### Breakdown of Incidents by Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fraud</td>
<td>29.74%</td>
</tr>
<tr>
<td>Vulnerable system</td>
<td>29.25%</td>
</tr>
<tr>
<td>Malware</td>
<td>25.47%</td>
</tr>
<tr>
<td>Others</td>
<td>15.11%</td>
</tr>
</tbody>
</table>

- **Fraud**: unauthorized use of resources using technologies and/or services by unauthorized users, such as identity theft, violation of intellectual property rights or other economic deception.
- **Vulnerable system**: system failures or deficiencies that may allow a non-legitimate user to access information or carry out illegal operations remotely.
- **Malware**: any piece of software that carries out actions such as data extraction or any other type of alteration of a system.

### DETECTION AND PREVENTION

- **Incidents managed**: 107,397
  - Of which: 72,858 of citizens and businesses, 796 of strategic operators, 33,743 of the RedIRIS

- **New vulnerabilities recorded**: 18,937
- **Security warnings**: 506
- **Notifications sent to third parties for their involvement in the analysis, mitigation and incident resolution**: 750,025

### REPORT IT TO US

Incidents, vulnerabilities, online fraud, phishing, malware, etc. incidencias@incibe-cert.es.

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**Cybersecurity Balance 2019**

**Promoting Digital Confidence**

- **85,464 Notifications to citizens of the Antibotnet Service**
- **67,762 Number of people who participated in 1,750 actions to raise awareness, consciousness and training in the minor’s environment**
- **886 Volunteers in the Cyber volunteers Programme. Audience reached by dissemination actions during 2019: 59,024 people**

- **11,142 Self-diagnostics in the section “Do you know your risks?” of Protect your Company**
- **7,595 Visits to “Cybersecurity itineraries broken down by business sectors”**
- **350 Students in specialist training (CERT, Law Enforcement Agence and Policy Makers) from 53 different countries**