ITSRM report

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ACCU Meeting

March 10, 2010
ITSRM 2 - Agenda (10.12.09)

1. BE computing needs and issues
2. MOBICAL
3. Web application security
4. IT organization 2010
5. AOB

Minutes were distributed to the ACCU members.
WEB application security

• Static site and dynamic web applications

• Insecure web can cause loss of service, leakage of sensitive information, loss of reputation.

• New security regulation:
  – Site owners, use static information as much as possible, delete obsolete info.
  – Renewal of firewall opening once a year.
  – Scan regularly all web sites
  – My concern closing access to important servers

• More in the minutes.
IT new organization

- IT services manager
- Database merge objective
- Storage services
- Computing facilities
- Platform and infrastructure services.

All that in order to consolidate operation, reduce operation cost, improve efficiency by regrouping related activities

More on the minutes.
Action items

I raised the concern expressed at the ACCU meeting about the billing for local calls from fixed phones, due to the fact that since offices are shared by many people it is not always easy to identify the owners. The feedback has been passed on to the IT CS, to be followed up.
ITSRM 3 - Agenda (10. 2.10)

1. Presentation of GS/IT joint service catalogue and plans for implementation
2. Plans for identity management

Minutes will be distributed to the ACCU members after their approval.
Reasons for improving the IT Service Organisation

- Many more users will be expected at CERN with the LHC startup
- Quality, Effectivity & Efficiency of IT Services have room for improvement
- Measurement & Reporting from a customer’s point of view is necessary for improvement of IT
- Costs for providing IT services should become measureable and accountable
- Better alignment with organisation’s needs
- Service Transparency
- The need for central processes
- Using „Best practice“ approaches to use other’s experiences
Service Management for CERN IT

Service Catalogue

- Customer Services & Service Elements
  - From the user’s point of view
  - Different for different types of users
  - Combination of functional elements to provide a complete functionality for users
  - New „Service Owner“ Roles representing Services
  - Related to users

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<th>Desktop &amp; Workplace</th>
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Service Management for CERN IT

Web Portal

- Offers the complete IT Portfolio
- Four ways to enter IT
  - By Service
  - By Function
  - By Action
  - By Search functionality

Integration of IT with GS services
User account management

- You need to manage your users, your computing resources, etc...

Why?

- Because you must be able to create resources when users arrive, grant permissions, remove rights from users as they leave, etc...
- We propose to do this consistently and automatically across the various systems and services at CERN
- We also propose to provide service managers with the tools to automate this.
What this could mean for you

For Users:

• **Use a new web-based interface**
  – Self-service Account management
  – Self-service Resource management

• **Benefit**
  – Maximize self-service, empowering the end-user
  – Web interfaces for Users, Service Desk and Computer Security Team
  – Suppress the need for group administrators