



# eLearning platform Support to FI- developers

ECFI-2,  
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**EURESCOM**



# Part I: eLearning platform Overview

## E-Learning platform overview

- The platform where the various training material is provided.
  - FIWARE-Ops entry portal: <http://edu.fi-xifi.eu/>
  - Main entry point: [edu.fi-ware.org](http://edu.fi-ware.org)
- Goal: To ease understanding of what is necessary in order to connect new nodes to the XIFI federation and to install the necessary software components, showing developers how to create instances and the required environment on a node in the federation, info on GEs etc.
- eLearning Platform based on Moodle
- Jointly used with FI-WARE project
- Adding content has been started, will fill up rapidly

## Course content

- Courses are typically publicly available (registration not required)
- Courses are available at any time
- In case of questions users can directly contact the teacher through the available channels (e.g. forum, mail)
- Available Content Types
  - Web seminar: a list of slides (directly accessible from a menu) and a synchronized audio track.
  - Video: particularly useful when a recorded session is already available (e.g. webinar, presentation);
  - Document: for publishing slides, manuals, guides or other kind of documents;
  - Web link: to provide a reference to an external (web) resource.

## How to sign up (optionally)

- Click the link “Login” at the top right-hand side of the platform’s homepage or directly at <http://edu.fi-xifi.eu/login/signup.php>
  - The registration pages is displayed in the layout of the FI-WARE part of the eLearning platform, don’t worry, just create a new account
  - User profile changes: Settings -> My profile settings -> Edit profile (Contact information, user preferences, avatar image etc.)

**Choose your username and password**

**Username\***

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

**Password\***  ☐ Unmask

**More details**

**Email address\***

**Email (again)\***

**First name\***

**Surname\***

**City/town\***

**Country\***

## Starting a course



[Home](#) [Available Courses](#) [My Courses](#) [My Dates](#) [My Activities](#) [News](#)

[Home](#) ► [Courses](#) ► [FI-Ops](#)

Search courses:

Go

### Navigation

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▼ [Courses](#)

► [FI-WARE](#)

▼ [FI-Ops](#)

► [FI-Ops Core Concepts](#)

Course categories:

### FI-Ops Core Concepts

This course provides a basic introduction to FI-Lab and FI-Ops.



Search courses:

Go

- Direct access <http://edu.fi-xifi.eu/> or main entry: [edu.fi-ware.org](http://edu.fi-ware.org)
- Most of the currently available courses are related to FI-WARE project
- Courses related to the infrastructure federation are listed at the bottom of the courses list



## Navigation

### Home

- Site pages
- ▼ Current course
  - ▼ **FI-Ops Core Concepts**
    - Participants
    - FI-Ops Core Concepts
- Courses

## FI-Ops Core Concepts

This video presents the FI-Ops offering available to end users whether they are application developers or infrastructure owners.



Core Concepts Video

## Search forums

Go

Advanced search

## Upcoming events

There are no upcoming events

[Go to calendar...](#)

## Recent activity

Activity since Wednesday, 10 September 2014, 10:00 AM

[Full report of recent activity...](#)

Nothing new since your last login



## Online training course for Infrastructures

- We are currently video editing the presentations recorded at the Madrid training sessions in June 2014 for Infrastructure Owners/Operators
- The training course is aimed at Infrastructure Owners / Operators who want to offer the FI-PPP technologies (i.e. Generic and Specific Enablers) to 3rd parties, and who might also want to join the FIWARE Federation
- For each module we provide a copy of the presentation as a PDF, and a Youtube link to a video of the presentation that was recorded at the Madrid workshop
- This material will be added to our training portal for Infrastructures, to be launched by October 15<sup>th</sup>




[Turn editing on](#)

## Navigation

### Home

- My home
- Site pages
- My profile
- ▼ Current course

### FIWARE Ops for Infrastructures

- Participants
- FIWARE Ops for Infrastructures
- Training Introduction
- Federated Platform Architecture
- Process for joining the Federation
- Components That You Need
- A Guide to the Infrastructure ToolBox
- Detailed Components - Monitoring

## FIWARE Ops for Infrastructures

This FIWARE Ops training course is aimed at Infrastructure Owners/Operators and FIWARE Ops users who want to offer the FI-PPP technologies (i.e. Generic and Specific Enablers) to 3rd parties, and who might also want to join the FIWARE Federation through the FIWARE Lab.

