Amsterdam, 5October 2005

REQUEST TRACKER INCIDENT RESPONSE (RTIR) SOFTWARE TO BE UPGRADED AND EXPANDED

Tomorrow TERENA will start a project to upgrade and expand the RTIR software package. TERENA and Best Practical Solutions, LLC have signed an 18-months contract for the project, with an estimated cost of 95,350 US dollars, which will be carried jointly by nine Computer Security Incident Response Teams (CSIRTs) in Europe.

The RTIR software is a useful tool supporting CSIRTs in their daily work, registering incidents and keeping track of the workflow in handling the incident. RTIR is open-source software, making it possible for interested technical specialists to upgrade the tool and to expand it with additional features. JANET-CERT, the CSIRT of the British national research and education network organisation, UKERNA, has been one of the earliest users of RTIR in Europe, and has contributed to the further development of RTIR using the services of Best Practical Solutions, LLC, original creators of the software.

TERENA's task force TF-CSIRT has established an RTIR working group that will have the current application upgraded, making it more stable and will have functionality added, making it more adaptable for general use by both new and established CSIRTs. In March 2005, the RTIR Working Group completed a Requirements Document, describing the specifications of the planned extension of the software and leading to agreement with Best Practical Solutions on the terms of a contract for carrying out this work.

Nine CSIRTs in Europe are involved in the project: ACOnet CERT (Austria), CERT Polska (Poland), CERT.PT (Portugal), GOVCERT.NL (Netherlands), IRIS CERT (Spain), JANET-CERT (United Kingdom), LITNET CERT (Lithuania), SUNET CERT (Sweden) and SWITCH-CERT (Switzerland). Together they have collected the funds that are necessary for the execution of the project, and TERENA has signed the contract with Best Practical on their behalf.

The products of the project work will be delivered in three batches, in April and October 2006 and in April 2007. These deliverables will be accepted subject to a positive review by a committee of technical experts from the CSIRTs concerned, which will be chaired by Robert Morgan of JANET-CERT.

A TERENA Briefing provides more in-depth information on the project:
http://www.terena.nl/news/briefings/rtir1405.pdf

For more information about the TF-CSIRT can be found at:
http://www.terena.nl/tech/task-forces/tf-csirt/

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