



Operations Portal
Service Order Management Back Office

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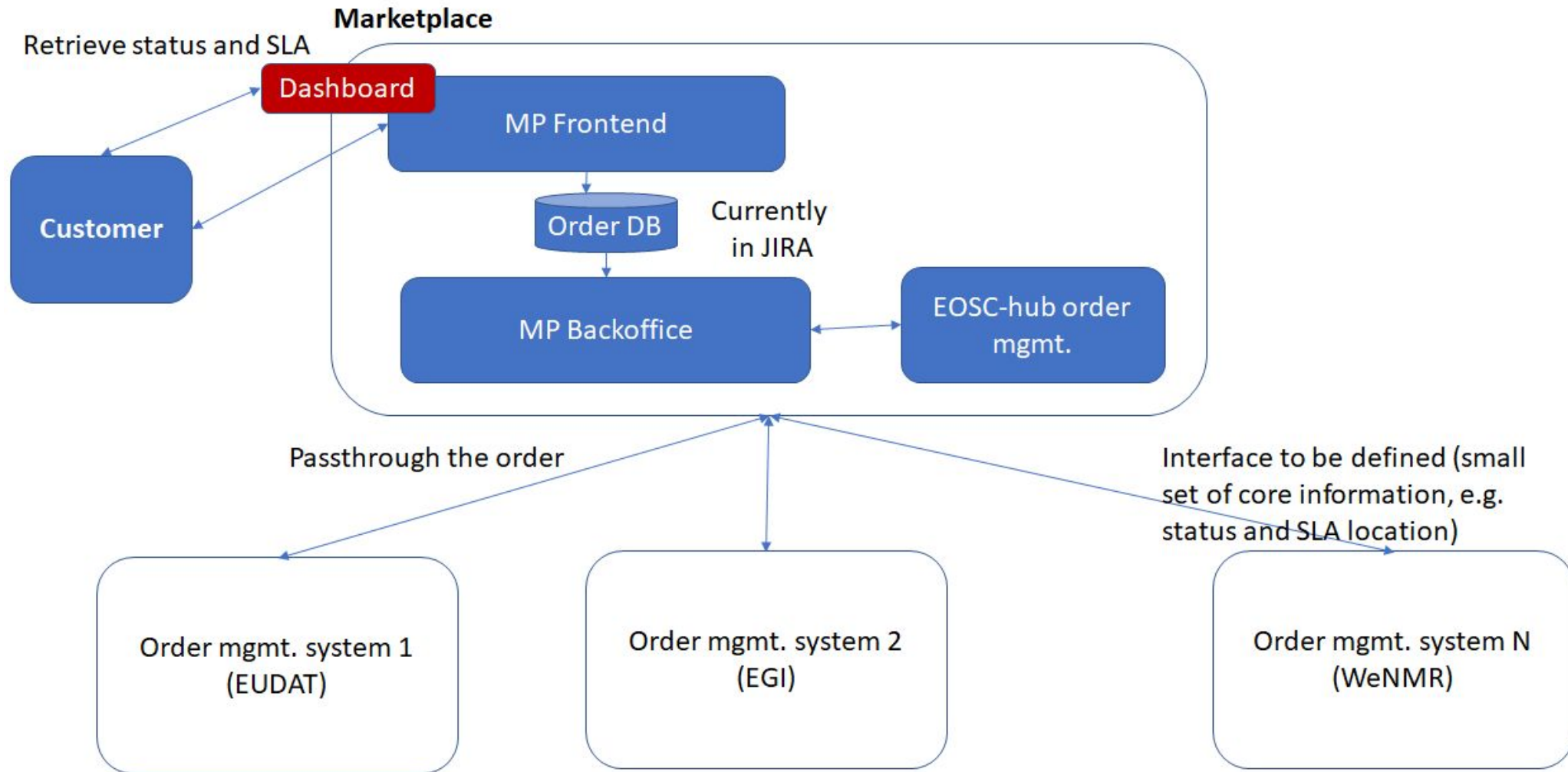
- Manage the customers service requests
 - Facilitate the daily work of shifter
 - Improve the communication between shifters/providers and customers
- Interact with the infrastructure to allow the customers to access the services / configure the services / order the services
- Facilitate the negotiation, sign and update of an VO SLA/OLA with customers
- Monitor the service delivery
- Facilitate the collection of statistics for reporting