The following modules are taken from presentations that were designed for Infrastructure Owners/Operators, and presented at a XIFI training workshop in Madrid in June 2014.

For each module we provide a copy of the presentation as a PDF, and a Youtube link to a video of the presentation that was recorded at the Madrid workshop.



News forum

General news and announcements

## Training Introduction

Training Introduction - FIWARE, FIWARE Ops, FIWARE Lab and XIFI the pillars of the Future Internet



Training introduction - FIWARE, FIWARE Ops, FIWARE Lab and XIFI the pillars of the Future Internet

## Search forums

 [Go](#)

Advanced search

## Upcoming events

There are no upcoming events

[Go to calendar...](#)

[New event...](#)

## Recent activity

Activity since Wednesday, 10 September 2014, 9:46 AM

[Full report of recent activity...](#)

Nothing new since your last login

## Content of Training course for Infrastructures

- Core Concepts
- Architecture of Federated Platform
- Process for Joining
  - the Federation and FI-Lab
- Components you need
  - High-level OpenStack, ITBox, High-level Monitoring
- Detailed components
- FI-Lab Support Procedures

## Online training course for developers

- Recorded at the training workshop in Berlin, May 2014
- Online course material will be prepared to be ready later this year

### **Content overview:**

- Introduction to XIFI
- XIFI for developers
  - Cloud-hosting: OpenStack, XIFI and 'non-conventional' resources
  - XIFI development cycle and tools
  - Generic and special enablers
  - Evolution of the XIFI development support
- Use case examples
  - Sample creation and deployment of networks and virtual machines
  - Infrastructure and use case monitoring
  - Showcase: Always best served (Wireless Smart City / Healthcare Scenario)
  - Showcase: Wireless access network virtualization
- Guided Tour
  - Creation and deployment of virtual machines and networks
  - Using enabler components provided by the federation
  - Accessing 'non-conventional' resources
  - Infrastructure and use case monitoring



For latest info: Check the XIFI web, Training section



HOME ABOUT XIFI PUBLICATIONS NEWS EVENTS FEDERATION FIWARE OPS SHOWCASES TRAINING

Training

Search

## Training

Past Training Sessions

Upcoming Training Sessions

## Newsletter subscription

E-Mail Address

subscribe

unsubscribe

In accordance with EU data protection laws, your e-mail address will only be used for the purpose of the project and will not be forwarded to third parties. You can unsubscribe at any time.

## Supported by



## XIFI Education

Find out about how you can use the XIFI platform, technology and services here.

### Online Learning

We've got online training material for the following types of people so you can learn at your own pace:

- Infrastructure Owners - [e-learning portal](#)
- Infrastructure Operators - [e-learning portal](#)
- Experimenters
- Public Authorities
- Intermediaries

If you are not sure which stakeholders group you belong to, please look [here](#).

### Training Events

When you want face-to-face learning, demos or hands on work, [sign up](#) for one of our training events.

## Training sessions along the ECFI-2 in Munich, Germany, on 18th September 2014

We are pleased to announce that the XIFI team is organizing two introductory training sessions on September 18, 2014 as part of the [ECFI-2 SME Training day](#) at the Technical University Munich

## NEWS

### XIFI Blog moves on

Over the past few months, the XIFI team have been making a concerted effort to... [\[more\]](#)

### Two XIFI training sessions along ECFI-2

We are pleased to announce that the XIFI team is organizing two introductory... [\[more\]](#)

### Swiss Open Cloud Day at the University of Bern, Switzerland

The Swiss Open Cloud Day took place at the University of Bern on June 10th,... [\[more\]](#)

# Part II: Helpdesk for FI-Developers

## Support for FI-Developers

- Hundreds of developers from SMEs and web-entrepreneurs are expected to start SW developments and experiments in FI-Lab in the coming months in the scope of Phase III experimentations, adding up to the current users from within and outside the PPP.
- Appropriate support to these FI-developers must be in place and has been prepared in the last couple of months
  - Definition of a support process with various support levels
  - Staffing of the defined teams
  - Tool support: Use of JIRA
- Support needs can be in many directions
  - Technical nature (how to do things, cases where FI-Lab seems not to work as expected or functionality seems to be down)
  - Administrative nature (how can I join the activities)
  - SLA / OLA related aspects
  - Legal aspects etc.
- For some of those we will just need to refer to what has been defined before (e.g. terms & conditions), but other aspects will need to be checked. The focus here is on technical issues.

