

# Service Criticality Form

## LIR Portal

### Introduction

This form is used to gather input from the community on the service criticality. The framework is detailed in <https://labs.ripe.net/author/razvano/service-criticality-framework/>. The service criticality has three components:

**Confidentiality:**

*What is the highest possible impact of a data confidentiality-related incident (data leak)?*

**Integrity:**

*What is the highest possible impact of a data integrity-related incident (hacking)?*

**Availability:**

*What is the highest possible impact of a service availability-related incident (outage)? All our services are designed with at least 99% availability, so please consider outages of up to 22 hours.*

### Service Overview

Table 1: Service Overview

Service purpose	Enable users to submit membership applications and perform actions affecting their membership (request resources, transfers or submit organisational change requests, manage ROAs, register voting preference for the General Meeting, pay invoices, manage users, etc.) Managing ROAs is also available for End Users. The LIR Portal also acts as an API gateway for the APIs "My Resources," "API Analyser," "Resource Request" and "RPKI Management"
Service owner(s)	Petrit Hasani, Theodoros Polychniatis, Ed Shryane, Nathalie Trenaman (depending on section)
Stakeholders	Internally: Registration Services, Finance, Legal, Information Security and Compliance, Communications, Community and Engagement, Learning and Development  Externally: mainly RIPE NCC Services WG
Types of data that the service stores or processes	The following types of data are processed by the LIR Portal: emails, full names, addresses, phone numbers, billing details, company registration papers, ROA information, ticket content This data is stored in other internal and third-party services.
Critical parts of the service	No critical parts
Non-critical parts	All the parts mentioned above.

## Impact Areas

### Global Routing

	Low	Medium	High	Very High
<b>Global Routing</b>	No / negligible impact	Limited reachability issues	Widespread reachability issues	Widespread and persistent reachability issues

Incident Impact on Global Routing	Incident Severity
<b>Confidentiality: (Impact level of incidents such as data leaks)</b>	
Ticket information (without attachments), invoice information, and in some cases resource information for a member could leak, but it is unlikely that this would have a significant impact on global routing.	<b>Low</b>
<b>Integrity: (Impact level of incidents such as hack attempts)</b>	
Malicious changes of ROAs or of a default mntner could temporarily make a few ASs unavailable.	<b>Medium</b>
<b>Availability: (Impact level of service outage incidents, up to 22 hours per quarter)</b>	
<ul style="list-style-type: none"> <li>• If any of the aforementioned sections is dysfunctional (e.g. the RPKI section is not working or SSO authorisation (in the portal) does not work), it could cause network operators to not be able to modify ROAs.</li> <li>• Not being able to change the default mntner might have an impact on routing.</li> <li>• There could be some disruption to users' scripts that use the API Analyser from the RIPE Database to make decisions on routing.</li> </ul>	<b>Medium</b>

### IP addresses and AS Numbers

	Low	Medium	High	Very High
<b>IP addresses and AS Numbers</b>	No / negligible impact	Local disruptions (registration information not being available for some entities)	Regional disruptions (registration information not being available for the RIPE NCC region)	Global disruptions (lack of registration information for all AS Numbers and IP addresses)

Incident Impact on IP Addresses and AS Numbers		Incident Severity
<b>Confidentiality: (Impact level of incidents such as data leaks)</b>		
Ticket information (without attachments), invoice information, and in some cases resource information for a member could leak, but it is unlikely that this would have a significant impact in this area.		Low
<b>Integrity: (Impact level of incidents such as hack attempts)</b>		
Requests for resources, for modification of member data, etc., are always checked by agents, so the impact on numbering is negligible. If someone maliciously changes the default maintner, then the information in the RIPE Database could be altered. Also, if someone maliciously claims votes from other members who would not normally vote, this could have an indirect impact on policies, including numbering.		High
<b>Availability: (Impact level of service outage incidents, up to 22 hours per quarter)</b>		
Users would not be able to request resources, transfers, submit organisational changes, merge LIR accounts, pay their bills to keep their resources or become members for a day. This would not have a significant impact in this area.		Low

Global DNS

	Low	Medium	High	Very High
<b>Global DNS</b>	No / negligible impact	Local DNS issues	Widespread DNS issues	Widespread and persistent DNS issues

Incident Impact on Global DNS		Incident Severity
<b>Confidentiality: (Impact level of incidents such as data leaks)</b>		
No impact in this area		Low
<b>Integrity: (Impact level of incidents such as hack attempts)</b>		
No impact in this area		Low
<b>Availability: (Impact level of service outage incidents, up to 22 hours per quarter)</b>		
No impact in this area		Low