

OPERATION LEVEL DEFINITION

Provider	CESNET
Service	Perun system
Start Date	1 January 2020
End Date	
Version	
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1 INTRODUCTION

This document describes operation level definition for Perun system and supporting components. The relevant contacts and representatives may be found in section 8.1.

This OLD is valid from 1 January 2020.

Amendments, comments and suggestions must be addressed to the CESNET ISMS contact (see section 8.1).

2 SCOPE AND DESCRIPTION OF THE SERVICES

This OLD applies to the following service: **Perun** (<http://perun.cesnet.cz>)

Perun manages users, groups and access to the CESNET EINFRA services and services of connected organizations. It provides complete support for VO management and whole user life-cycle from enrollment to suspension/leaving the VO. Perun is used to prepare access control lists and deliver them to the services. Perun makes the data available via LDAP interface for CESNET EINFRA Proxy, it also manages data which are essential for CESNET EINFRA Proxy operations.

3 SERVICE HOURS AND EXCEPTIONS

The service operates during the following hours:

Twenty four hours a day, seven days a week, 365 days a year.

The following exceptions apply:

- Planned maintenance windows or interruptions.
To be communicated in a timely manner i.e. 48 hours before, to the Services through the dedicated mailing list. Typical duration is up to 24 hours otherwise needs to be justified.
Due to push mechanism used by Perun, outage of the Perun system does not directly affect connected services. Only users who want to access application form are affected. Because CESNET EINFRA Proxy does not require Perun to be fully operational, normal login process is not impacted when Perun system is down.

4 SERVICES COMPONENTS AND DEPENDENCIES

The Perun provides different capabilities:

- Complete VO management supporting whole user life-cycle.

- Importing users/groups from external sources like CESNET HR systems.
- Exporting users/groups/access control lists to the services
- Auditing of all operations made in Perun.
- Access control for VO and group managers.
- Making data available through different protocols and API like LDAP and REST.
- Notifications about any operation made in Perun.

The architecture is composed of these modules:

- A Perun which is Java enterprise application run under the Tomcat.
- A Apache web server which protects Tomcat
- A database – to store information in PostgreSQL
- A web module – graphical user interface

The different components are integrated in a high available mode:

- All the applications run in a virtual machine managed by VMWare infrastructure, all the components are backedup.
- VM and database are regularly backedup.

Development and deployment are properly managed. Integration of sub components is managed by Maven, deployment is managed by Jenkins.

This service includes the following components:

Coordination	This activity is responsible for the coordination of the system operation and upgrade activities with those partners that are in charge of operating other systems that depend on it.
Support	Support through internal support team and dedicated RT queue in CESNET's RT system.
Operation	<ul style="list-style-type: none"> • Daily running of the system. • Provisioning of a high availability configuration.
Maintenance	<ul style="list-style-type: none"> • Bug fixing, proactive maintenance, improvement of the system. • Maintenance of probes to test the functionality of the service. • Requirements gathering and development based on such

	requirements. <ul style="list-style-type: none"> • Documentation
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5 SUPPORT

The services covered by the scope of this OLD are provided with the following level of support.

Support is provided via RT system at: perun@cesnet.cz

Support is available between:

- Monday and Friday
- 9:00 and 16:00 CET/CEST time

This excludes public holidays at hosting organization.

5.1 Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate Quality of Support level based on the impact and urgency of the incident. In this context, the following guidelines apply:

- Three Quality of Support (QoS) levels have been defined: base, medium and advanced.
- The following QoS level applies to the service: Medium.

Medium level:

Ticket Priority	Response time
Less urgent	5 working days
Urgent	5 working days
Very Urgent,	1 working day
Top Priority	1 working day

Response time is provided as service level target (see section 6).

5.2 Fulfilment of service requests

In addition to resolving incidents, standard service requests (e.g. change or information request, documentation) will be fulfilled through the defined support channels in section 5. Response and fulfilment times are provided as service level targets (see section 6).

6 SERVICE LEVEL TARGETS

The following are the level targets for the service:

- Minimum availability is 99% (as a percentage per month)
- Minimum reliability is 99% (as a percentage per month)
- QoS level: Medium (as defined in 5.1)

7 COMMUNICATION, REPORTING & ESCALATION

7.1 General communication

The following contacts will be generally used for communications related to the service in the scope of this OLD.

Contact for service users	According to defined support channels defined in section 5.
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8 INFORMATION SECURITY & DATA PROTECTION

Are covered by CESNET's ISMS.