## Structure of the support according to topic

Issues can be structured into:

- GE/GEi related (e.g. the GE does not work as it should...)
  - To be handled by the respective GE-owner
- Node-related (the node where my VM is running seems down...)
  - To be handled by the respective node
- Any other issue, that cannot be assigned to either of the above (e.g. not clear what node / what GE is affected, non-technical issues etc.)
  - To be handled by Level-1 helpdesk, either solving the issue directly or forwarding it to other experts in charge of the topic
  - Might request further information
  - Will point to the FAQ section if a solution is already described



## How (and where) to request support

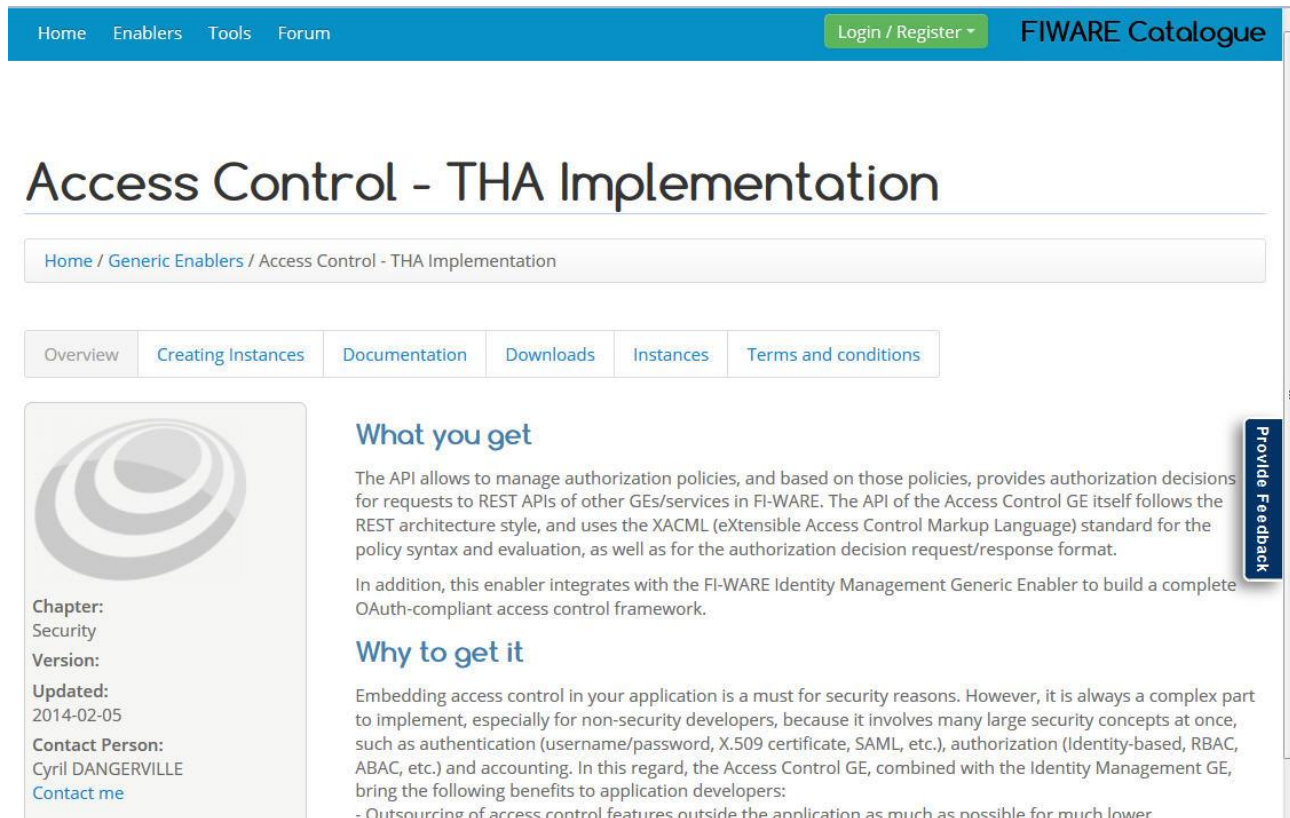
There are 4 main places from where support can be obtained:

