CNS /Update Newsletter Feature

New Web Service Helps Units Identify Incident Trends

UF Computing & Networking Services

CNS Information Services

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New Web Service Helps Units Identify Incident Trends

The University of Florida IT Security Team is pleased to announce a new web service designed to help units identify incident trends. This service is designed to produce reports that can be shared with Unit Information Security Administrators and other administrators to assist with decisions regarding the direction of the security program. Reports are created from ticket data in the UF IT Security Incident Tracking System. Authorized network and server managers can select a date range for report views of their choice. Report views include:

- Current open tickets
- Tickets by creation time
- Tickets by incident type
- Dormant tickets
- Aggregate incidents
- Incident severity
- Response time

"I think it's pretty useful," said Andrew Lamoureux, IT Security programmer and author of the program. "At least to me, data has more meaning when I can see it."

"The primary intent of the incident reporting service is to provide a tool to facilitate communication between technical staff and administration," said Kathy Bergsma, UF Information Security Manager. By viewing the "aggregate incidents" mode, managers can see if their units are improving over a specified date range. Access to the graphing features was designed to help improve the security on the UF network by making sure each unit is aware of its security status. To check your unit's security posture, please visit and bookmark: http://infosec.ufl.edu/cgi-bin/graphing. Access is restricted to authorized network and server managers listed in the Network Services contact database, https://net-services.ufl.edu/ns/cgi-bin/subnet-form.cgi. GatorLink authentication is required to access this service. The new UF IT Security Incident Tracking Standard will be available at http://www.it.ufl.edu/policies/security.

Your Comments are Welcome

We welcome your comments and suggestions on this and all CNS documentation. Please send your comments to:

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