

Report IGTF Communication Test - Rechallenge 2014

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The intention of the test was to check whether the registered email addresses of accredited IGTF-CA's are correct and how good communication works.

➡ correct email addresses are the basis for all communication

➡ effective communication is essential in an infrastructure providing elementary security, like the IGTF PKI

Why should we care?

In case of a security incident, where a certificate is compromised, it is very important that a CA quickly processes revocation requests (means: revoke a certificate and issue a new crl)

Description and execution

The CA's, which had not or too late responded in the IGTF-communication test in June 2013 got a new chance to do better.

The number of CA's to be rechallenged was 15.
One of them was suspended, so in total 14 CA's have been challenged.

These CA's received an email on 26th February without prior announcement. They have been requested to answer **within one business day**.

A reminder was sent two days later to CA's which had not replied.

Timeline of the test

Start: Wednesday, 26th February, 11.11 h

Reminder: Friday, 28th February, 13.15 h

Official end: Monday, 3rd March

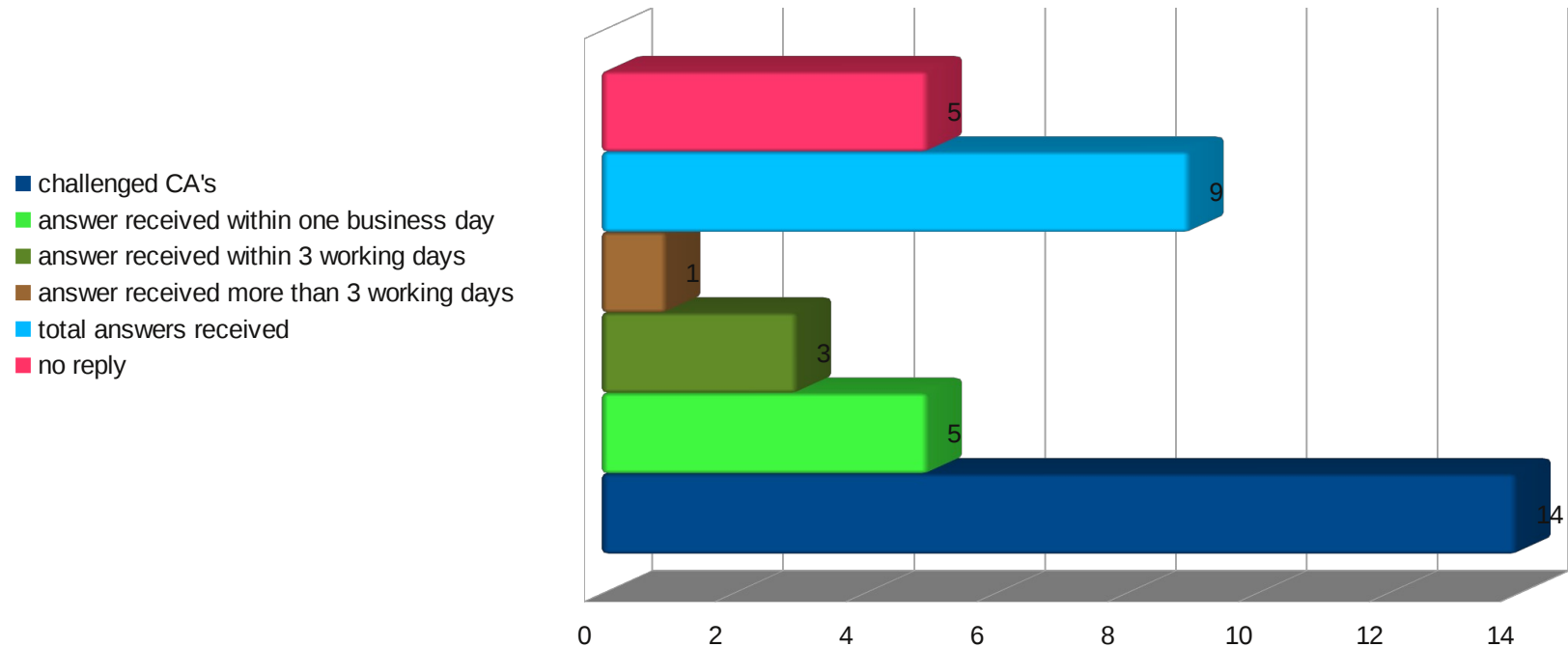
Inofficial end: 24th March

Notice: The specified test times refer to time zone UTC/GMT +2, CEST +1

Results

IGTF-rechallenge February 2014

Overview



Notice: automatic replies of e.g. ticket systems were not counted

Interpretation of the results

In a strict interpretation we can say that only 36 % fulfilled the requirement to react within one business day - while 74 % failed.

(Results communication test 2013: 76 % fulfilled the requirement - 24 % failed.

In a softer interpretation we can say that 57 % are responsive while 43 % are not.

- In one case the new mail address has not been registered in the IGTF-release. → solved DG
- IGTF-RAT members (which received all emails) replied for their CA's although they were not challenged → :-D

Who is who?

You want to know
about which CA's
we are talking?

I

Complete List

Rechallenge February 2014		26th Feb									27th Feb	28th Feb	1st March	2nd March	3rd March	4th March
		Start									End of business day 1	bday 2	Reminder ~13.15	weekend	bday 3	bday 4
		Mailaddress from IGTF release	mail sent 11.11h a.m.	answer received until 12.11	13.11	[...]	06.11	07.11	08.11	09.11	10.11	11.11	[...]			
APAC	camanager@vpac.org	x					1									
CNRS2/CNRS2-Grid-FR/CNRS2-Projets	grid-fr@renater.fr	x		1												
EG-GRID	ca@grid.eun.eu	x											x			
HIAS	cagrid@hiast.edu.sy	x											x			
IGCA	igca@cdac.in	x		1												
IHEP/IHEP-2013	gridca@ihep.ac.cn	x											x			1
IRAN-GRID	ca-manager@ipm.ir	x											x			
JUnet-CA	suspended															
NCHC	nchcca@nchc.org.tw	x		1												
NECTEC	camanager@hpcc.nectec.or.th	x											x		1	
UnianidesCA	ca@unianides.edu.co	x											x			
BYGCA	ca@newman.bas-net.by	x									1					
NERSC-SLCS	certs@nersc.gov	x											x			
PolishGrid	plgrid-ca@man.poznan.pl	x											x			1
UNLPGrid	ca@pkigrid.unlp.edu.ar	x											x	1		

meaning of colours

light green = good
dark green = replied but to late
brown = replied but much to late
red = didn't reply at all
light blue = not tested
blue = results/info

Suggestion for improvement

- The CA's not replying at all to the test should be contacted by their PMA-chairs.
- An explanation about the failing should be provided to IGTF-RAT team
- The reasons for failing should be eliminated.

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- The communication test should be repeated - for all CA's – at the end of this year, so we get used to have a challenge once a year.

# The End

## Thanks for your attention

# Additional explanation if needed: Time measurement

As the test victims are spread all over the world and therefore live in different time zones, the target response time 'within one business day' was interpreted as 24 h referring to the location of the test sender.

Response times were also measured in this sense. All emails received by the test sender within 1 hour after the start of the test, count for 'CA replied within 1 hour' regardless of the timezone of the CA.

