Secure Code Training - Problem-to-Solution (gerard.frankowski@man.poznan.pl)

1. Who is the main point of contact for technical issues?

E.g. Whom and how should customer contact in order to file a issue?

Please note that this service is specific and may be defined in different ways. During the majority of time, we rather collect requests for Secure Code Training in order to determine its contents. After this is determined, we collect participants and finally we provide the training, which is of course the crucial part.

Depending on the issue, the customer may contact the Training Coordinator (TC – Ian Barker) – formal queries, or a technical contact designed for the training, usually one of the lecturers (SA4T1 members). The latter may be also entitled to distribute the formal information defined by the TC. The majority of contacts occur in the second phase of the service (SCT is announced and participants are expected to express interest and register).

2. Is there a person or team in charge of managing all inbound and outbound requests?

E.g. Receives customer request, does appropriate action, responds to customer, etc.

Depending on the issue – TC or the technical contact.

3. How are service user issues handled?

E.g. A formal procedure involving digital or paper trace regarding issues like ticketing system, etc.

If understanding a user issue as a registration of the user, there is a registration form managed by the TC who also stores information provided in the registration form. TC or technical contact also respond to user issues via email, particular information (useful also for other persons than the requesting user) may be also published on the public project Wiki

4. Can the problem report creation be initiated without service user issue?

E.g. As a result of analysis of failure detection or service degradation which may be impacting service user.

There are cases when the TC, or SA4T1 members who are expected to contribute to the SCT, identify issues that needs improving without a direct notification sent by the user (e.g. the TC provides guidelines how to prepare training slides).

5. Is there a person or team in charge of service user problem isolation?

Performing basic diagnostics, verifying that the service user is using the service correctly, etc. Describe this process.

Some diagnostics may be provided in an indirect way. For instance, during the source code audit the auditors may verify if the developers who attended SCT improved the security of the source code.

6. Is there a person or team in charge of requesting service restoration to a normal operational state?

E.g. Requesting service management operational support to restore the service or requesting educational interaction with the user to ensure the correct usage of the service.

N/A

7. How is the customer (service user) problem report status being monitored?

E.g. Is there someone in charge of monitoring problem resolution and ensuring that recovery activities are assigned, tracked or escalated.

If we understand customer problem report as an issue that has been negatively described in the assessment forms collected during the SCT, the TC of GÉANT (for issues concerning delivering training quality) or TL/AL (for issues, resolving of which requires excess effort) help the SCT lecturers to resolve the issue and verify if necessary actions have been undertaken. Example of such actions are: providing a new presentation on topic the user wished, verifying during the rehearsal if there is sufficient interaction with the participants.

But there is no constant user report monitoring process, rather reactions on what users have written in

the assessment forms.

8. How is the root cause of the problem identified?

E.g. Is there a person or team in charge of checking service configuration, running test against the specific service, starting audits of the service, etc.

There are VCs and rehearsals with the participation of TC, the lecturers, TL or AL if necessary – in order to validate particular things like presenting quality (which may be understood as checking the service configuration).

9. Is there a person or team in charge of restoring a service to a normal operational state?

E.g. Reconfiguration of the service parameters, invocation of other processes in case of restoration failure, etc.

TC takes general care to assure the normal operational state, but it is difficult to distinguish failures in the service in its classical meaning.

10. If the service problem is linked with underlying resources, is there a person in charge of identifying the root cause of resource problem?

E.g. Performing diagnostics and tests on underlying resources and verifying that their configuration matches the appropriate service.

The main resource is effort (manpower) of the lecturers. If users express service problems which require excess effort, it will be identified by the TC together with the lecturers.

11. In case that failed resources have been detected, is there a person in charge of replacing or repairing them?

E.g. Managing redundant resources, hot standby etc. Describe this process.

If users express service problems which require excess effort (e.g. they wish absolutely new presentations), the SCT lecturers estimate the necessary effort and if needed, TL and AL may be asked

to find additional manpower. The TC may also be engaged, e.g. for providing guidelines which user requests seem the most important from the learning process perspective.

12. Is there a person or team in charge of tracking the supplier/partner problem resolution?

E.g. If there are resources needed to be repaired or replaced, is there someone to ensure that supplier of the resource or partner in charge of repairing are being assigned and coordinated?

It is the TL/AL responsibility (esp. in terms of excess manpower needed to resolve the problem).

13. How are other processes informed when the supplier/partner has resolved the issue with failed resources.

E.g. Is there a person in charge of providing notification and management reports to other processes?

N/A

14. Is there a person or team in charge of continuously monitoring the status of service trouble reports?

E.g. Someone who will manage notifications to other involved parties like Service Quality Management, QoS/SLA Management, etc.

N/A – there is no continuous monitoring.

15. Is there a person or team in charge of ensuring that the service user problem is solved?

E.g. Someone who is contacting the service user to inquire about the users's satisfaction with resolution of the problem.

TC is the main person to verify if the improvements made to the SCT sufficiently reflect the requests expressed in the assessment forms.