CDS Technical Services
& Configuration Management

Technical Services

Customers licensing an Owl DualDiode system (comprised of Owl software applications and Owl Communication Cards) or an Owl "turnkey" system (made up of an Owl DualDiode system installed in third-party servers) may receive Owl Computing Technical Services. Technical Services includes hardware warranty as well as software technical services (hot-line technical support and DualDiode software upgrades containing new features). Technical Services are provided during the period of performance purchased by or on behalf of the customer. Customers may choose to install software upgrades or may elect to keep the DualDiode system or Owl turnkey system at the original feature/function levels and thereby manage their own configuration. The Owl Technical Services Policy is available upon request.

The above Technical Services also apply to Owl Cross Domain Solutions (Owl CDS). In the case of an Owl CDS, Technical Services include an Owl Single-Point-of-Contact (Owl SPOC) and a single annual fee for the Technical Services for all software and hardware components of the Owl CDS. Owl is responsible to any 3rd party vendors for annual maintenance or licensing fees. Owl seeks support from the various 3rd party vendors to provide the client with software technical support as needed, hardware warranty claims, and software upgrades as available. Owl supplements vendor hardware warranties with a "for most any reason" replacement policy. Owl also provides client training to refresh administrator knowledge of the Owl CDS operation and maintenance.

CDS CONFIGURATION MANAGEMENT

Owl Configuration Management is a service offered in addition to Owl Technical Services described above. An Owl CDS comprises the integration of a number of additional elements, beyond a DualDiode system or servers containing DualDiode hardware and software. These elements typically are firewalls, a managed data filtering suite, a security policy–constrained operating system and a user-case defined menu system. Customers may have mission reliability requirements for the Owl CDS which may suggest redundant Owl CDS, failover capability, spare parts on hand, added power and local control options.

Configuration management practices are an important accreditation risk evaluation element for any cross domain solution. The Risk Decision Authority Criteria (RDAC 2.2) at paragraph 7.4.5 Configuration Control Facet explicitly assesses during certification testing the strength of the configuration management practices expected to be applied to the cross domain solution in arriving at its risk rating.

Customers may undertake the configuration management responsibility themselves and make the Owl CDS a part of their internal configuration management system. To facilitate customers' undertaking this responsibility, all Owl CDS are delivered with a Configuration Management document that provides the "as built" information needed to implement configuration management.

Nearly all Owl CDS customers subscribe to the Owl Configuration Management Services for an annual renewable fee due to the substantial benefits of having this responsibility rest with the team intimately familiar with the security policies, software and hardware components and other technical aspects of the Owl CDS. In many cases it is a requirement that, as the manufacturer of the CDS, Owl retain the configuration management responsibilities. This requirement arises from the customer's cross domain solution security policies specifying the absence of "root" or other "super user" access privileges to the hardware or software of the Owl CDS which renders it impossible for the customer to add, change or delete software or hardware components. This absence is particularly acute in an Owl CDS where the customer has specified mandatory access controls enforced by SE Linux security policies or Solaris Trusted Extensions. Also, the configuration management responsibilities continue for the life cycle of the Owl CDS and Owl, as the provider of Technical Services for the Owl CDS, is uniquely qualified and motivated to efficiently provide this additional service.

Owl Configuration Management Services Include These Added Benefits:

1. Owl Field Accepted & Tested OFAT – as a key element of Owl Configuration Management, Owl manufacturers and maintains a full system duplicate of the version of the Owl CDS delivered to the client – hardware and software (some clients license multiple copies of the same version of Owl CDS).

2. Owl establishes a Configuration Management Review Board (CMRB) with the client to insure decisions regarding changes to the Owl CDS are made in accordance with established procedures.

3. Owl analyzes all proposed changes to the Owl CDS and presents its findings to the CMRB for a decision.

4. Proposed changes could come from the client due to changing mission requirements.

5. Proposed changes could come from a component vendor, including Owl, for new software releases or identified hardware issues.

6. Proposed changes could come from an accrediting authority identifying new threats requiring mitigation.

7. The Owl analysis of proposed changes includes the effect on Owl CDS operation and maintenance and its security policies by first testing them in the OFAT solution in the Owl lab.

8. The analysis also includes its views about accreditation approval and possible certification testing at a lab or on-site due to the changes under consideration.

9. After the CMRB approves a modification for deployment, Owl performs rigorous testing in the OFAT solution to insure it does not affect other aspects of the Owl CDS.

10. Owl builds a new release of the Owl CDS software, performs a complete functional test on the OFAT solution, and supports its deployment in production Owl CDS.

11. The necessary changes to certification documentation, administrative manuals and other relevant documents supporting the change is prepared by Owl for distribution to the customer, accrediting authority, and other interested parties.

12. The OFAT solution in the Owl lab makes Owl Technical Services more robust for the client due to the ability to more effectively replicate issues identified with a production Owl CDS.

13. The OFAT solution permits more effective Technical Services support to the client systems administrative personnel for improving the operation of a production Owl CDS by testing various operating alternatives.

14. Spare Owl CDS hardware components are held at an Owl location for more rapid release to the customer as necessary.

SPARING CATEGORIES MAY INCLUDE:

+ Typical Owl CDS server platforms
+ Owl DualDiode Communication Cards
+ Inlet and/or outlet firewalls
+ Tripp Lite KVM switches
+ UPS (Uninterruptible Power Supplies)
+ Fiber optic cable

A customer receives these additional benefits for a commitment to subscribe to Owl Configuration Management Services for three (3) years with annual payments.

OWL Cyber Defense

Owl Cyber Defense Solutions, LLC leads the world in data diode and cross domain network cybersecurity. With a constant focus on customers in the military, government, critical infrastructure, and commercial communities, Owl develops market-first, one-way data transfer products to meet a variety of operational needs, from entry level to enterprise.

For more information on Owl, or to schedule a demo, visit www.owlcyberdefense.com

@OwlCyberDefense   203-894-9342 | Info@owlcyberdefense.com