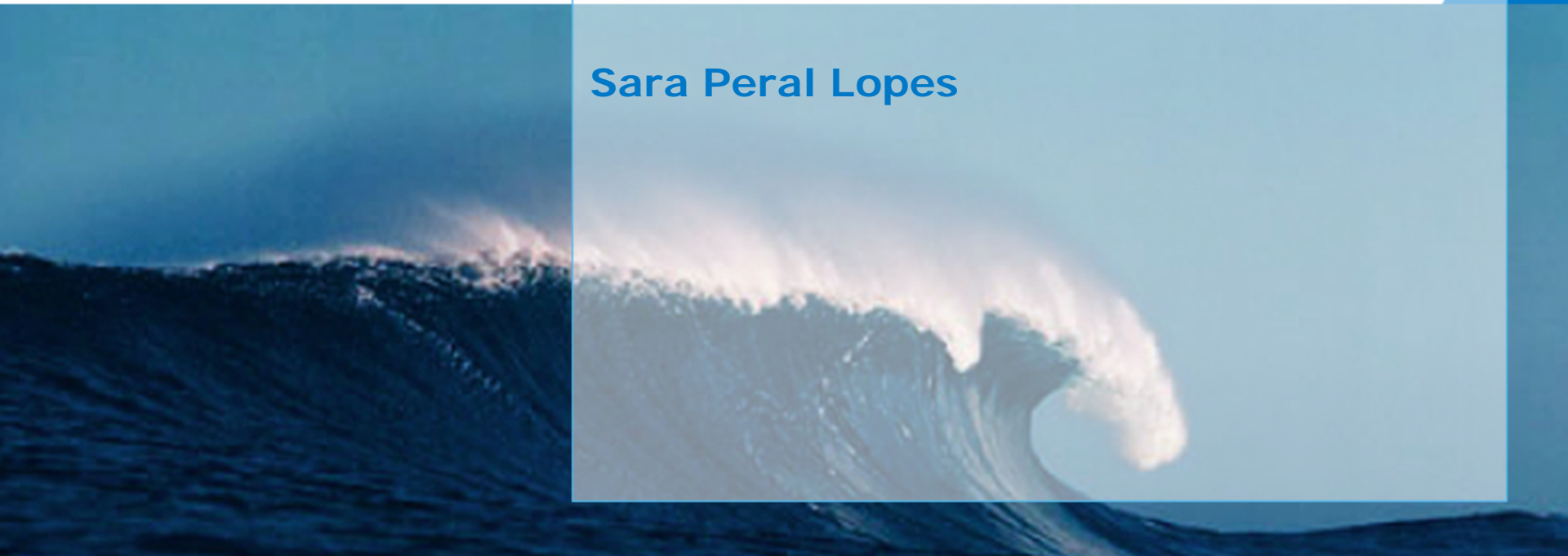


EU LRIT Data Centre

Service Operations

17 October 2012

Sara Peral Lopes

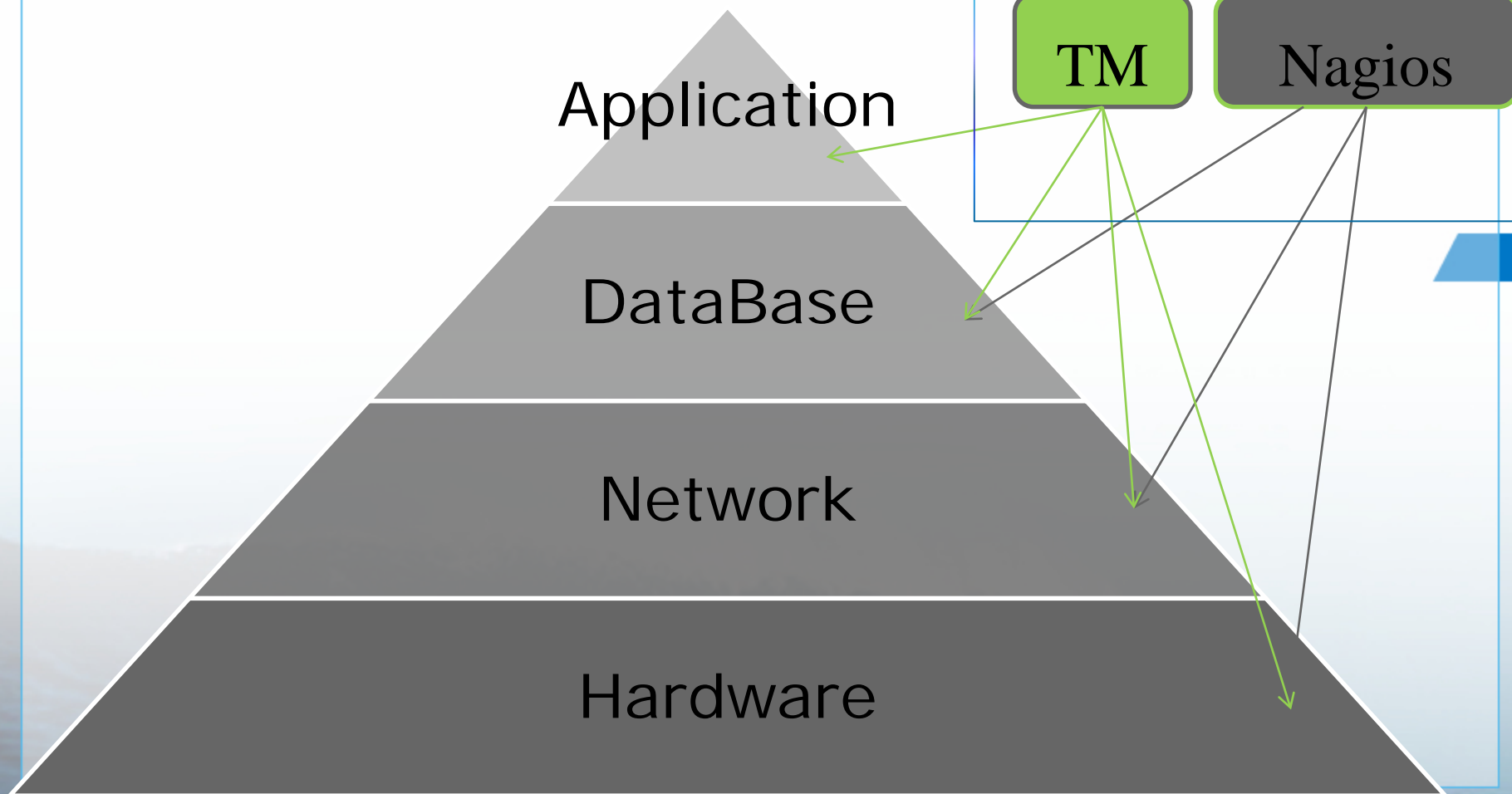


Summary

- Monitoring Tools and procedures to explain how Help Desk works
- Incident/Problem management
- ICT Security



