

FaaS - Problem-to-Solution (nebojsa.ilic@amres.ac.rs)

1. Who is the main point of contact for technical issues?

E.g. Whom and how should customer contact in order to file a issue?

For support, questions or request for service users should write to faas@lists.geant.org.

2. Is there a person or team in charge of managing all inbound and outbound requests?

E.g. Receives customer request, does appropriate action, responds to customer, etc.

Currently FaaS development team is in charge of managing customer requests.

3. How are service user issues handled?

E.g. A formal procedure involving digital or paper trace regarding issues like ticketing system, etc.

We don't have a formal procedure for this, since number of requests is still low. Users write an email to faas@lists.geant.org to report an issue and FaaS development team takes over. It is planned to move to using a ticketing system.

4. Can the problem report creation be initiated without service user issue?

E.g. As a result of analysis of failure detection or service degradation which may be impacting service user.

Yes. All FaaS instances are being monitored 24/7. We monitor network reachability of FaaS instances, basic system operations, specific services that are run for the sake of FaaS service (e.g. web server, MySQL) and connection to HSM. So, in case something goes wrong FaaS operation team will report the problem.

5. Is there a person or team in charge of service user problem isolation?

Performing basic diagnostics, verifying that the service user is using the service correctly, etc.

Describe this process.

Currently SA5 (FaaS development team) is dealing with this type of issue, but this will be the role of L1 support and we are planning to move L1 to the SA3.

6. Is there a person or team in charge of requesting service restoration to a normal operational state?

E.g. Requesting service management operational support to restore the service or requesting educational interaction with the user to ensure the correct usage of the service.

Currently SA5 (FaaS development team), this will probably be moved to L1 support.

7. How is the customer (service user) problem report status being monitored?

E.g. Is there someone in charge of monitoring problem resolution and ensuring that recovery activities are assigned, tracked or escalated.

Currently it is TL (SA5), this will probably be moved to Service manager.

8. How is the root cause of the problem identified?

E.g. Is there a person or team in charge of checking service configuration, running test against the specific service, starting audits of the service, etc.

Currently FaaS development team is in charge for troubleshooting.

9. Is there a person or team in charge of restoring a service to a normal operational state?

E.g. Reconfiguration of the service parameters, invocation of other processes in case of restoration failure, etc.

FaaS operation team (PSNC team) is in charge of restoring a service to a normal operational state.

10. If the service problem is linked with underlying resources, is there a person in charge of identifying the root cause of resource problem?

E.g. Performing diagnostics and tests on underlying resources and verifying that their configuration matches the appropriate service.

FaaS operation team is dealing with this.

11. In case that failed resources have been detected, is there a person in charge of replacing or repairing them?

E.g. Managing redundant resources, hot standby etc. Describe this process.

FaaS operation team is in charge.

12. Is there a person or team in charge of tracking the supplier/partner problem resolution?

E.g. If there are resources needed to be repaired or replaced, is there someone to ensure that supplier of the resource or partner in charge of repairing are being assigned and coordinated?

Hosting of FaaS instances is provided by PSNC, so the PSNC will probably track the problems regarding their supplier.

13. How are other processes informed when the supplier/partner has resolved the issue with failed resources.

E.g. Is there a person in charge of providing notification and management reports to other processes?

PSNC should inform us

14. Is there a person or team in charge of continuously monitoring the status of service trouble reports?

E.g. Someone who will manage notifications to other involved parties like Service Quality Management, QoS/SLA Management, etc.

Service manager will probably be in charge of continuously monitoring the status of service trouble reports.

15. Is there a person or team in charge of ensuring that the service user problem is solved?

E.g. Someone who is contacting the service user to inquire about the users's satisfaction with resolution of the problem.

Currently FaaS development team is contacting the service users after the problem is solved, but we are planning to move this to Level 1 support (SA3 will be in charge of Level 1 support).