Secure Code Training - Order-to-Payment (gerard.frankowski@man.poznan.pl)

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

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

There is no ordering the service in the classical meaning. When the SCT is announced (approximately once per year), there is a registration form available on GÉANT pages – so this may be considered as the ordering point of contact. The GÉANT Training Coordinator (TC) manages providing the registration form. Together with the registration form, there is also published a technical contact (SA4T1 representative, usually one of the lecturers) who can be contacted via email in case of questions. Similar information is also published on the GÉANT wiki.

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?

The developers from GÉANT NRENs participating in the project can register for the service. It is checked by the TC. TC may decide that – but only if there are still free places and there is no further demand from the eligible developers – also other developers may also attend but their participation must not be funded by GÉANT anymore.

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 following data are collected by the application form: Name, Surname, Affiliation, used programming languages, advancement level in programming (esp. secure programming), dietary preferences, latest suggestions about part of the topics (if provided too late, they will not be taken into account).

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?

There is a limited number of potential participants in the training. The requests for participation in the training are handled via a Web page (common registration form in the GÉANT EventR service). This mechanism is common for all eligible users.

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

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

There are two types of resources:

1. Manpower. After analyzing the most recent user feedback, the SCT lecturers with the help of TC (suggesting which feedback should be addressed) estimate if the available manpower is sufficient. If not, TL or AL decide if the additional manpower will be requested or if the scope of changes should be rather limited to fit the available manpower).

2. Resources necessary for handling and participating to the SCT (dates, venue, catering, accommodation, beamer etc.) – this issue is handled by the TC. Sometimes, if the lecturers need some infrastructure e.g. for the workshop, that they cannot bring themselves, they also participate in this part.

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?

Yes. The TC has got access to information collected via the registration form as well as the feedback from the assessment forms. The emails of previous participants are collected. There are also mailing lists of particular tasks devoted to service development, so e.g. SCT announcements may be directed to such lists.

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.

So far not, but we think to extend the SCT e.g. with parallel sessions. In such case there may be the need of such a contact e.g. to determine which user fits best to which session.

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 TC may be such a person but verifies it on a general level – without any particular procedure. There are VCs organized before the SCT to establish organizational details, agenda etc. and – on the later stage, weeks before SCT – to make a rehearsal of selected presentations by the TC. Additionally, progress of work is reported as other SA4T1 activities on a monthly basis to the TL (and later – by the TL to the AL).

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.

Probably not in the classical meaning. But if we understand special resources as e.g. vegetarian catering, or particular Internet access, the TC is the responsible person (with a potential help of the lecturers when e.g. it must be cleared what are the requirements for the infrastructure necessary to handle the workshop).

If the special resources is an additional manpower, see the question 5, par. a)

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.

In terms of technical infrastructure necessary for the training – TC contacts the venue representative (usually one of the NRENs – e.g. DFN). Additional information may be provided by the lecturers. The infrastructure for the training is tested by the lecturers at the beginning of the SCT (the agenda is built in the way the infrastructure is not necessary from the 1st session).

In terms of necessary additional manpower – it may be requested by TL/AL, or the decision may be to limit the proposed changes to the SCT in order to fit to the available effort.

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.

No formal process. The responsible persons (see Question 10) verifies if everything what is necessary has been provided.

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.

The training content (which may be understood as the main service parameter) is proposed by the SCT lecturers in agreement with the TC. The main communication channels are: email and VCs.

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

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

SCT team members (mainly, but not only, lecturers) create new content for the training (i.e. presentations, exercises, workshop applications, handouts, etc.) according to the agreements made with the TC (in terms of scope) and TL/AL (in terms of the possible manpower to be devoted). The SCT team members contact also the host institution representative, if necessary, to explain technical details associated with hosting the SCT.

Team members review presentations with the TC and optionally TL/AL via the videoconferencing system (usually about 3 rehearsals).

The TC handles announcement and registration issues. The TC also contacts the venue representative for organizational issues associated with hosting the SCT.

After SCT, the TC summarizes collected assessment forms.

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.

The lecturers have ca. 3 rehearsals via the VC system. The TC participates in rehearsals and – if they wish and have time – TL/AL.

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

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

No formal order closing. Before the SCT, the TC approves the presentations and rehearsal materials. Before the SCT, all workshops and exercises are also walked through by the lecturers. After the SCT, the TC summarizes the feedback and gives guidelines – these are the things seeming to be the closest to the order closing.

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 TC monitors quality of the work. The TL is reported on monthly basis about the progress by the SCT team members – as a part of other SA4T1 tasks. This report then goes to the AL.

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.

The activation of the service may be understood as the moment when the SCT dates, venue and general agenda is announced. To attract the users, relevant announcements are published on Wiki page and in GÉANT EventR application (https://eventr.geant.org/). Additionally, participants of the previous SCTs are notified as well as emails are sent to the mailing lists of GÉANT developer groups, tasks/activities that concern software development, or all ALs/TLs. This is handled by the TC. The SCT team members may provide additional dissemination channels like GÉANT Showcase (a short presentation via the videoconferencing system for the project community) or a presentation on another GÉANT event (like Symposium or Summer School for Developers).

Additionally, in the case of need, the relevant information for the users (= SCT registered participants) may be provided either on project Wiki page, GÉANT EventR application, or to collected email addresses of those who have already registered.

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.

N/A

19. How is service user satisfaction being validated?

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

User satisfaction is verified via assessment forms. They are collected either as an online survey (which seems to be less effective) or as a printed-out assessment forms prepared in a way that minimizes the time required for filling the questionnaire. The participant may, but do not have to, provide their name and affiliation.

The TC prepares an assessment form in the selected format, and the SCT team members (lecturers) instruct the participants how to provide feedback. If this is in the printed-out form, they also collect the filled questionnaires and prepare the summary for the TL, AL and TC. If the survey is online, usually the summary may be generated automatically by the survey application and this is TC who spreads the summary among TL, AL and the SCT team members.