Monitoring EU LRIT DC



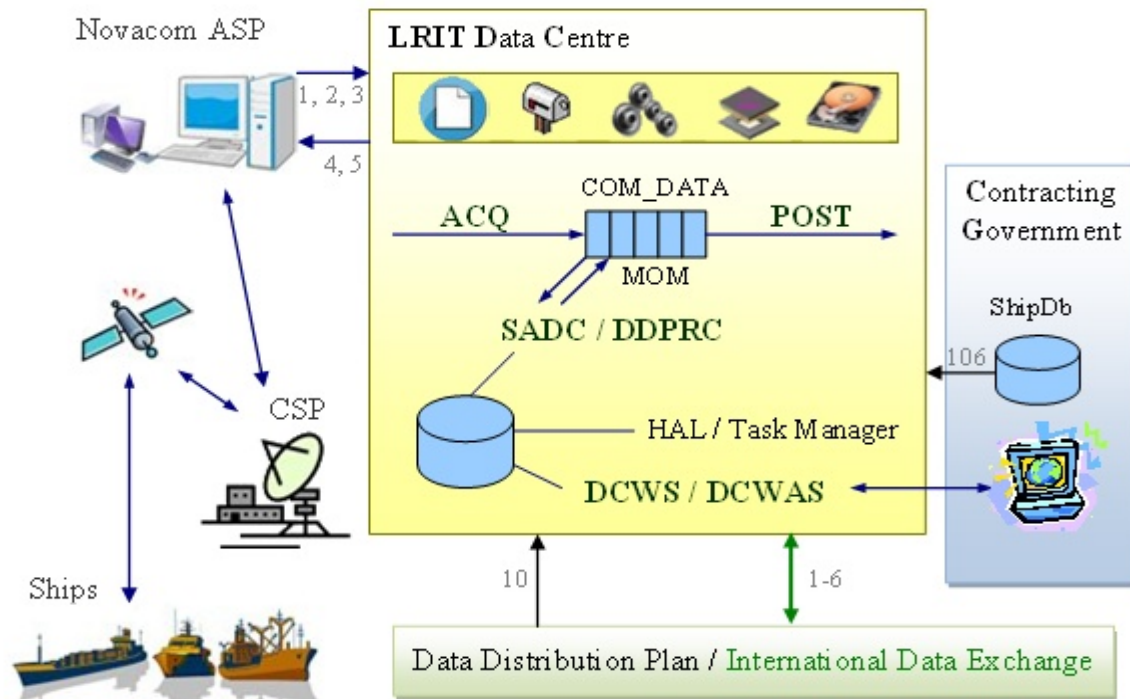
Monitoring EU LRIT DC

TASK
monitor

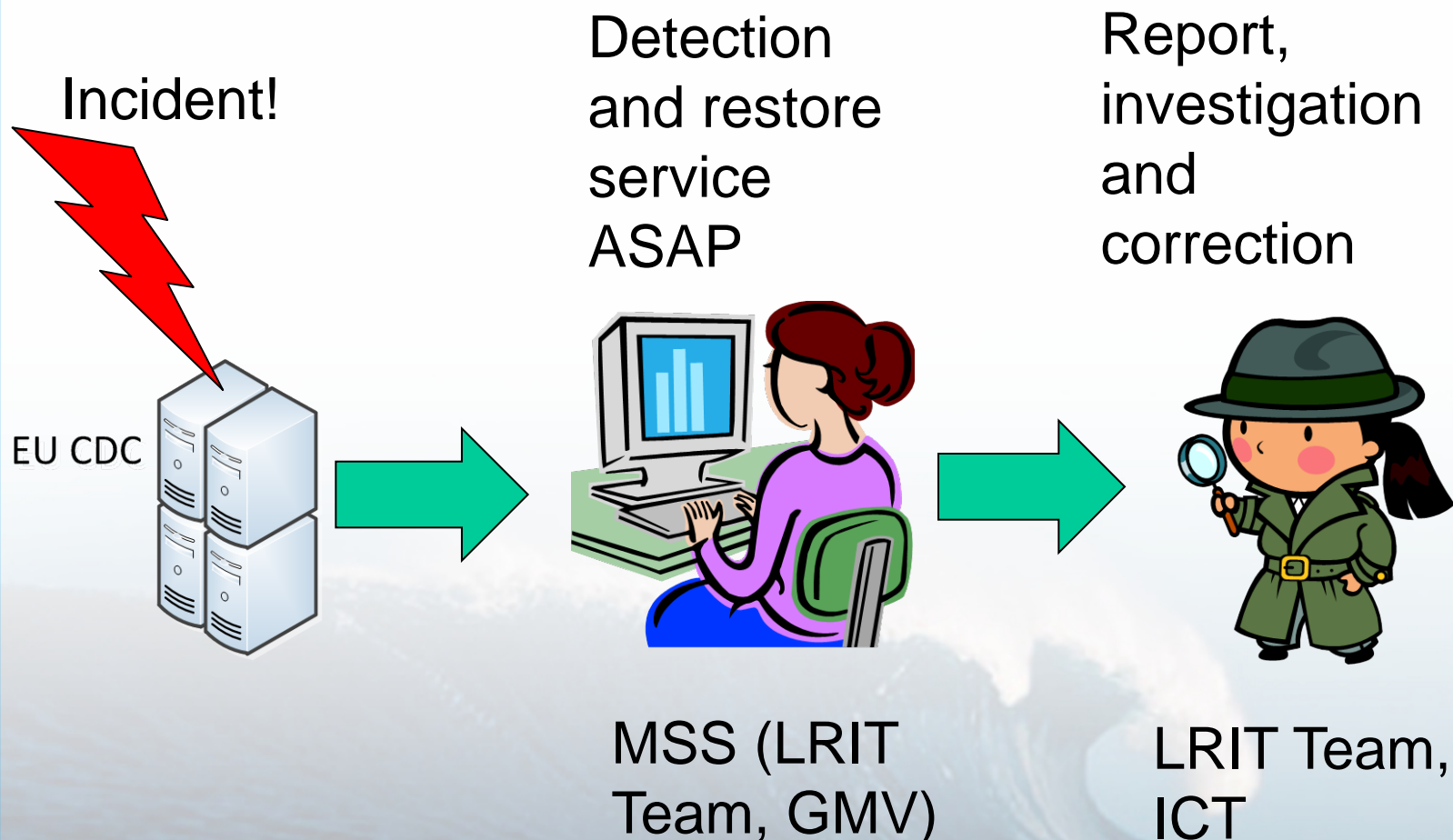