For a new order, the tool will allow service providers to:

- Analyse the order and approve/reject it
- Exchange information with the customer / between shifters
- Start a negotiation process
- Generate automatically an SLA/OLA from given templates
- Coordinate (semi-) automatic procedures to enable a customer to access a service

For approved orders, the tool will allow the service providers to

- View all its SLAs/OLAs
- Rest API to retrieve information about SLAs/OLAs via a programmatic interface
- View reports about the usage of the services
 - Resources usage with information coming from the Accounting Portal
 - Availability/Reliability of the service with information coming from ARGO
- Any additional information about the quality of the service (e.g. survey results)



- JIRA API
 - Browse and update tickets
- JIRA issues Content
 - Authorizations
 - Service orders (semi) automatisation
 - Create SLA templates

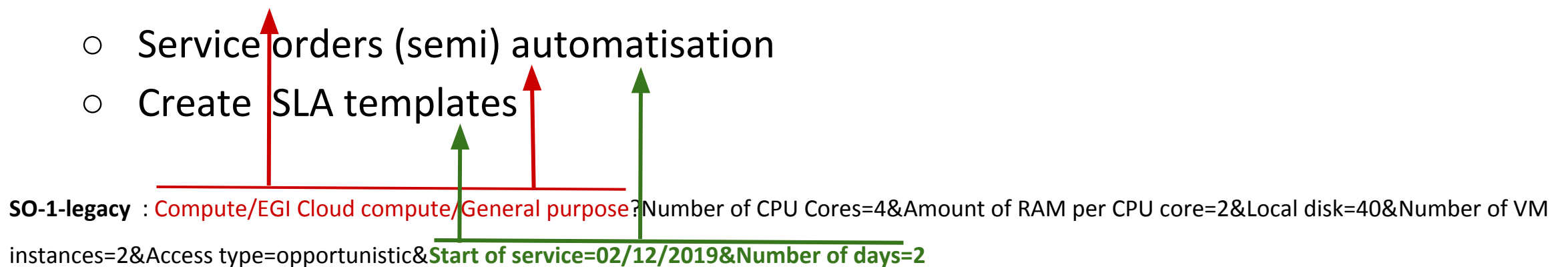
SO-1-legacy : **Compute/EGI Cloud compute/General purpose**?Number of CPU Cores=4&Amount of RAM per CPU core=2&Local disk=40&Number of VM instances=2&Access type=opportunistic&**Start of service=02/12/2019&Number of days=2**

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- AAI / Checkin
 - Attributes to authenticate people and apply authorizations
- GOC DB / DPMT / SPMT
 - Service orders (semi) automatisation
- ARGO / ACCOUNTING
 - Monitoring of the services
 - Service consumption

- Integration of Jira : browse/update tickets and add comments
- Possibility to add internal comments visible only by shifters
- Authentication / Authorization :
 - Depending from the order type (CloudCompute, Storage, Training, B2SAFE....) orders are filtered for the operators
 - One shifter is attached to one or several order type group
 - The administrator is able to add / remove operator in one group
- EGI work-flow:
 - Interact with service providers by email
 - Attach resources to different resources providers
 - Generates a SLA/OLA document in pdf with information stored in Jira Issue

- Short terms
 - EUDAT work-flow:
 - Interact with DPMT
 - Improve the contact form (only 1 generic contact currently)
 - Check usability of AAI attributes for EUDAT people
 - Stabilize a version and provides it as a prototype

- Medium / Long terms
 - Implements feedback coming from shifters
 - Identify more complex workflows and implement it
 - Provide results of usage

Management issues

- No specifications documents
- No detailed workflows descriptions
- Perpetual discussions about conceptual design without pragmatic objectives

Gaps

- There is no central list of shifters
- There is no central list of resource providers / services

Technical Issues :

- Parallel integration of AAI has been painful and complex
 - Symphony framework : incompatibility of the 2 authentications - x509 and AAI
 - Replacing our local authorization system (based on GOC DB roles) is not a piece of cake
 - Difficult to test different cases (EGI / EUDAT ...)
- Too strong dependencies to JIRA issues structure / content
 - real examples with the final structure (at least with field SO-1-legacy) are needed to validate our work

**Thank you for your
attention!**

Questions?



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Contact

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