

# perfSONAR (perfSONAR UI) - Order-to-Payment (adelvaux@man.poznan.pl, rade@rcub.bg.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?

## perfSONAR international collaboration

- Software download: self service through the main perfSONAR website
- Support request: perfsonar-user@internet2.edu mailing list
- Bug report: opening a issue on <http://github.com/perfsonar/>

## perfSONAR consultancy

- PSSUPPORT Service Desk through Jira

**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?

## perfSONAR international collaboration

- All perfSONAR users world wide are entitled to the service, user identification is not needed.

## perfSONAR Consultancy

- At the moment, the service desk access is limited to people having access to the GÉANT Jira system, which means it is only GÉANT project people. This should be reviewed and probably extended.

**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.)?

### perfSONAR international collaboration

- Only a clear problem description and ways to reproduce the issue seen. This is usually discussed informally on the perfsonar-user mailing list.

### perfSONAR Consultancy

- A clear service request description and the identification of the requester (which is done through the Jira login).

## **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?

### perfSONAR international collaboration

- This needs to be assessed on an ad-hoc basis depending on the particular issue or bug reported.

### perfSONAR Consultancy

- This needs to be assessed on an ad-hoc basis depending on the particular service request.

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

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

### perfSONAR international collaboration

- This needs to be assessed on an ad-hoc basis depending on the particular service request.

### perfSONAR Consultancy

- This needs to be assessed on an ad-hoc basis depending on the particular service request.

## **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?

## perfSONAR international collaboration

- There is a list of subscribers to the perfsonar-user mailing list and an archive of all message exchanged.

## perfSONAR Consultancy

- This is the Jira user and issue database.

**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.

## perfSONAR international collaboration

- This is not formalised nor agreed with the other perfSONAR partners.

## perfSONAR Consultancy

- Yes, the requester is involved to decide if the request is fulfilled or not.

**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.

## perfSONAR international collaboration

- This is discussed in the weekly developer meetings and when preparing the roadmap for next releases.

## perfSONAR Consultancy

- The consultancy Service Desk.

**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.

#### **perfSONAR international collaboration**

- Any developer involved in the collaboration can do that. This usually goes through a request to GÉANT IT.

#### **perfSONAR Consultancy**

- The perfSONAR expert doing the consultancy can do that. This usually goes through a request to GÉANT IT.

**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.

#### **perfSONAR international collaboration**

- This is usually delegated to GÉANT IT.

#### **perfSONAR Consultancy**

- This is usually delegated to GÉANT IT.

**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.

#### **perfSONAR international collaboration**

- The person that requested the resource or GÉANT IT.

#### **perfSONAR Consultancy**

- The person that requested the resource or GÉANT IT.

**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.

### **perfSONAR international collaboration**

- There is no specific service parameters.

### **perfSONAR Consultancy**

- There is no specific service parameters.

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

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

### **perfSONAR international collaboration**

- Support requests are handled on the perfsonar-user mailing list.
- New features and bug requests go through a full software development process (requirements, design, development, testing, integration).

### **perfSONAR Consultancy**

- This needs to be assessed on a ad-hoc basis depending on the particular service request.

## **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.

### **perfSONAR international collaboration**

- Support requests are handled on the perfsonar-user mailing list and the user can test it for h(er)self
- As new features and bug requests go through a full software development process, the requests are tested by the developers and the beta testers available on the mailing list.

### **perfSONAR Consultancy**

- This needs to be assessed on a ad-hoc basis depending on the particular service request.

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

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

**perfSONAR international collaboration**

- The user in case of a bug report.
- The global development team in case of a new feature request, this is usually done as part of the beta testing.

**perfSONAR Consultancy**

- The requester.

**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.

**perfSONAR international collaboration**

- Support request coming through the perfsonar-user mailing list are monitored by the two on duty developers and should be acknowledged within 24h. The on duty schedule is agreed between the 4 international partners.
- The global development team have a weekly meeting where unsolved support requests can be discussed.

**perfSONAR Consultancy**

- Not at the moment.

**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.

## perfSONAR international collaboration

- Support requests are handled on the mailing list and all communication happens there. There is a biweekly rotation of 2 developers to answer support requests.
- Bug correction or new features requests communication is done by the developer who is correcting the bug and communication is done through the github issue tracker.
- New features are being communicated through release notes accompanying new versions of the software.

## perfSONAR Consultancy

- The perfSONAR expert is in direct contact with the service requester.

### 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.

## perfSONAR international collaboration

- We have release notes with every new software release that details the new features and the bug corrected. The global development team is in charge of writing the release notes and distributing it through the perfsonar-user and perfsonar-announce mailing lists.

## perfSONAR Consultancy

- The service requests are handled and fulfilled, but there is no distinct closing process step.

### 19. How is service user satisfaction being validated?

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

## perfSONAR international collaboration

- A yearly survey is being sent to all known perfSONAR users and to the perfsonar-user mailing list in general. Satisfaction levels are assessed in the survey.

## perfSONAR Consultancy

- At the moment there is no survey to follow on user expectations.

