



D/DOMD/2/1/7/1

8 July 1996

DGICS - [REDACTED]
 Press Secretary - [REDACTED]
 AUS(Pol) - [REDACTED]
 ACNS*
 ACAS*
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 Chief Librarian - [REDACTED]

copy to:

DOMD *

PS/DCDP(Support) - [REDACTED]

file
INTERNET STEERING GROUP

[REDACTED] indicated in his minute of 27 June of even reference that a note outlining the current activities and the issues concerning use of the INTERNET by the Department would be circulated. This is attached and will form the basis of discussion at the Group's first meeting.

{signed}

[REDACTED]
 OMD/AD(Information)[REDACTED]
 CHOTS: OMD/AD(Information)By, OIA

1. I have Emailed this to
 D Pol, AD Pol, AD DCISIA,
 AD InfoSec & D Tuba saying
 a meet will be required
 * by e-mail

1. de.

2. I have asked Y to close
 up a date for etc. mtg. 15.
 8/7

INTERNET ISSUES TO BE ADDRESSED

A position paper by OMD/AD(Information)

1. This paper sets out the current major issues that are impacting on the effective use of the INTERNET in the MOD so that the Group can discuss and direct future activities to ensure a coherent approach to the INTERNET's use.

Background

2. The INTERNET Steering Group has been formed against the background of relatively uncontrolled use of the INTERNET. For the MOD to make the most effective use of the INTERNET, connection and use should be made within an overall framework of control enabling local usage to meet business requirements whilst still having regard to wider, corporate conditions. The Group needs to consider what aspects of INTERNET use are likely to raise concerns for which general, overarching guidance should be promulgated both in terms of mandatory and elective direction.

INTERNET Use

3. There are three areas of INTERNET use:

- a. as a **publication/publicity** medium, where users can establish their own pages as a means of public communication;
- b. as a means of **personal communication**, largely in the form of e-mail and file transfer to connections outside other MOD-provided networks (CHOTS etc);
- c. as a **provider of open source information**, from either established sources (eg electronic newspapers) or to gather information from individual pages (that is,

searching and reading the converse of 3a above). Included under this heading is the ability to download publicly available software ('shareware').

The Annex provides a very brief overview of current activities within MOD.

4. Increasingly organizations are configuring their use of the INTERNET to provide controlled corporate information, access and communications - the so-called 'intranet'.

Major Issues

5. The following issues (in no order of priority) have been identified as needing the Group's direction. Not all of them affect each use of the INTERNET above but collective constitute the guidance that needs to be considered corporately whilst allowing individual areas flexibility within their own requirements.

- a. Guidance - The formation of the Steering Group itself is a recognition that there is a need, at the MOD corporate level, to provide guidance to those using the INTERNET; currently, there is no one area with the total remit. The Steering Group has at the start to be retroactive but the greatest contribution of the benefits of the INTERNET to MOD is likely to come from proactive guidance and promotion - 'looking over the horizon' both technically and business-orientated.
- b. Monitoring - The DERA Malvern server provides routine monitoring of the use of the INTERNET for accountability/propriety purposes. If there is need for such monitoring for all MOD users of the INTERNET there is an issue raised by the use of commercial service providers who may not, in all cases, have the capability to make such facility available.

- c. Image - Any page published on the INTERNET by any member of the MOD might said (simplistically) to be the corporate view. Such pages should, therefore, reflect a corporate standard in terms of content (the issue here is on "what" rather than "how") and presentation (not only how the 'page' is presented but also the links to other MOD pages and such issues as accuracy of content and currency of updated material). Within the Navy and Army pages these issues have been addressed and overall content control is vested in the DPRs. This is not reflected at the corporate level. The DPISG paper addressed the need to control publications on the INTERNET, proposing a network of 'editors'. The proposals, however, have a resource implication (see e below).
- d. Correspondence - The publication of any web page has the potential to generate a response. In some cases such as recruitment the provision of a 'reply loop' is fundamental. However, other more general pages are likely to generate e-mail from the public which must be handled as other forms of externally generated correspondence. The mechanisms for handling unsolicited e-mail needs to be clearly articulated. The format of e-mail addresses will partial assist the flow of correspondence as will the redirection of web page correspondence to recognized handling addresses.
- e. Resources - The use of the INTERNET raises a number of resource issues - the spread of non-CHOTS terminals, endorsement of business cases INTERNET links, and the effect on the Library assuming a greater role. In the case of the Library the resource implications are first, the increase in staff involved in publishing information on the Internet and dealing with e-mail enquiries arising from the MOD 'home' page, and second, the access and delivery charges incurred by the department offering a service to MOD users.

