Notifications have been turned off due to GSK security concerns. For any administrative requests please reach out

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Azure Cloud Release Guide

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version: **Release 2** (30th September 2018)

The purpose of this document is to provide details about the GSK Azure cloud and how customers can engage and utilize the service.

In this Release

- East US 2 region only
- Azure IaaS and PaaS resource deployments
- Enablement of environment to support automated deployment for Azure IaaS and PaaS services (note: console access for IaaS deployment is prohibited)

How do I request an Azure environment and what information do I need to provide?

Submit a request via the GSK Cloud request system by clicking http://cloud.gsk.com (Single Sign-on Enabled)

You <u>must</u> provide the following information via the GSK Cloud request system for your request to be processed (missing information will delay the availability of your environment):

- *Line of business* – Corp, Cx, Rx, Vx, Platforms
- *Product name* – short product or project name that will be used to name AD groups and Azure resources
- *Short product description:*
    - purpose of product or project and high level description of Azure resources that will be used
    - for automated CI/CD pipeline deployments, specify the pipeline tool you will use & indicate this requirement in the *short product description* box when making the request (this will ensure a deployment Service Principal is created and the Service Principal name will be included in the environment creation confirmation email)
- *Business owner* - name and GSK mudid of primary business owner (may be a developer if its a sandbox environment)
- *Environment needed*:
    - Sandbox – for exploratory (proof of concept) activities at Azure, not necessarily leading directly to a production application
    - DevTest, UAT, Prod - for an application with an expected production deliverable
- *Team leader(s) name* – name and GSK mudid of the person who will manage the Azure AD groups associated with the project
    - Sandbox - lead developer
    - DevTest, UAT, Prod - name and GSK mudid of Development team lead, UAT team lead, Prod team lead
        - Team leads *may* overlap across DevTest, UAT, and Prod sub-environments

How do my 3rd party developers get access to my environment?

Off-premises third party developers should access Azure via GSK's NetConnect service. A GSK ID is required. Third party user ids must <u>not</u> be added to, or used to access GSK Azure resources.

For more information, see this link: 3rd Party Developer access to Microsoft Azure.

The SLA for enabling 3rd party access can be from several days to several weeks and you are advised to initiate this process at the earliest opportunity.

When will I be notified my environment is ready & what information do I receive?

You will receive email from the Cloud Services team when your environment has been created. The email will include the GMP Security Group names for the 'admin' and 'contributor' groups that have been created for you. When you logon to the Azure cloud for the first time you will have access to only the Azure Resource Group that has been created for you. The information will be provided in a format similar to:

Item	Name of resource provided (examples)
Subscription where your project environment has been created	gsk-corp-platforms-devtest
Azure *Resource Group* created for your project	corp-platforms-cicd-application-resources
VNET name for your *subscription*	gsk-corp-platforms-devtest-us6-vnet00001
GMP Security Group created for 'admin' access	AZC-Corp-Platforms-CICD-DevTest-RGAdmin
GMP Security Group created for 'contributor' access	AZC-Corp-Platforms-CICD-DevTest-RGContributor
Deployment Service Principal created for automated application & resource deployments	sp-corp-platforms-cicd-deployment-devtest

How do I logon to the Azure cloud once I'm notified my environment is available?

To log in to the Azure Console, go to the Azure portal (https://portal.azure.com/). When prompted, enter your GSK email address. This will take you to the AccessGSK sign-in page, where you can log in using your GSK mudID, using Ping as 2FA (see link to PingID information at the bottom of this document).
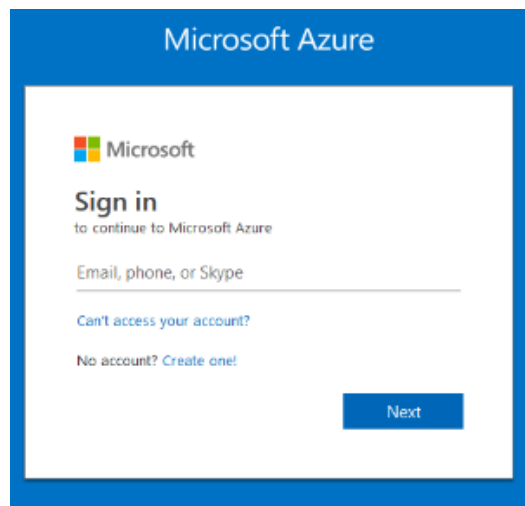
What are the available subscriptions and VNET names for this release?

Subscription	Location	VNET Name

Subscription	Location	VNET Name
gsk-corp-platforms-devtest	East US 2	gsk-corp-platforms-devtest-us6-vnet00001
gsk-corp-platforms-prod	East US 2	gsk-corp-platforms-production-us6-vnet00001
gsk-corp-platforms-sandbox	East US 2	gsk-corp-platforms-sandbox-us6-vnet00001
gsk-corp-platforms-uat	East US 2	gsk-corp-platforms-uat-us6-vnet00001
gsk-corp-applications-sandbox	East US 2	gsk-corp-sandbox-us6-vnet00001
gsk-corp-applications-devtest	East US 2	gsk-corp-devtest-us6-vnet00001
gsk-cx-applications-sandbox	East US 2	gsk-cx-sandbox-us6-vnet00001
gsk-cx-applications-devtest	East US 2	gsk-cx-devtest-us6-vnet00001
gsk-rx-applications-sandbox	East US 2	gsk-rx-sandbox-us6-vnet00001
gsk-rx-applications-devtest	East US 2	gsk-rx-devtest-us6-vnet00001
gsk-vx-applications-sandbox	East US 2	gsk-vx-sandbox-us6-vnet00001
gsk-vx-applications-devtest	East US 2	gsk-vx-devtest-us6-vnet00001

Where can I find more information about IaaS/PaaS and the environment?

