier	SIM3 Parameter Name	Description	CSIRTAmericas Baseline	CSIRT Level
Processes				
P-17	Peer Collaboration Process	<p>Describes how the CSIRT works together with peer CSIRTs and/or their “upstream” CSIRT - and with peers among other types of security teams such as SOCs, PSIRTs, ISACs, etcetera.</p> <p>Clarification: A peer team is a security team with which a special kind of relationship exists based on a shared membership in some community, cooperation, or MoU-type agreements.</p> <p>Minimum requirement: The process must define what ‘peers’ exist and ensure that a two-way trusted communication is established with those peers.</p>	1	

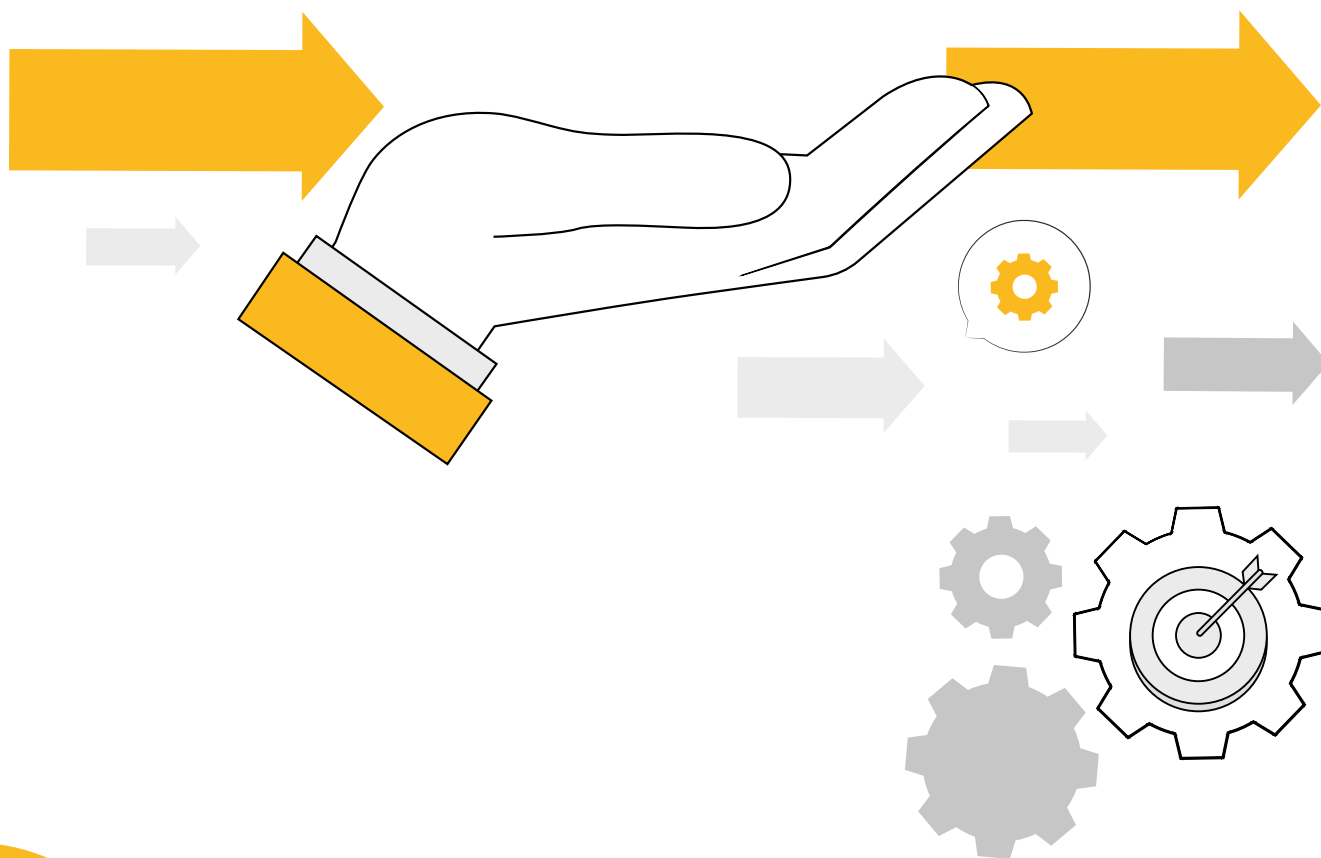
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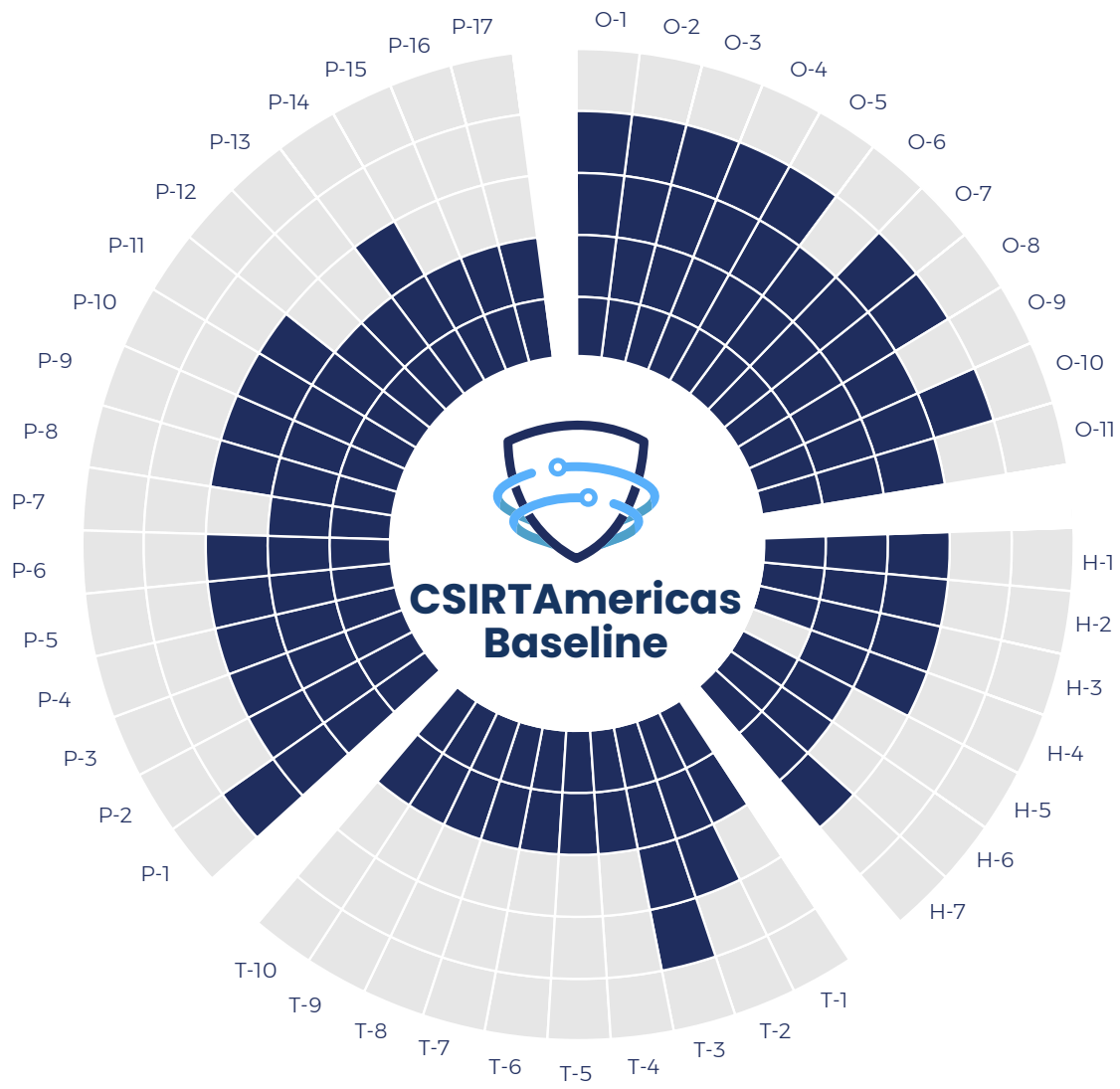




3.2. CSIRTAmericas Baseline Radar Diagram

Below is a “radar” diagram reflecting all the required Parameters and Levels for the CSIRTAmericas Baseline, facilitating visual comparison between the current state of the CSIRT and the required state (CSIRTAmericas Baseline).





