

# eduPKI - Problem-to-Solution (karlens-masur@dfn-cert.de)

## 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?

The main means of contact for issues is via email.

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

General inquiries: [contact@edupki.org](mailto:contact@edupki.org)

CA accreditation or Service Registration: [pma@edupki.org](mailto:pma@edupki.org)

CA related issues or request of a new Registration Authority under the eduPKI CA: [ca@edupki.org](mailto:ca@edupki.org)

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

RAs have their own contact points to deal with endusers, who are from within the constituency of the RA.

## 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.

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### **3. How are service user issues handled?**

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

If the issue involves the configuration of the eduPKI CA issues are internally tracked in a ticket system.

Communication to the service users is via email, mails being centrally collected in a team email box.

### **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.

Yes: When the icinga monitoring system monitoring the eduPKI CA systems sends an email to the above mentioned team mail box and to the technical administrators within the operations team.

### **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.

Yes, the front line team looks after any reported issues, in doubt trying to reproduce it, figuring out what the customer did.

For the consultancy/review work: That's done by the PMA members. Main means of communication is email.

### **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.

The front line team is either opening an internal ticket with eduPKI CA administrators to get things resolved/reconfigured/changed or are contacting the requester helping him/her to use the service as intended.

**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.

Emails in the front-line team mailbox.

**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.

If it is no known problem, front-line team or as appropriate PKI administrators, network or email admins or developer investigate to find the root cause of the problem and fix it.

**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.

Yes, the front-line team which involves other internal resources as necessary.

**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.

See #8

**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.

Only relevant for eduPKI CA: Yes, since it is running on the DFN-PKI infrastructure, the DFN-PKI teamlead with ITS resources take care of replacing/repairing resources.

**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?

See #11

**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?

Relevant for eduPKI CA: DFN-PKI Teamlead and front-line team are informing the relevant parties (if applicable), when external issues are resolved.

**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.

There is no dedicated QoS/SLA management. The DFN-PKI team / front-line team are monitoring the any service trouble reports.

DFN-PKI team / front-line team and its teamlead are informing any involved parties where appropriate and if applicable.

**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.

After solutions are provided to the service user or implemented to deal with user problem reports and the service user does not come back with a "still doesn't work for me" the issues is considered solved.