The Azure Cloud Service Release Notes for Release 2 can be found
here: https://gskplatforms.cprime.io/confluence/x/uAsgDw

Where can I find more information about Identity & Access Management roles & responsibilities in the environment?

The Azure Identity and Access Management Release Notes for Release 2 can be found here:
https://gskplatforms.cprime.io/confluence/x/0hQgDw

What do I get with my environment?

A Sandbox comes with:

- An Azure resource group
- An AD group to manage access to the sandbox. This "developer admin" group allows team members to deploy and manage resources within the sandbox
- The ability for a named individual to create Azure service principals for CI/CD deployment and machine-to-machine communication
- Networking VNet support. For more information see Azure Cloud Service Release Notes.

An App environment comes with:

- DevTest, UAT, and Prod Azure resource groups
- AD groups to manage access. Each sub-environment has two groups. The administrator group has "owner" access over the sub-environment's resource group, including the ability to manage access to resources in the resource group. The non-administrator group has "contributor" access, without the ability to manage access to resources.
- The ability for a named individual to create Azure service principals for CI/CD deployment and machine-to-machine communication

- Networking VNet support. For more information see [Azure Cloud Service Release Notes](#).

Note: Administrators are not able to modify Azure policies which are applied to their resource groups.

FAQ: Azure common issues

The link to the https://gskplatforms.cprime.io/confluence/x/HA8gDw

How do I name things in Azure?

The GSK Naming convention for Azure can be found here: https://gskplatforms.cprime.io/confluence/x/VgCRBw

Problem and Incident Management

- If the consumer/developer runs into issues send an email to platforms-cloud-ops@gsk.com
  - E.g. access failures, non-adherence to MVP design, Service down/unavailable.
- SLA for resolution is **1 day to 5 business days**
- Support is between 08:00 to 16:00 PM US Eastern Time. If issues are seen during UK hours, there are support personnel in the UK who may respond to the problem/incident report starting from 08:00AM BST/GMT
- The following information must be provided for with problem/incident email:
  - Customer name, full email address and location
  - LoB (Platforms, Corp, Cx, Vx, Rx)
  - Project name
  - Environment (Sandbox, DevTest, UAT, Prod)
  - Resource group name
  - A detailed description of the problem/incident inclusive of system generated error message(s)

Risks

- Portal Access is limited to PaaS services only for this release
- East US 2 region does not yet support Azure Availability Zone i.e. there is no high availability fault tolerance at a Data Center level in this region
- US6 will launch without resilient connectivity from Azure to GSK on-premise, a backup Express Route connection will be added in the next release (target end October)
- Auto-scaling resources is not available in this release. Infrastructure resources will be monitored and manually scaled if needed

Known issues:

Azure health status website: https://azure.microsoft.com/en-us/status/

Container as a Service (CaaS) is delayed until 9th November.

Updates to groups in GMP can take anywhere from 2-12 hours to synchronize to Azure Active Directory. The Directory Services team are working to reduce this to a consistent 2-3 hours.

References and Taxonomy:

- Azure Architecture Centre: https://docs.microsoft.com/en-us/azure/architecture/
- Getting started with PingID: https://cbshelp.gsk.com/Pages/An-overview-of-PingID.aspx
- How to a provision a Virtual Machine:
    - Portal: https://docs.microsoft.com/en-us/azure/virtual-machines/windows/quick-create-portal
    - CLI: https://docs.microsoft.com/en-us/azure/virtual-machines/windows/quick-create-cli
    - Terraform: https://docs.microsoft.com/en-us/azure/virtual-machines/linux/terraform-create-complete-vm
    - Jenkins:https://docs.microsoft.com/en-us/azure/jenkins/jenkins-azure-vm-agents
    - Ansible: https://docs.microsoft.com/en-us/azure/virtual-machines/linux/ansible-create-vm
- What are availability sets: https://docs.microsoft.com/en-us/azure/virtual-machines/windows/tutorial-availability-sets
- What are scale sets: https://docs.microsoft.com/en-us/azure/virtual-machine-scale-sets/overview
- Difference between availability set and scale sets: https://stackoverflow.com/questions/50653230/difference-between-azure-availability-sets-and-placement-groups
- What is Availability Zones: https://docs.microsoft.com/en-us/azure/availability-zones/az-overview
- Introduction to Azure Storage: https://docs.microsoft.com/en-us/azure/storage/common/storage-introduction
- What are VNET's: https://docs.microsoft.com/en-us/azure/virtual-network/virtual-networks-overview
- How does Role Bases Access control work in Azure: https://docs.microsoft.com/en-us/azure/role-based-access-control/overview
- Isolation in Azure Cloud : https://docs.microsoft.com/en-us/azure/security/azure-isolation
- Group Management Portal (GMP) support: https://cbshelp.gsk.com/Pages/GMP-Group-Management-Portal-Support.aspx
- Acceptable Use of IT Resources Policy - SOP-GSK-508

No labels