



# CCT Mark Test Report Summary

Syntaxis Shared Collaborative Working Environment

Version 2.7

VENDOR DETAILS	TEST LABORATORY DETAILS
Ultra Electronics Datel 1 Chain Caul Way Ashton on Ribble Preston PR2 2YL	Vizuri Limited 1-9 Memel Street London EC1Y 0UT
Telephone Number: +44 (0) 1772 325 200	Telephone Number: +44 (0) 207 014 8900

Test Report Summary Issue Date: 28/06/07
Further details about the claims tested are included in the Information Assurance Claims Document (CCT Mark Certificate Number 2007/06/0023) published on the CCT Mark website ( <a href="http://www.cctmark.gov.uk">www.cctmark.gov.uk</a> )

## 1 Test Result

The claims testing of the Syntaxis SCWE Service 2.7 by Vizuri LTD concluded that the claims made within the [ICD] are valid for this Service.

## 2 References

- [ICD] IA Claims Document, version 1.0f, dated 12th Feb 2007
- [TLG] CSIA Claims Tested Mark Scheme Test Laboratory Guide Version 2.3.0, Published 4th May 2007
- [SICD] Interface Control Document for the Syntaxis SCWE, Issue 2, dated 9th Feb 2007
- [AD-USOP] Accreditation Documentation set for the Syntaxis SCWE Service Part 3A – User Security Operating Procedures, Issue 1.0, dated 20th Sep 2007
- [UP] User Protocol for the Syntaxis SCWE, Issue 3, dated 7th Feb 2007
- [QR] Syntaxis Quick Reference, Issue 1.0, dated 5th Feb 2007
- [SSS] Syntaxis Service Specification, Issue 2, dated 12th Jan 2007
- [SHD] Syntaxis Help Documentation, dated 12th Jan 2007
- [eR7H] eRoom 7 Help, Version 7.2.2, dated 2005

### 3 Scope of Testing

- 3.1 The Syntaxis SCWE Service 2.7 was tested using the Generic Claims Test Method (as specified in the TLG).
- 3.2 The service will operate on operating systems and browsers other than those detailed at section 3.5 of this report, however such combinations were not tested in this assessment.

Greater desktop integration can be achieved through the use of an optional plug-in; this facility was not tested in this assessment.

In addition to shared collaborative facilities the Syntaxis environment can be tailored to host additional applications to meet customer's specific collaboration requirements. Examples of applications hosted include:

Product Data Management;

Document Management;

Requirements Management; and

Risk Management.

Applications that can be hosted include web based applications and client/server applications through the use of Citrix based technologies.

These additional facilities are not included in the CCT Mark testing of the service.

- 3.3 Service Name:           Syntaxis SCWE Service  
<https://www.syntaxis.r.mil.uk>  
(Only accessible from RLI connected machines)  
<https://www.syntaxis.uk.com>  
(Internet connection requiring client certificate)  
<https://www.syntaxis.gse.gov.uk>  
(Only accessible from the GSi)

Version:                   Syntaxis SCWE Service v2.7 (UED/CRUSO/BD/138)

- 3.4 All tests were carried out in the Vizuri Secure Test Laboratory, located at 1-9 Memel Street, London.

Witnessed Testing and Document Review were conducted at client premises based at 1 Chain Caul Way, Ashton on Ribble, Preston, PR2 2YL.

Interviews with nominated clients of the service were conducted by telephone and signed statements of confirmation obtained.

- 3.5 The following platform combinations were used to access the Service.

<b>Operating System (Client)</b>	<b>Browser(Client)</b>
Windows XP Professional SP2	Internet Explorer 6 SP2

- 3.6 IS Service Claims concerning procedures, performance and user aspects over the period of assessment [13th May 2006 to 12th June 2007] were validated as follows:

The Syntaxis service is designed to be accessible using a web browser, any computing device supporting MS IE6 can be used. It is also designed to be accessible by disparate organisations sharing the same community (as defined by Syntaxis on client request).

