FaaS - Order-to-Payment (nebojsa.ilic@amres.ac.rs)

1. Who is the main point of contact for service ordering?

Whom and how should customer contact in order to activate the service?

The request for the service should be sent to the FaaS contact mailing list (faas@lists.geant.org). We initiated collaboration with SA6 user support task on leveraging the L1 support to them, its work in progress.

2. Is there a service user identification process?

What is the process to decide if the service user is entitled to service - who and how is doing that?

FaaS is offered with no additional cost to GEANT partners. The request for the service should be sent by person who is eduGAIN SG delegate or SG deputy (if the user NREN has signed the eduGAIN declaration) or by a recognised representative of the organisation confirmed with the GÉANT Partner Relations team.

3. What kind of data is requested and collected from the customer/service user?

(e.g. Service user names, service user organization, etc.) How is data collected (Forms, applications, etc.)?

Request should have following information attached:

- Desired fully qualified domain name (FQDN) of the web server, in user's domain.
- Details for a TLS certificate to secure the web server with https.
  - Complete data for a CSR (Certificate Signing Request) for your preferred Certificate Authority (e.g. C, ST, L, O, OU, CN, email)
  - Preferred key size (2048bit or 4096bit) and signature hashing algorithm (e.g. SHA256 or SHA512)

    - URLs or certificate chain for any intermediary CA certificates (i.e., all certificates that are NOT the server certificate itself, also not the root CA certificate)
- Support email address to be used for error and other messages sent from Jagger or system (ideally this should be your contact address for the federation operator team)
- Hostname of the smarthost the server will send all emails to for further delivery. User will need to accept mails and allow relaying from the machine and we suggest to authorize relaying based on the IP address of the machine which we will announce you.
- URL to a small logo that will be shown in the upper left corner of the Jagger UI (for example federation or NREN logo). Max height 40 px, recommended width 110px.
- Short URL uniquely identifying user's Federation (to be used as "Name", "registrationAuthority" and "publisher" in SAML metadata). We suggest to use the same value for all of them and propose to use the URL that would be based on the chosen FQDN.
- List of shortest ISO 639 codes for language tags to be used in SAML Metadata (i.e., that will be present in language dropdown lists in Jagger UI edit forms). This should be all official languages of the regions served by user Federation, plus we'll always add "en"/English.
- Shortest ISO 639 codes for language that will be used as default
- If user is interested in translating Jagger then: list of usernames that would be allowed to translate Jagger and the language that those users would be translating to.

4. How is the availability and/or feasibility of the service determined for a particular customer/service user?

e.g. If there are any customized service offerings to the service user or if the service is a part of the standard offering?

Service is part of the standard service offering, there are no additional customized service offering.

5. How is the availability of resources needed to support the service determined?

e.g. availability of computer hardware, servers or network resources, etc.

Availability is monitored by the operations team. Requests for monitoring and how its implemented in production is defined at https://docs.google.com/document/d/1fMOc7Wb_Jvy9AKEEMBXd1LYOxtDvNARfpw7AH8w3Za0/edit?pref=2&pli=1 in "Monitor" section. (this document should be moved to wiki pages)

6. Is there any kind of customer/user subscription inventory used in the process?

e.g. Database with detailed information about customers and services provided to them?

Wiki pages which are visible to members of development team: https://wiki.geant.org/display/gn41sa5/FaaS+instances+configuration+parameters

7. Is there a need to contact the service user during the order completion phase? If yes, who is doing that and how?

e.g. If service user participates in commissioning or end-to-end testing during service setup phase.

During the completion phase there is communication with the customer trough the FaaS contact mailing list with the aim to: collect valid data from customer, support customer in setup local infrastructure necessary for localizing the service (forwarding IP address of customers FaaS instance so that customer can configure local smarthost, forwarding certificate request so that customer can request certificate for server name under his domain and send back the certificate).

8. Is there a person in charge of issuing a Service order and how is that being done?

e.g. The person who checks that all requirements are met, the customer request can be fulfilled, and then issues an order to implement the service.

Currently done by FaaS TL, but probably should be changed to service manager being responsible for this (to be checked with Alessandra).

9. Is there a person in charge of issuing a Resource order and how is that being done?

If the service requires special resources that need to be provisioned (e.g. hardware, switches, servers, etc.) this would be the person initiating the process to obtain them.

Currently done by FaaS TL, but probably should be changed to service manager being responsible for this (to be checked with Alessandra). FaaS TL sends request to the operations team who is listening on faas-operations@lists.geant.net

10. What if adequate resources are missing (e.g. servers, network equipment, etc.)? Is there a person in charge of supply, allocation and installation of needed resources?

How are new resources configured and tested? Describe that process.

There is no process for this.

11. Is there a person in charge of closing Resource order?

When acquiring new resources, this would be the person who confirms that all needed resources are obtained and set up. Describe this process briefly.

There is no process for this. Operations team provides the VM needed for the customer instance which is confirmed on the faas operations mailing list.

12. Is there a need to allocate specific service parameters during the service setup phase? How is that data recorded?

E.g. service parameters like service identifiers, IP addresses, domains, VLAN IDs, etc. This data could be recorded using database, forms, paper, etc.

Yes, there is a set of parameters that customer provides to localize his instance and a set of parameters that faas operations team assigns. All parameters are recorded on internal wiki pages https://wiki.geant.org/display/gn41sa5/FaaS+instances+configuration+parameters

13. Briefly explain implementation, configuration and activation of the service.

E.g. persons or teams involved and their tasks.

- manual for implementation and configuration for operation team is available at https://wiki.geant.org/display/gn41sa5/Production+and+test+instances+deployment+guide
- procedure for creating a new FaaS customer instance is explained

at https://drive.google.com/folderview?id=0B45uaC2qHFmyflBHcW1XazEtM1NUajNFTVdZdmhsenFZeDVDTW1uSlk3M1lDUk5nWFN6WFk&usp=drive_web

14. How is the service tested before it is activated for the service user, and by whom?

E.g. end-to-end testing to confirm that service is working according to agreed performance levels.

Before sending initial admin account credentials to customer, login through web is tested.

15. Is there a person in charge of closing Service order?

E.g. Confirmation that service is configured and working as expected.

There is no formal process for this defined. Communication between operations team and service manager is tracked on faas-operations mailing list.

16. Is there a person who monitors that service user provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date?

E.g. Someone who is responsible for tracking whether service activation is going as planned.

Not strongly defined, but service manager should overlook the process.

17. How (and by whom) is service user being contacted after service is activated?

E.g. the person who contacts the service user by email, phone call, etc.

Service manager sends email to the customer.

18. Is there a person or team in charge of closing the service user order?

E.g. After the service is activated, a person who is providing closing or management report.

There is no formal process for this defined. Final step of service order is for service manager to send initial admin account credentials to customer.

19. How is service user satisfaction being validated?

E.g. Survey to check if the delivered service meets service user expectations.

Currently we don’t have any method for measuring customer satisfaction but we are planning to do this in the future.