- f. Technical Architecture - There is freedom for areas to establish their own links to service providers. These links may not provide sufficient security, monitoring or value for money. Until all the options have been fully exposed, the case for a dedicated MOD server(s) and associated support cannot be compared to either the use of 'semi-official' servers such as DERA and the CCTA, or to commercial servers.
- g. Security - There are still considerable technical and non-technical security issues that need to be addressed. Easy availability of PCs and modems through the DGICS catalogue and the ready connection to the INTERNET through commercial providers could be used to bypass the provisions of, for example, DCI GEN 4/96 (MOD security policy for connection to the Internet or other public data networks). The need to consider the content of home pages has yet to be addressed.
- h. Legal - There are legal concerns with the use of the INTERNET, including protecting the content of MOD sites from interference (although this is linked with security, see g above), data protection and copyright. These may not constitute a major issue but should, nevertheless, be considered in corporate guidance.

Way Ahead

6. The Group will wish to consider how to address the issues identified above noting that progress is already in hand in some areas. There is a danger that the Group's activities will be seen as hindering or delaying the exploitation of areas' use of the INTERNET. The wider promulgation of the outcome of work addressing aspects of these matters, eg the DGICS draft DCI on the technical policy for the INTERNET, need to now be expressed within the wider context of the work of the Steering Group. Similarly, other activities to make use of the INTERNET should not be inhibited by the deliberations of the Group provided that the issues set out in paragraph 4 are considered.

EXISTING USE OF THE INTERNET1. DGICS

The INTERNET has been used in DGICS and supported areas for just over a year, in research packages under trial. DGICS is actively investigating renewal of contracts with providers and an expansion of current use. DGICS believes that central provision of the INTERNET would be cost effective and is considering the possibility of an MOD INTERNET helpdesk. Draft Technical Guidelines for the use of the INTERNET, and a DCI are awaiting issue.

2. Royal Navy

The RN has a contract with PIPEX to develop RN Web pages coordinated by DPR(N). This is the only official RN site at present. INTERNET use could satisfactorily be coordinated and funded at an individual service level with guidance from the corporate level. There is considerable demand for the use of INTERNET e-mail to communicate with outside agencies, contractors, and in particular the US and Australian navies.

3. Army

The Army will be connected to the INTERNET from 5 July. Guidelines have been set down on the required format for Army publications and DPR(A) clearance of for accuracy and style is necessary before work may be published. The Royal Signals are the only official publishers at present. As with the RN, there is considerable demand for use of the INTERNET for email purposes, especially overseas.

4. Royal Air Force

There are a small number of initiatives underway within the RAF which are cleared and monitored by AOCIS at HQ LC. ACAS has commissioned a study to examine the potential benefits to the RAF of the INTERNET and to propose a policy for its introduction and control.

5. Library

The Library is one of the main MOD contacts with the INTERNET and has two INTERNET designated staff members. The Library is currently responsible for the MOD home page and for ad hoc searches on the INTERNET. It also offers to undertake familiarization and training for INTERNET users, in both searching and page creation.

6. DINFOD

They have a great interest in the INTERNET as a form of publication. Press releases are currently sent electronically to the COI for release. They also have a significant role in determining the 'corporate image'.

7. AUS(Pol)

Divisions within AUS(Pol) use the INTERNET to obtain open source information and to provide public access information (eg the summary of SDE 96).