

WHY SHOULD I SET UP A WARP?



Case 1

How a WARP helped a Local Authority

Local Authority members of a particular WARP use the same software application for assessing and managing housing benefit. One member downloaded an MS security patch to cover a notified vulnerability and installed it. The patch was effective but adversely affected the software making it unusable. Local Authority personnel were unable to access housing benefit data and unable to do their job resulting in loss of service to the citizen causing disruption and delays in payment. When the patch was removed the software operated normally again.

WARP members were immediately informed of the problem, there by giving them an early warning and again once the solution was identified.

The WARP provided an efficient and structured way of notifying the right people in other Authorities and saved many days of wasted personnel time and loss of service to the citizen.

“I’ve heard all about the WARP initiative, what it’s trying to do and what it can potentially do for organisations, but what are the real benefits of the programme and why should I create a WARP for my community?”

Case 2

How a WARP helped just in time

Product X is a dynamic portal engine and website-content management system used by many local authorities. The software is written in PHP. A WARP Operator identified a website defacement on one of its member’s websites through the monitoring site “Zone H”. The attack effectively took advantage of a flaw in X’s content management system allowing the hacker to alter the configuration file and then remotely open existing files replacing them with any text they chose.

The WARP Operator contacted the relevant member about the defacement on a Friday and the member worked with the developers of X over the weekend until a fix was available first thing Monday. WARP members were notified of the fix via the WARP’s Filtered Warnings Application Software (FWA).

The WARP enabled the timely distribution of the fix for this particular vulnerability to be disseminated to other WARP members thereby removing the likelihood of defacement to other member websites and associated embarrassment and disruption of service.

WHY SHOULD I SET UP A WARP?



Six benefits of creating a WARP

Early warning of real incidents

Finding out about the problems that others are experiencing and sharing these, and possible solutions, within the WARP community will enable you to provide a unique service.

Input filtering

The Filtered Warnings Application Software (FWA) is uniquely available to WARPs and saves significant effort of members from sorting through the torrent of advisories and vulnerability warnings. It gives a personally tailored service to every member.

Reputation integrity

As organisations move to a more online approach to interact with the public then web presence is a key factor. If the website is unavailable or has been defaced or the business support systems become compromised, this can cause reputation damage for those who wish to use the organisation's online facilities and could discourage the uptake of web services.

“Our IT systems are constantly at risk and we need people like you to champion the cause for a safer IT environment.”

Head of Information
Sharing, CPNI

Work efficiency

Sharing information and co-ordinating common tasks will reduce duplication of work. This is a 'non-cashable' efficiency-saving from which all WARP members will benefit.

Lower cost and reduced set-up times

The network and hardware infrastructure required to operate a WARP can vary greatly depending on the services that are developed and the way in which they are delivered. The turnkey infrastructure of the new WARP MSP reduces the time to set-up a WARP and economies of scale lowers the cost. Generic content is also provided to help the WARP Operator focus on providing value add to their specific communities needs.

Increased credibility

By associating your community with CPNI, you gain the community's trust and you are indicating that the pursuit of such a programme is a worth while business case for other communities to follow.