



Service Agreement for the *MYWARP* Services

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1 Scope

This document provides a high level description of the **MYWARP** Filtered Warnings Service in order to set the Member expectations of the service. It describes important characteristics of the service including resources deployed, costs, security and the information sources analysed.

2 Definitions

For the purposes of this agreement, the following terms and definitions apply:

- Warnings: A message of this type encourages the recipient to act upon the data contained within it. It supplies information on a very real threat requiring immediate attention which members would be unwise to ignore.
- Advisories A message of this type provides the recipient with data on a current vulnerability and may include details on security patches. The object of an Advisory is to raise the awareness of a particular security issue.
- Good Practice A message of this type provides information on good practice security measures across a wide range of subjects.

3 Description

Operated and managed by **MYCCI** Ltd, **MYWARP** provides the Mid Yorkshire WARP community with a 'Filtered Warnings Service'. **MYWARP** members define their subscription profile by completing an on-line 'secure' tick-list which identifies their area of interest. Warnings and Advisories from a number of sources, including UNIRAS and **MYWARP** itself, are filtered against the tick-list criteria for relevance and urgency, and disseminated via authenticated e-mail in a timely manner. This filtering is carried out using the Filtered Warnings Application software.

4 Operation

4.1 Information Sources

The primary sources of information used to generate the Warnings and Advisories sent via this service can be found in the Appendix - *Information Sources*. It is expected that additional sources of information will be acquired as the service evolves.

4.2 Analysis

The information sources are analysed every working day and it is estimated that 30% to 40% of the time is spent carrying out this analysis. An average performance target from receiving information from one of the sources, analysing the information and sending out the filtered resulting e-mails, is two hours turn round in normal working hours. At other times 'reasonable endeavours' applies.

4.3 Tick-list Categories

The three high level categories for members to choose from are:

- Vulnerabilities & Fixes
- Incidents & Threats
- Good Practice

The sub-categories are chosen to meet the needs of the community and can be viewed by logging onto the Filtered Warnings Application located within the **MYWARP** website at www.mywarp.org

4.4 Filtering

MYWARP provides this service by using a secure on-line tick-list to determine the type of information Members require. Based on this data, specific information sources are targeted and Warnings and Advisories are generated via the Filtered Warnings Application software.

4.5 Security

Members are assured that any Warning or Advisories they receive are originating from the **MYWARP** by the use of authenticated e-mails through the Filtered Warnings Application.

4.6 Membership

4.6.1 Registration

Members can use an existing e-mail address to receive Filtered Warnings, Advisories and Good Practice news, or may set up a dedicated WARP e-mail address.

To register for the Filtered Warnings Service Members obtain a username and initial password from the **MYWARP** Administrator. They then log-on to the service at www.mywarp.org, enter their e-mail address, and set up their subscription profile using the on-line tick list.

4.6.2 Terms and Charges

Membership lasts for a year and is free until September 2005. A small annual subscription will then be charged for Membership. The cost of the subscription will be dependent on vendor sponsorship as well as the number of members signed up, and will be determined annually.

5 Advice Brokering

MYWARP provides a secure environment where Members can learn from other Members' initiatives or experience, using a bulletin board messaging service restricted to members only. Members are able to ask each other for help or advice on information security issues or, conversely, offer good practice advice based on their own experiences.

The **MYWARP** Administrator will monitor the service, and may issue summarised versions of relevant discussions as news items through the Filtered Warnings Service. The Administrator will identify and research topics of common concern, to locate and identify sources of solutions.

6 Trusted Sharing

This service creates a trusted environment where Members can be confident that sensitive information, such as incident or threat data, can be shared without causing them harm or embarrassment. Members benefit from other Members' experience, being alerted to information which enables them to take timely preventative action.

Reporting can be by telephone, e-mail or face-to-face dialogue, with appropriate security safeguards described in the **MYWARP** Security Policy. An incident reporting form is provided to help Members provide the salient information.

When anonymity is required, the identity of the reporting Member will only be known to the **MYWARP** Administrator.