- From the catalogue pages of all GEs
  - The web-form request will be directly assigned to the GE-owner
- From the FIWARE Lab status page (<http://status.lab.fi-ware.org/>) for node-related issues
  - The web-form request will be directly assigned to the affected node
- From the FIWARE Lab help&info page (<http://help.lab.fi-ware.org/>), for any issues
  - Either by web-form or by email
  - Use of the web-form is encouraged as it enables direct assignment to the issue “owner“, if the required info is provided by the reporter in the form
  - If detailed info is missing or for all requests sent by email → Level-1 helpdesk will take care first
- FAQ (work in progress)
  - Stack Overflow will be used (Q&A site for programmers)
  - <http://stackoverflow.com>
  - Example tags in use: filab, fiware, fiware-wirecloud, fiware-cosmos, cosmos, ckan

## From the GE catalogue pages

<http://catalogue.fi-ware.org/enablers>

- Select the respective GE from the list
- The support from is accessible on each GE page “Provide Feedback”



The screenshot shows the FIWARE Catalogue website. The top navigation bar includes links for Home, Enablers, Tools, and Forum, along with a Login/Register button and the FIWARE Catalogue title. The main heading is 'Access Control - THA Implementation'. Below this is a breadcrumb trail: Home / Generic Enablers / Access Control - THA Implementation. A horizontal menu contains tabs for Overview, Creating Instances, Documentation, Downloads, Instances, and Terms and conditions. The 'Overview' tab is active. On the left, there is a circular logo and a sidebar with metadata: Chapter: Security, Version: 2014-02-05, Updated: 2014-02-05, Contact Person: Cyril DANGERVILLE, and a Contact me link. The main content area is titled 'What you get' and describes the API's functionality for managing authorization policies and its integration with the FIWARE Identity Management Generic Enabler. Below this is a 'Why to get it' section, which explains the importance of access control in applications and lists benefits like outsourcing features. A vertical 'Provide Feedback' button is located on the right side of the page, with a blue arrow pointing to it from the right edge of the slide.

Home Enablers Tools Forum Login / Register FIWARE Catalogue

### Access Control - THA Implementation

Home / Generic Enablers / Access Control - THA Implementation

Overview Creating Instances Documentation Downloads Instances Terms and conditions

**What you get**

The API allows to manage authorization policies, and based on those policies, provides authorization decisions for requests to REST APIs of other GEs/services in FI-WARE. The API of the Access Control GE itself follows the REST architecture style, and uses the XACML (eXtensible Access Control Markup Language) standard for the policy syntax and evaluation, as well as for the authorization decision request/response format.

In addition, this enabler integrates with the FI-WARE Identity Management Generic Enabler to build a complete OAuth-compliant access control framework.

**Why to get it**








































Embedding access control in your application is a must for security reasons. However, it is always a complex part to implement, especially for non-security developers, because it involves many large security concepts at once, such as authentication (username/password, X.509 certificate, SAML, etc.), authorization (Identity-based, RBAC, ABAC, etc.) and accounting. In this regard, the Access Control GE, combined with the Identity Management GE, bring the following benefits to application developers:

- Outsourcing of access control features outside the application as much as possible for much lower

Provide Feedback

## From the FIWARE Lab status page

<http://status.lab.fi-ware.org/>

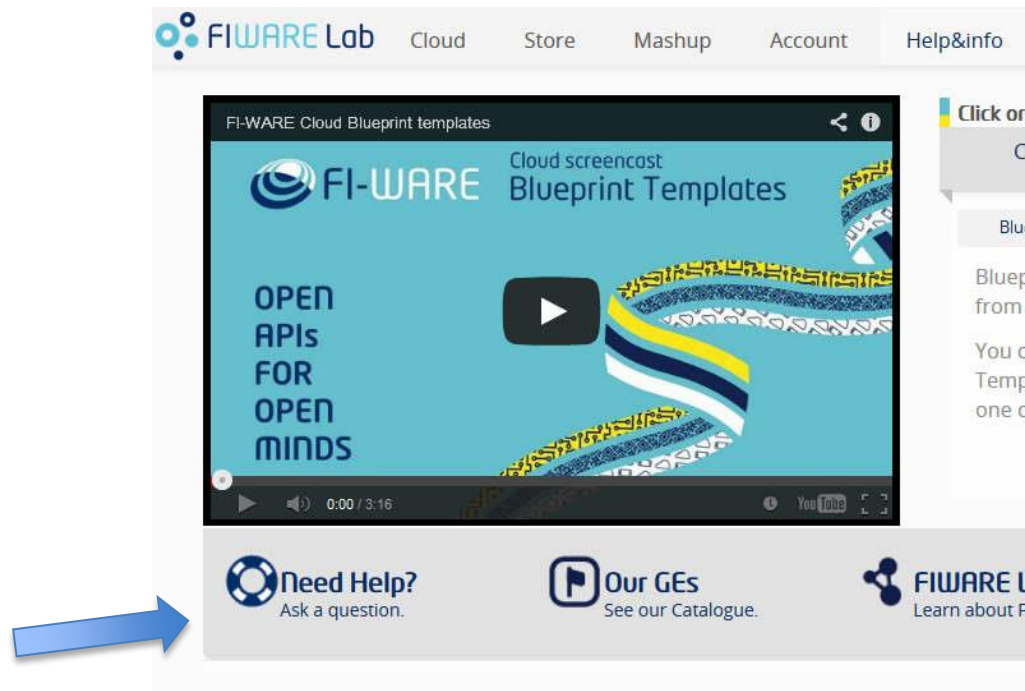
Node	Overall	Nova	Neutron	Cinder	Glance	Keystone P.	Support
Spain							
Lannion							
Prague							
Berlin							
Waterford							
Trento							



