

## Schedule 3 – AusCERT Remote Monitoring

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The AusCERT Remote Monitoring service (hereafter referred to as ARM) is an optional service, provided under the AusCERT membership agreement and available to AusCERT Member organisations for remote network monitoring of their Internet facing computing infrastructure. The ARM service is hosted by AusCERT at <arm.auscert.org.au> and monitoring is conducted by the service on behalf of the Member.

### 1 ARM Service Description

ARM provides AusCERT Members with a means to apply a standard set of tests on systems under their control from a site independent of their own network. The basic ARM service is available to AusCERT Members at no additional cost, and consists of:

#### *Basic ARM service*

- 1.1 A standard set of tests (see *Fig 1.*)
- 1.2 A secure web interface for enrolling users and configuring the service.
- 1.3 Email alerts for Member configured tests.
- 1.4 A record of outage notices for configured systems, accessible via the web interface.
- 1.5 An allocation of 25 configurable systems.
- 1.6 No SMS allocation<sup>1</sup>.

#### *Notes*

- 1.7 There is a maximum of 10 tests that may be configured per system.
- 1.8 User accounts added to the ARM web interface automatically gain Member-only access to the AusCERT web site, and count towards the maximum number of web site accounts allowed under AusCERT membership.

#### *ARM service tests*

Ping	ARM sends ICMP echo request packet to host and checks for ICMP echo reply.
TCP connect	ARM sends TCP SYN packet to host and checks that TCP connection can be established.
Web defacement test	ARM retrieves text using TCP from a service on the host (either using HTTP or HTTPS) and compares with known text.
DNS resolution	ARM performs DNS lookup for host and checks for changes.
TCP banner test	ARM retrieves TCP banner from host and checks validity of service response.
MX record test	ARM performs lookup for mail exchange (MX) record and checks for changes

### 2 ARM Service Additions

SMS quota may be purchased at any time, as required.

- 2.1 Purchased SMS quota is persistent while AusCERT membership remains active.
- 2.2 Purchased quota is not refundable.
- 2.3 Pricing for SMS may increase in line with the Consumer Price Index.
- 2.4 SMS alerting will be disabled when quota is exhausted.
- 2.5 Minimum quantity of SMS messages that may be purchased is 250; maximum is 2000.

To purchase quota for 1 SMS alerts, AusCERT will invoice on receipt of a signed AusCERT ARM SMS Application form from the Member organisation. Quota will be allocated at the time of order and an invoice generated. Current pricing is available by contacting AusCERT by email, phone or FAX.

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<sup>1</sup> SMS available for a fee

### **3 ARM Terms of Use**

Use of the ARM service is governed by the following conditions:

- 3.1 The terms and conditions of the AusCERT membership agreement apply to this service.
- 3.2 The Member must be a current Member of AusCERT.
- 3.3 The ARM service does not provide technical controls to enforce restrictions on its use by the Member.
- 3.4 Network activity conducted by the ARM service on behalf of the Member is the responsibility of the Member.
- 3.5 Correct configuration of the ARM service by the Member or an authorised agent for the Member is the responsibility of the Member.
- 3.6 Systems configured by the Member or agent of the Member must be either owned or under the legitimate control of the Member.
- 3.7 Mobile telephone numbers configured for SMS alerts by the Member or agent of the Member must be either owned or under the legitimate control of the Member.
- 3.8 This service may be withdrawn from the Member at any time at the discretion of AusCERT.
- 3.9 AusCERT may alter or remove any individual configuration at any time.
- 3.10 AusCERT may apply restrictions on monitoring at any time.
- 3.11 AusCERT may add or remove any tests at any time.
- 3.12 AusCERT may modify the service at any time.
- 3.13 AusCERT will make reasonable attempts to keep the ARM service available.
- 3.14 Circumstances outside of the control of AusCERT (eg intervening network connectivity) may affect the ability of the ARM service to fulfil its function.
- 3.15 ARM tests may require the Member to perform additional configuration of their system for the service to work correctly.
- 3.16 AusCERT may in its absolute discretion impose a fee or alter the fee schedule for the service at any time.
- 3.17 Unused SMS quota may not be carried over to another service or refunded.
- 3.18 No responsibility or liability will be accepted by AusCERT for failure of the service to perform in any way as described.
- 3.19 No warranty is given by AusCERT as to the service being fit either for use or for purpose.
- 3.20 This Schedule and the service will automatically terminate if the subscribing organisation's AusCERT membership is terminated for any reason or not renewed by the parties.

#### **Contact details:**

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