The information reported will be analysed, checked to ensure anonymity, and then shared with other **MYWARP** members using either the Filtered Warnings Application, or another dissemination route. The **MYWARP** Administrator will facilitate any ensuing dialogue to ensure that the information is shared by members to maximum advantage whilst safeguarding the interests of the reporting member.

Duly sanitised, anonymous incident information may also be passed to other WARPs with whom a trusted relationship exists, and to NISCC, for collating and monitoring national trends.

7 Liability

MYWARP is not a Managed Security Service or a technical support service, and is not liable for any security incident faced by a Member. Information communicated to Members is not originated by **MYWARP**, but by trusted and recognised sources, which will always be identified. **MYWARP** is not liable for the information shared within the community, as it will be the freewill of each Member to disclose and share any incidents and their solution. **MYWARP** will be only responsible for ensuring that information is sent with the consent of its author and for protecting confidentiality or in some instances anonymity when it is requested.

Reference to any specific commercial product, process or service by trade name, trademark manufacturer, or otherwise, does not constitute or imply its endorsement, recommendation, or favouring by **MYWARP**. The views and opinions expressed within information provided by the service shall not be used for advertising or product endorsement purposes. **MYWARP** shall also accept no responsibility for any errors or omissions. In particular, **MYWARP** shall not be liable for any loss or damage whatsoever, arising from the usage of information supplied.

Appendix 1: Information Sources

UNIRAS	the UK Government's CERT, a fully integrated part of NISCC. It responds to electronic attack and issues Warnings and Advisories regarding IT security incidents and vulnerabilities. URL – http://www.uniras.gov.uk/
Microsoft	useful security resource for IT professionals, home and business users alike along with security bulletins and patches for Microsoft products. Also provides some information on some current viruses. URL http://www.microsoft.com/security/ Mailing list - http://www.microsoft.com/security/security_bulletins/alerts2.asp
Zone H	tracks hacking attacks and defacements on websites all over the world. Includes attack statistics along with the latest news and advisories on cyber security. URL – http://zone-h.org Mailing list - http://www.zone-h.org/en/maillinglist
Symantec	a world leader in Internet security technology, provides a broad range of content and network security software and appliance solutions to individuals, enterprises and service providers. They provide excellent virus information along with very useful statistics. URL http://securityresponse.symantec.com Mailing list - http://nct.symantecstore.com/virusalert/
Sophos	a world leader in anti-virus protection, focused on defending businesses of all sizes from virus attack. They are a good source of information on the latest viruses along with news of current InfoSec issues. URL – http://www.sophos.com Mailing list - http://www.sophos.com/support/news/
MessageLabs	provides intelligence on a range of information on global email security threats. The service has live data feeds from their control towers around the world, which scan millions of emails everyday, and therefore provide the latest and most comprehensive data and analysis available. URL – http://www.messagelabs.com/viruseye/threats/ Mailing list - http://www.messagelabs.com/forms/MailingListRegister.asp
Cisco Systems	URL http://www.cisco.com/security/ Mailing list - http://www.cisco.com/warp/public/707/sec_incident_response.shtml#Subscribing
Sun Microsystems	URL http://sunsolve.sun.com/ Mailing list - http://sunsolve.sun.com/pub-cgi/show.pl?target=security/sec
Silicon Graphics, Inc.	security advisories and patches for SGI's range of software products. URL – http://www.sgi.com/support/security/ Mailing list - http://www.sgi.com/support/security/wiretap.html
Apache Software	The Apache Software Foundation provides support for the Apache community of open-source software projects. The Apache projects are characterized by a collaborative, consensus based development process, an open and pragmatic software license, and a desire to create high quality software that leads the way in its field. URL - http://www.apache.org/
HP Software	Hewlett Packard's software division URL - http://www.software.hp.com/

History

Version	Date	Description
V draft	May 2005	Pre-publication version
1.0	June 2005	Version 1.0
1.0	July 2005	Version 1.1