Each organisation has a minimum of one designated Sponsor (with administrator privileges as defined by the system) and a defined (by contract) number of 'Users'.

In order to provide a baseline certification for the product, the test environment was limited to two PCs, configured to the platform specifications as detailed at Section 3.5 of this document, per 'Organisation' (for the purposes of testing two 'Organisations' were used) one for the use of the Sponsor the other for the use of a 'User'(s).

The functionality of the product was divided into the following eight areas:

- Physical Security (Claim CS1)
- Encryption (Claim CS2)
- Authentication Support (Claims CS3 - CS6)

- Management (Claims CS7 – CS8)
- Collaborative Capabilities (Claims CS9 - CS11)
- Accessibility (Claims CS12 – CS15)
- Audit (Claim CS16)
- Malware(Claims CS17 – CS19)

Each of the 19 claims made for the service were allotted to one of the above functional areas, consequently all claims were associated with a specific area of functionality, and no claim was associated with more than one specific functional area.

Where the claims for the service necessitated the review of supplier accreditation documentation, this was provisioned by representative(s) of Vizuri visiting Ultra Electronics Datel premises and viewing the required documents. (Claims CS1, CS2, CS13, CS17, CS18, CS19).

Witness testing was carried out at the supplier site to test the claims detailed in CS16.

Interviews with nominated clients of the service was conducted via telephone and written confirmation of their statements sought (Claim CS12).

## 4 Ease of Use

- 4.1 Configuration of access to the service was relatively straight forward. Once a potential user of the service has been granted permission to work within the Syntaxis SCWE, they are able to contact the Service desk, request that an organisation be created within their community and nominate a sponsor to manage the organisation. Within 24 hours of the call an organisation will be created, both the Certificate Authority and Personal Identity Binding certificates are issued (via e-mail) to the nominated sponsor, and a personal account number and password are assigned to the sponsor for logging into the system the first time.

Once the system the system has been accessed by the sponsor the option to create/delete users, create and install user certificates, revoke user certificates and promote other users in the organisation to sponsor level, are all easily accessible from the Sponsor Area through the services page area of the Syntaxis SCWE. Each user, regardless of sponsor status, has access to help documentation, certificate information, Syntaxis News, Syntaxis Policy documentation, and, also has the ability to change their password from the services page.

All users, whose accounts have been activated, will have access to the eRoom application where collaboration with other users of the Syntaxis SCWE can take place. The tools used within the eRoom application are relatively intuitive to use and are all well documented in the applications help pages.

## 5 Quality of Guidance Documentation

- 5.1 The guidance documentation listed in section 2.2 of this report was available from the outset of testing, as was the online help which could be accessed from the Syntaxis Service Pages of the service. Individual descriptions and quality assessments of each document can be viewed below.

The Interface Control Document for the Syntaxis SCWE (SICD) defines the interfaces to and from the Syntaxis SCWE. The SICD is recommended to users so that they can develop an understanding of the system they are required to use for connecting to the Syntaxis SCWE. It is also intended for IT personnel who need to plan, design and incorporate the use of the service. The SICD gives the reader a good understanding of the interface between a client work station and the service.

Part 3A (User Security Operating Procedures) of the Accreditation Documentation set for the Syntaxis SCWE Service (AD-USOP) is for users of the Ultra Electronics Datel (UED) Syntaxis Shared Working Environment (SWE). This document discusses Account and Password Management and also outlines the 'do's and don'ts' of all users with regard to user / sponsor roles and user access.

The User Protocol for the Syntaxis SCWE (UP) document is intended for all users of the Syntaxis SCWE Service so that they know the extent of their obligations to the Service Provider, and vice versa. It is intended for use by Operators who would not normally be given access to the contract documentation associated with the provision of the Syntaxis SCWE. It clearly identifies details of how Users may legitimately access and utilise the service, and provides a detailed summary of the key parameters from the SSS. References to other key documents such as the SIDC and the AD-USOP are provided, along with a summary of the User obligations that each infers.