LRIT EMSA PROD

Wed Oct 10 2012 13:01:24 GMT+0100 (GMT Daylight Time)

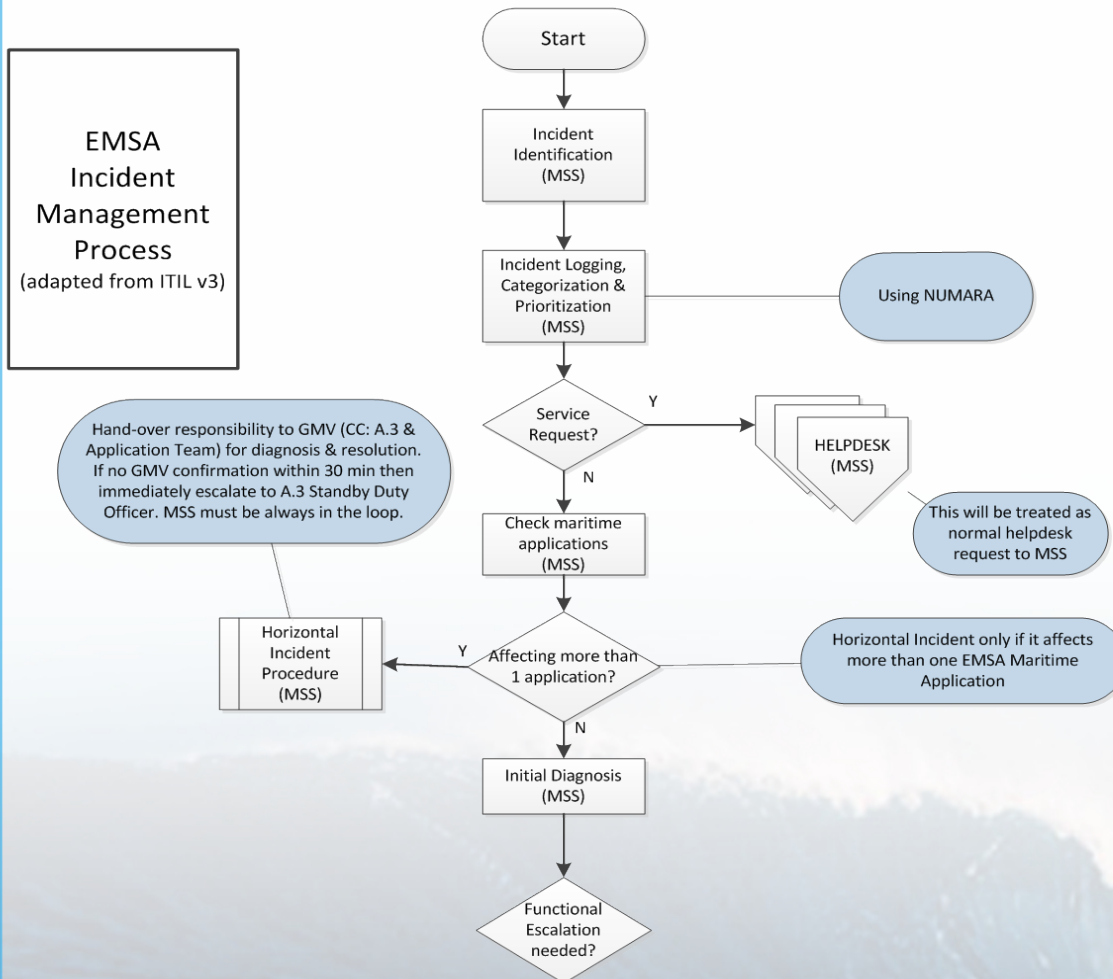
[Refresh](#) - [Switch View](#)



