Schedule 3 – AusCERT Remote Monitoring Service (ARMS)

The AusCERT Remote Monitoring Service (hereafter referred to as ARMS) 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. ARMS is hosted by AusCERT at https://arms.auscert.org.au and monitoring is conducted by the service on behalf of the Member.

1 ARMS Description

ARMS 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. ARMS is available to AusCERT Members included as part of the annual fee and consists of:

ARMS includes:

1.1 A standard set of tests (see Table: ARMS Tests)

1.2 A secure web interface for enrolling users and configuring the service. https://arms.auscert.org.au/arm_login

1.3 Email and SMS alerts for Member contacts configured tests.

1.4 A record of outage notices for configured systems, accessible via the web interface.

1.5 A user guide available: https://www.auscert.org.au/download.html?f=1403

1.6 An allocation of 25 configurable systems and/or primary domains.

ARMS tests

Ping	ARMS uses the ping command (ICMP ECHO packet request) to probe the specified host for packet loss and round trip average.
TCP Port	ARMS checks that a TCP connection can be established on a specified port (open port check only).
Open and closed TCP ports	ARMS checks for open and closed TCP ports using the TCP connect test.
DNS resolution	ARMS checks that the DNS lookup of a hostname results in an expected IP.
HTTP server status check	ARMS attempts to open an HTTP/S connection with the host. Successful connects return HTTP 200 OK, refusals and timeouts return CRITICAL, other responses return UNKNOWN. Successful connection but incorrect response messages return WARNING.
MX record test	ARMS checks DNS resolution for a hostname for mail exchange (MX) records.

2 ARMS Terms of Use

Use of ARMS is governed by the following conditions:

2.1 The terms and conditions of the AusCERT membership agreement apply to this service.

2.2 The Member must be a current Member of AusCERT.

2.3 Network activity conducted by ARMS on behalf of the Member is the responsibility of the Member.

2.4 Correct configuration of ARMS by the Member or an authorised agent for the Member is the responsibility of the Member.

2.5 Systems configured by the Member or agent of the Member must be either owned or under the legitimate control of the Member.

2.6 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.

2.7 This service may be withdrawn from the Member at any time at the discretion of AusCERT with due notice to the Member.

2.8 AusCERT may alter or remove any individual configuration at any time.

2.9 AusCERT may apply restrictions on monitoring, or use of SMS, at any time.

2.10 AusCERT may add or remove any tests at any time.

2.11 AusCERT may modify the service at any time.

2.12 AusCERT will make reasonable attempts to keep the ARMS system available.

2.13 Circumstances outside of the control of AusCERT (eg intervening network connectivity) may affect the ability of the ARM service to fulfil its function.

2.14 ARMS tests may require the Member to perform additional configuration of their system for the service to work correctly.

2.15 AusCERT may in its absolute discretion impose a fee or alter the fee schedule for the service at any time.

2.16 No responsibility or liability will be accepted by AusCERT for failure of the service to perform in any way as described.

2.17 No warranty is given by AusCERT as to the service being fit either for use or for purpose.

2.18 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:

AusCERT
The University of Queensland
BRISBANE QLD 4072

Phone (Hotline): +61 7 3365 4417
Phone (Membership): +61 7 3365 4530
Fax: +61 7 3365 7031