
Supporting your security needs

Our response to member briefings

Resilience and security requirements gathering

Since the DDoS attack on the Janet network just before Christmas last year, we've had the opportunity to reach around 700 representatives of our member organisations to inform and collect feedback through a number of workshops and webinars.

This opportunity for engagement has highlighted a number of activity areas related to the network and associated technologies for us to address. This document will focus on what we will be delivering during this current year.

DDoS mitigation

We have continued with the accelerated programme of work to implement enhanced DDoS protection for the Janet network. This protection capability will be in place during October this year.

Technical forums

We are organising a number of technical forums and the first of these will be on 19 July 2016, in London. These forums will provide further opportunities for us to engage with our members on technical themes to inform and gather requirements. Themes for this first event will be: an update on our plans for enhanced DDoS protection for the Janet network, the development of our major incident processes and solutions for authentication to cloud services. Registration details will be available shortly.

We are also planning a two-day security event on 1 and 2 November 2016 to cover this important area in more detail, with a programme that looks to facilitate discussion for both information governance and network security.

Advice and guidance

We have recently started to provide a cyber security report which will be published three times a year. Following feedback from the first publication in January (<https://community.jisc.ac.uk/groups/security-products-and-services/article/jisc-cyber-security-update-january-2016>), it is clear that you see the value in more contextual information around the sorts of attacks seen on the Janet network, to help inform your internal reporting, and the content of this report will be developed to reflect this.

We will be working with organisations such as UUK to provide briefings and advice that address the business needs of our members, particularly for those in senior management.

Drawing on our experience and knowledge of designing networks and infrastructure, our network services group continue to work very closely with our customer services team to provide advice and guidance to members.

Major incident process

There have been a number of improvements made to our processes for dealing with major incidents. We now, for example, separate the duties of those involved in major incidents so that staff dealing with an incident are only responsible for disseminating operational messages whereas wider communications will be handled by our communications and customer services teams. This will ensure that messages are tailored to the needs of different roles within our member organisations.

We have introduced a three-level system of classification into the major incident process to adequately resource the communications according to the impact of the incident. We are also implementing a system that will see communications sent to appropriate contacts during an incident via SMS messaging.

Training

We currently provide a number of courses specifically designed to address the needs of those involved in networking and security. A list of technologies training courses can be found at:

<https://jisc.ac.uk/advice/training/network>.

During this year we are also developing a hands-on security awareness course that provides an opportunity for delegates to experience incident handling through scenario-based activities.