Management of incidents, now at EMSA



INCIDENT MANAGEMENT PROCEDURE FLOW CHART (1)



Aim

- Restore the normal service operation as quickly as possible

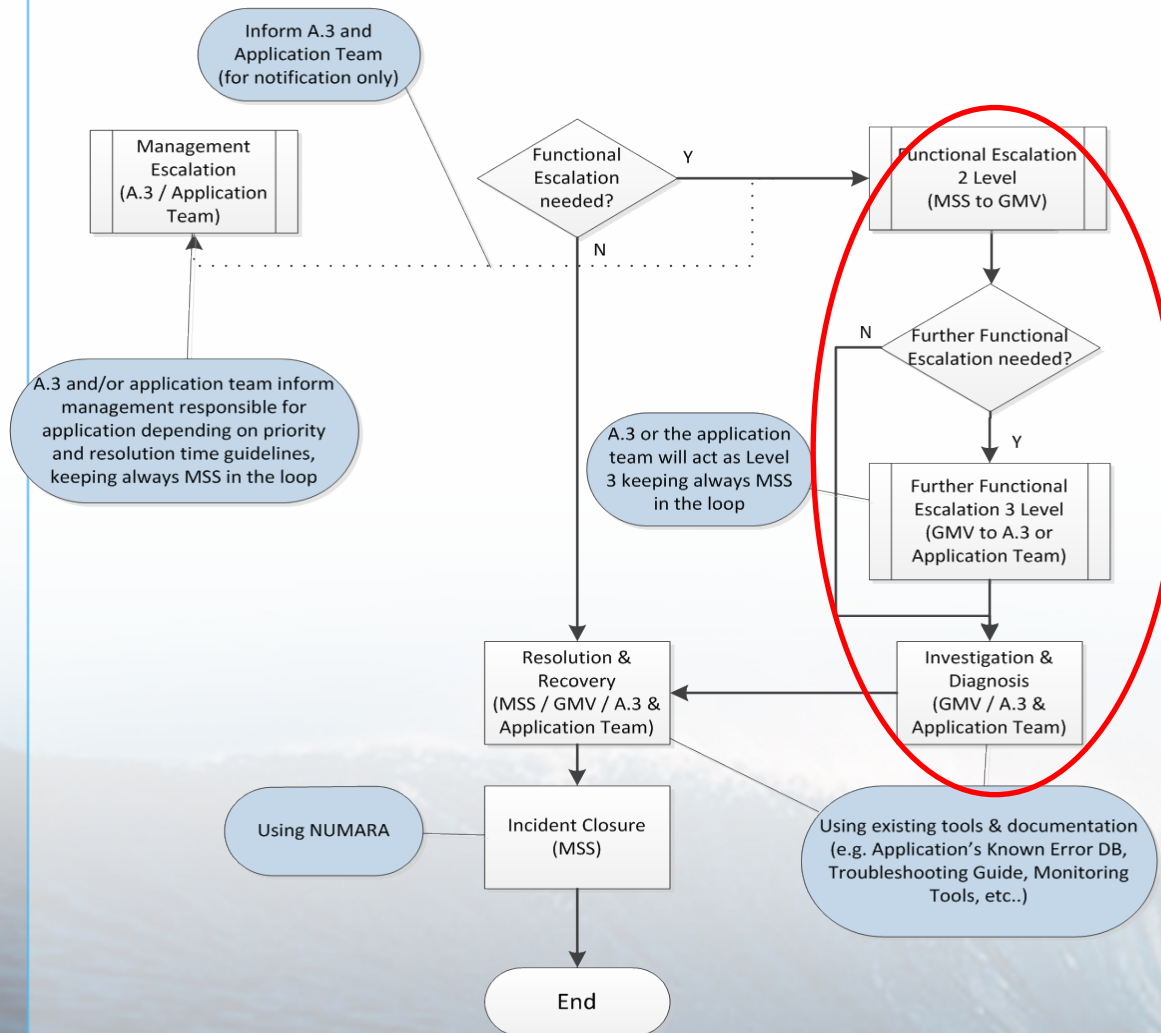
Triggers

- Detecting any alterations in IT services
- Phone call/Email...