The Syntaxis Quick Reference (QR) document is intended for all new users of the eRoom application. It provides a quick description of how to access the application through the Syntaxis domain, and also gives a guided tour of the eRooms page. This document is only two pages long and was not written as long term reference, but merely as a basics guide for new users.

The Syntaxis Service Specification (SSS) document describes the Syntaxis Secure Collaborative Working Environment (SCWE) and the associated services provided by the Syntaxis SCWE contractor, Ultra Electronics Datel. The SSS concentrates on the technical / administrative features of the service, such as System Availability, User Administration, System Security, System Administration, Export Control, Change Management, Reporting and Meetings, and the role of the Syntaxis Service Desk. Despite being written relatively clearly on the whole, five referencing errors were discovered in the version of the document provided to Vizuri. These errors did not contribute to any confusion in the overall meaning of the document.

The Syntaxis Help Documentation (SHD) document is a collection of screen shots of all Help pages available in the Syntaxis Services Page. This document is intended as an offline reference for all users of the Syntaxis SCWE. It gives the user a clear understanding of how the Services Page area of the application works, and of the options available for a user. While this document was provided in PDF format, the online version of the SHD was used as a reference by the testers.

The eRoom 7 Help (eR7H) is the online help available for all users of eRoom. The eR7H provides a comprehensive description of how to use the functionality available within the eRoom7 application.

### **Notes to Administrators:**

For use of the Syntaxis Shared Collaborative Working Environment Service (Version 2.7), users are constrained to abide by the strictures for use of the service as detailed in the 'User Protocol for the SYNTAXIS Shared Collaborative Working Environment (SCWE)' (reference UED/CRUSO/GE/064). This document identifies details of how Users may legitimately access and utilize the service being provided, and provides a summary of the key parameters from the Service Specification document (Reference UED/CRUSO/GE/034). References to other key documents such as the Interface Control Document (Ref UED/CRUSO/FC/055) and the User Security Operating Procedures (Ref UED/CRUSO/GE/059) are provided, along with a summary of the User obligations that each infers.

Designated 'Sponsors' (a type of user with administration rights to their designated environment) should be aware that the X509 certificates, which are used as an additional factor of authentication for access over the internet, are not user specific (anybody with access to a machine with the requisite certificates installed may gain access to the

Syntaxis Services page). It is therefore important that the guidance detailed in the User Security Operating Procedures Section 5.3 is followed.

Designated 'Sponsors' should also be aware that the deletion of a user does not automatically trigger revocation of the X509 certificate associated with the user.

## **6 Resistance to Publicly Known Vulnerabilities**

- 6.1 A search of known vulnerability databases failed to yield any publicised weakness for the Syntaxis SCWE Service.

In addition to a vulnerability search for weaknesses in the product, a search for weaknesses with the underlying operating system was conducted. A number of publicised issues were found with the Operating Systems that the product supports, all of these had patches that were offered by Microsoft to fix these vulnerabilities. All patches were downloaded and applied to the machines in the test environment.

## **7 Validation of Existing Assurance Certificates**

None.

## **8 Disclaimer**

CSIA Claims Testing is not a guarantee of freedom from security vulnerabilities. There remains a probability that exploitable security vulnerabilities may exist in the IS Product or IS Service, or the Information System environment supporting the IS Product or IS Service. The issue of a Test Report is not an endorsement of a product or service.

This Test Report serves solely to summarize the results of testing carried out for the CCT Mark Scheme and should not be taken as an endorsement or otherwise of the IS Product or Service.

## 9 Abbreviations

CCT	CSIA Claims Tested
CSIA	Central Sponsor for Information Assurance
GSI	Government Secure Intranet
IA	Information Assurance
ICD	IA Claims Document
IE6	Internet Explorer v6
IT	Information Technology
MS	Microsoft
RLI	Restricted LAN Interconnect
SCWE	Secure Collaborative Working Environment
SP2	Service Pack 2
UED	Ultra Electronics Datel
UK	United Kingdom