eduPKI - Order-to-Payment (karlsen-masur@dfn-cert.de)

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

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

The main point of contact to "order" a service or ask for participation is via email.

https://www.edupki.org/edupki-contact/

General in quiries: contact@edupki.org

CA accreditation or Service Registration: pma@edupki.org

CA related issues or request of a new Registration Authority under the eduPKI CA: ca@edupki.org

Requests end up at the frontline team, i.e. in the DFN-PCA team mailbox.

The CA accreditation process and and the services registration process describe the details:

https://www.edupki.org/fileadmin/Documents/eduPKI-PMA-CA-accreditation-process.pdf
https://www.edupki.org/fileadmin/Documents/eduPKI-PMA-GEANT-services-registration-process.pdf

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?

eduPKI is primarily an internal service for GN activities and tasks. Identifying the requester's association with the GN project is done by consulting the GN intranet web site. For a CA applying for accreditation the connection of the CA to affected GN activities and tasks has to be provided. This is done by PMA members and/or the eduPKI CA operator.

Due to the nature of SSL/TLS certificates end users who "see" eduPKI's products at work can be anywhere from any organisation. These do not need to be identified by eduPKI.

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.)?

The application/request data is collected in form of emails and documents.

Since alot is a communications and consulting based process the following data is being collected:

- PKI Policies (CP and CPS documents) and related relevant documention of applying Certifications Authorities
- Requirements and related documents in regards to SSL/TLS certificates of GN services
- GN Task/Service leader names, RA personal names

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?

- GN services/tasks: review of requirements results in an eduPKI Trust Profile
- CAs: review of policies against applicable eduPKI Trust Profile (S) results to the accreditaion of the CA
- GN RAs: related GN service/task and matching eduPKI Trust Profile exist

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

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

Consulting resources are provided by the eduPKI PMA: the members of the PMA.

eduPKI PMA, eduPKI CAs and TACAR (TERENA Academic CA Repository) are established.

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?

There is no database.

Accredited CAs are listed under https://www.edupki.org/edupki-pma/accredited-cas/

GEANT communities with Trust Profiles are listed under https://www.edupki.org/edupki-pma/edupki-trust-profiles/

Registration Authorities are listed under https://www.edupki.org/edupki-ca/get-certificates/

Paperwork for authorisation and authentication of Registration Authority staff of the eduPKI CA is kept on file at the DFN-PCA.

Each Registration Authority has its own archive and inventory for their end-users.

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.

Yes, usually there is a lot of back and forth between eduPKI and the service user due to it's consultancy and review style work.

Members of the PMA and members of the eduPKI CA operation team communicate via email with the service user.

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.

The PMA members decide this by finally accrediting CAs and registering services.

The eduPKI CA operator decides if an RA can be set up for a GN service or task.

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.

Not applicable.

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.

If configuration changes need to be done on eduPKI CA to accomodate a new RA the operation team decides what, how and when this is being added/configured.

Basically it is determined which configuration changes are necessary, a ticket is created for the configuration administrators of the PKI machines. Tickets is being worked on, and closed.

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.

Once the ticket for the configuration change is closed, the implementation of it is being sanity checked. If everything is ok, the requester is notified.

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.

If a GN service/task defines a new eduPKI Trust Profile, the parameters are documented in the eduPKI Trust Profile document.

If the eduPKI Trust Profile need to be supported by the eduPKI CA, the eduPKI CA's policy documents is being changed in accordance with it's change procedures. And once the change policy is in effect, necessary configurations changes are on the eduPKI CA are initiated by opening a ticket for the configuration administrators.

For RA personal, identity vetting is needed. There are PDF forms, a personal face-to-face identity vetting, and archival of the paper forms.

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

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

For registration of GN services/task and accrediation of CA, see https://www.edupki.org/edupki-pma/pma-governing-documents/

The PMA members do all the review work.

The eduPKI CA is operated by the DFN-PKI operation team.

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.

Once the ticket for the configuration change is closed, the implementation of it is being sanity checked by the front-line team. If everything is ok, the requester is notified.

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

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

The front line team closes the service order once it checked the service and notified the requesting GN service/task about the successful commissioning.

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.

The teamlead of the frontline team overviews the work on incoming mails/tickets.

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.

Email by frontline team.

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.

The frontline team closes the service order once it checked the service and notified the requesting GN service/task about the successful commissioning.

19. How is service user satisfaction being validated?

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

The GN service/task can mail feedback to the mail adresses mentioned in 1 or any team member involved.