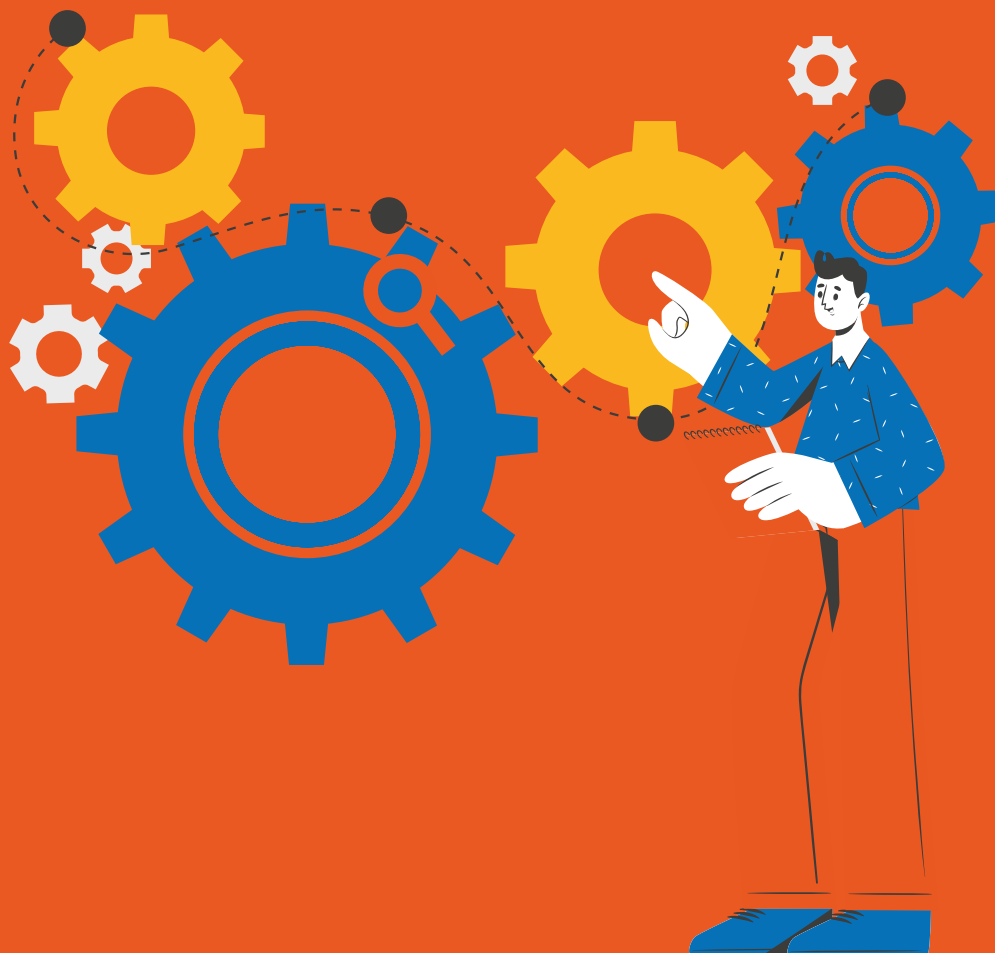
Source: Organization of American States, 2024



**If you are a
governmental
CSIRT of an OAS
Member State, this
information may be
of interest to you**

4. CSIRTAMERICAS MEMBERSHIP PROCESS

Compliance with SIM3 CSIRTAmericas Baseline is one of the requirements for a governmental CSIRT of OAS member states to join the CSIRTAmericas network. For more information, please visit <https://csirtamericas.org/en/supports/join>



5. CREDITS

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