Frequently Asked Questions

10 April 2014

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|  | **Potential Objection** | **Response** |
| 1 | How does Janet ESISS fit with the current CSIRT service? | Janet CSIRT’s primary function is to monitor and resolve any security incidents that occur on the Janet network, and it is a key and integral part of Janet’s core network service delivery and costs.  Janet ESISS, on the other hand, is an independent but complementary service working to help an organisation detect, remove and/or mitigate online security vulnerabilities within its own applications network and infrastructure.  As a not-for-profit provider to the sector, the fees charged are very competitive within the industry. The modest profits made are used to further develop low cost, high quality Janet services to benefit the sector. |
| 2 | Commercial providers already do this – why should I come to Janet for this? | Janet ESISS offers high quality, low cost, accredited services delivered by the sector, for the sector, from a not-for-profit trusted partner.  Many organisations across the community have found this unique combination of benefits to be of significant value, and we look forward to adding value to even more organisations going forward. |
| 3 | Will Janet’s Information Security Services teams be able to compete with external commercial providers? | Janet’s CSIRT and ESISS services are delivered by highly qualified experts.  The combination of sector-specific high quality accredited service delivery, coupled with the relative low cost of the services, has already proven its value and commercial competitiveness to a significant number of organisations across the community. |
| 4 | Is the price too low? Is it an indication of a poor / low quality service? | Not at all – our references prove otherwise.  As a not-for-profit organization, there is no requirement to make a commercial level margin on the services provided, and this is reflected and passed on in the price to the sector.  Our approach is always by the sector, for the sector, and as the UK’s research and education network, our experts have accredited certifications, enabling them to meet the requirements of the community. |
| 5 | What is penetration testing? | Penetration testing uses a number of manual and/or automated activities to test if and how unauthorized access and/or use can be gained to your organisation’s IT applications, data and/or infrastructure.  The result of a penetration test is usually an understanding of the changes required to the systems tested in order to safeguard the organization from accidental or malicious actions.  Automated penetration testing is commonly referred to as vulnerability assessment. |
| 6 | If I buy penetration testing from Janet ESISS, and talk to Janet CSIRT, does that mean I don’t have to do anything else? | While Janet CSIRT and Janet ESISS provide valuable services, these are only two activities that should form part of a broader information security management system. |
| 7 | I just looked at what you do and saw you use Sec-1. Who are they? Why shouldn’t I go directly to Sec-1? | We partner with Sec-1 to deliver automated penetration testing to you.  We are confident that our position means that we have a deep understanding of your requirements and provides you with a high quality, low cost, competitive service. |
| 8 | I just looked at your pricing and noticed that all your competitors do PCI DSS ASV. Is this something Janet ESISS does or is planning to do as well?  If it is something you do / are planning to do, will it be integrated into the current offering or will I have to buy that part of the product separately? | The PCI DSS ASV part of other offerings is an extra part which you have to purchase separately from the main web app and/or infrastructure testing parts. This means that it doesn’t directly affect cost comparisons.  Other offerings are currently being explored and further details will be announced once firm plans have been finalised. |
| 9 | Can your service offer me an internal scan of my systems? | Yes, we can offer internal testing. This can either be done on-site, or via remote access (VPN) if it is available. |
| 10 | How unlimited is unlimited, does this include a Class B address space for example? | Unlimited is completely unlimited, no restrictions, so it can include a full /16 address block. |
| 11 | How can this service help me if I host some services with commercial providers? Can I still include my services in a scan? | If services are being developed with commercial partners, this is not an issue. If the service is hosted at an external site, we would seek permission to scan the service from the owner before adding to the scope. |