What MSS does

- Logging and classifying the incidents/alterations

INCIDENT MANAGEMENT PROCEDURE FLOW CHART (2)



What MSS does

- Assigning personnel charged with restoring service, if needed
- Resolution and Recovery
- Close the incident

Outputs

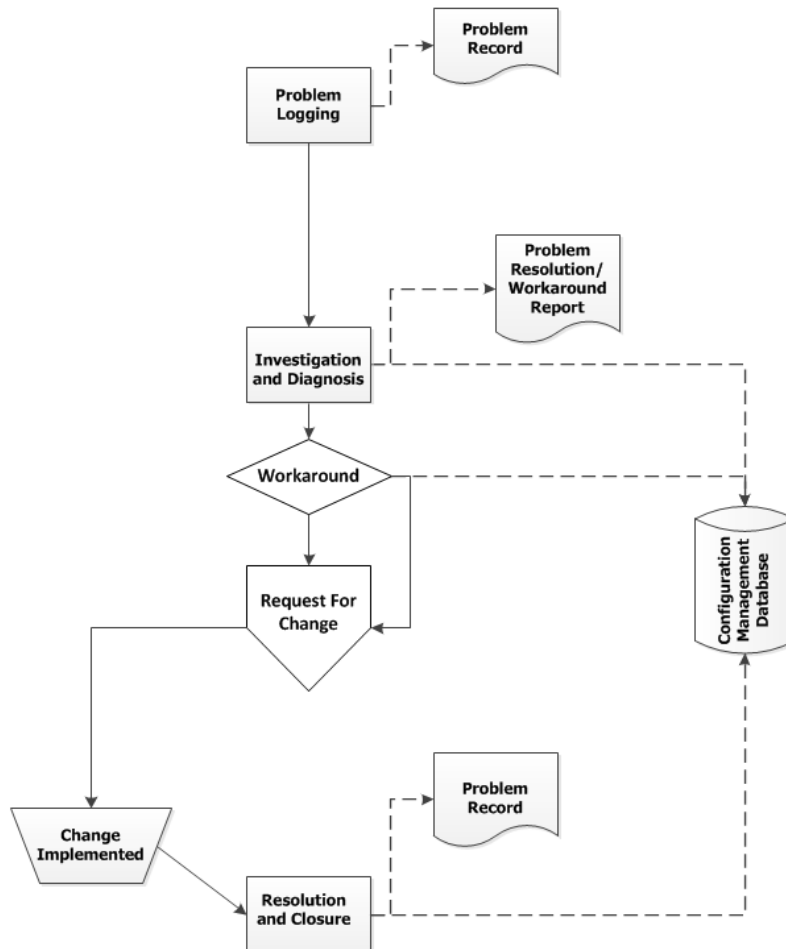
- Resolved incidents
- Updated incidents records
- Identification of potential problems
- Feedback on incidents

Incidents Jan-Sept 2012

- 11 relevant incidents
 - Power Outage: 1
 - User Web interface not available: 7
 - Network issue: 2
 - SSO: 5
 - Database: 3
- Several other incidents without impact on the QoS (i.e. external system is down)

Problem management

Process Flow Chart



Aim

- To identify the root cause and fix it once and forever.

Triggers

- The identification of a behavioural pattern of a repeated incident.

Outputs

- Resolved problems;
- Updated problems records;
- RFCs;
- Incident workarounds;
- Known error records;

ICT Security

- Harmonized Security measures in all EMSA projects
- Currently almost all EMSA applications have Security Profile document used for:
 - In case of an attack, it contains all information needed to perform necessary investigation
 - To identify possible vulnerabilities on system
- In 2011, a web penetration test was performed on EU LRIT DC
 - The result was positive but some vulnerabilities were identified (i.e. change the session id, when user logs into application)

Questions?

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