

**6<sup>th</sup> Meeting of the LRIT NCA's**  
**Agenda item 8**  
**Lisbon, 17 October 2012**

**Decommissioning of the User Web Interface for  
the Invoicing and Billing system**

**Submitted by EMSA**

<i>Action to be taken</i>	The LRIT NCA's are invited to take note of the content of this paper.
<i>Related documents</i>	<ul style="list-style-type: none"><li>• Conditions of Use for Using the EU LRIT DC</li></ul>

**1. PURPOSE**

The purpose of this document is to give an explanation why the User Web Interface of the Invoicing and Billing system "WebSelfCare Web Portal" has been decommissioned.

**2. BACKGROUND AND RATIONALE FOR DECOMMISSIONING THE WEBSELF CARE WEB PORTAL**

The "WebSelfCare Web Portal" was the User Web Interface (UWI) for the LRIT Invoicing and Billing system. This web portal allowed the Financial Contact points from each country of the EU CDC, other Data Centres (DCs) or private companies managing several DCs, to view the status of their accounts and verify their consumption and any invoices which had to be paid.

Most of the current users had access to this portal since the initial set-up of the Invoicing and Billing system back in mid-2009. Over time it was clear that the portal became obsolete since all Invoicing and Billing Operations were performed by email and regular mail. In fact, the portal was merely informative and was not used during these financial operations. In addition, back in 2009, the system (including the portal) was initially designed to support a substantial amount of financial transactions but currently it is known that, for EU CDC countries, this portal only supports €60,000 of financial transactions per year spread over around 30 internal customers.

EMSA is currently reviewing the scope of the service provided by the LRIT Invoicing and Billing system in order to reduce its costs and to tailor the service to the actual business needs.

Furthermore, the portal was the victim of a cyber-attack in May 2012. The attack had no impact as the attacker was not able to get inside the system however it was clear that further analysis was needed to ensure the security of the system. In the meantime, security

measures were immediately taken which included temporarily shutting down the "WebSelfCare Web Portal" external interface.

Subsequently, a full security assessment was performed on the Invoicing and Billing system where some vulnerabilities and weaknesses were identified. To mitigate all these identified security vulnerabilities in the long term the contractor (SAP) requested over 400,000 euros to upgrade the system.

A web survey was also conducted in May/June to verify actually how many users used the WebSelfCare Interface. The survey revealed that most users of the EU CDC were not using the portal, including the users from other Data Centres which are the biggest customers in terms of consumption and in terms of receiving LRIT information from the EU LRIT Data Centre.

An internal analysis then followed at EMSA which took into account the low usage of the system, the need to review the scope of the service provided by the LRIT Invoicing and Billing system, and the fact that significant money had to be spent to resolve the security issues to avoid future attacks to the UWI.

The outcome of the analysis indicated that it would be best to decommission the "WebSelfCare Web Portal". This would not impact the Invoicing and Billing operations which are assured through regular mail and email correspondence. This means that users still receive a consumption report and an invoice and can request further information should they need it, including the details of the messages billed to them. Whilst there is no operational effect of decommissioning, the main advantages of this action are the substantial financial and effort savings for maintaining and upgrading the security of the interface.

All EU CDC Participants and other DCs were informed of this on the 19th of July 2012 through Technical Note 17 which was sent by email to all LRIT NCAs and Financial Contact Points. Following the decommissioning of the interface, the invoicing and billing activities have continued without further problems.

### **3. EMSA PROPOSAL**

In light of the above, it is suggested to permanently decommission the WebSelfCare Web Portal and to continue providing the services through regular mail and email as this is currently being done.

Furthermore, this consequentially means a change in the Conditions of Use (i.e. removal of text in Article 9) which is presented in the paper for Agenda item 9.

### **4. ACTION REQUIRED**

All Participating States of the EU LRIT Data Centre are therefore requested to note and confirm their agreement with the proposed permanent decommissioning of the WebSelfCare Web Portal.