Click this icon of the respective node.  
Not sure which node? → Select „None“ for the affected node in the web form

## From the FIWARE Lab help&info page

<http://help.lab.fi-ware.org>



For any type of issues.

Requests entered in the form here will by default go to Level 1 helpdesk.

It is possible to select a node in the form, then requests will go there directly.

## Collector form (as on FIWARE Lab status page)

Report Issue

① Please provide details in this form. Thanks!!

Summary\*

FI-WARE Environment

Node location or „None“ can be selected → Region

Description

Priority

Attach file  No files selected.

Name\*

Email\*

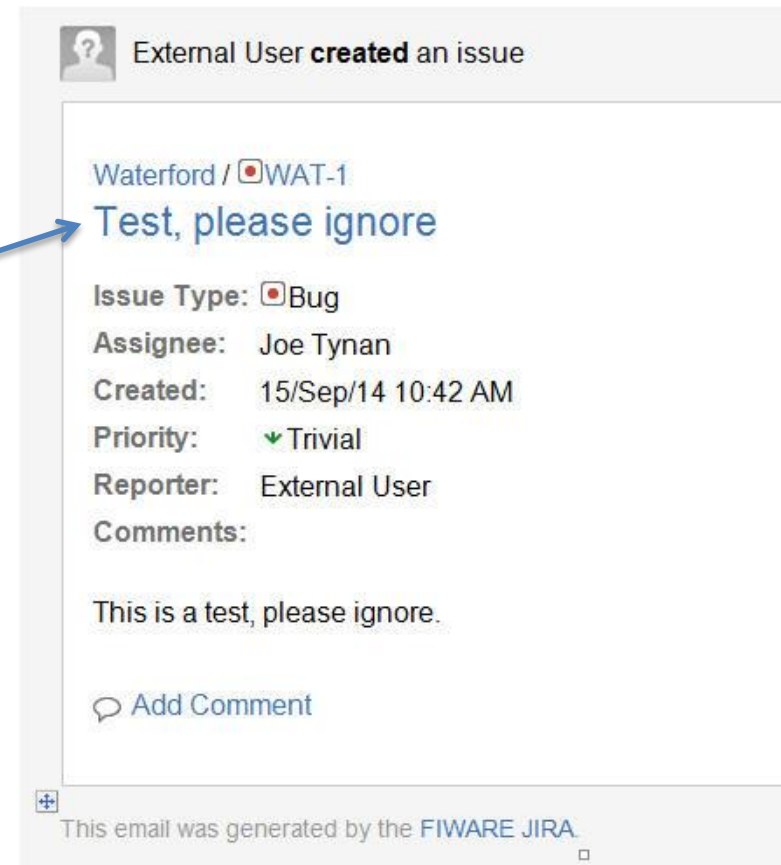
"FI-WARE Environment" offers "FI-Lab" or "Test-bed".

- There are two live instances of FIWARE, most developers will only access FILAB. Test-bed is dedicated to Phase II projects.

## After submitting the support request


- All formats and types of request will directly create a ticket in JIRA tracking system
- Submitters will receive a confirmation email
- A notification will be sent each time the ticket is being processed (to keep the reporter informed)
  - The status can be followed at any time on the page of the ticket (link indicated in the confirmation email)
- The reporter might be asked to provide further information
  - For local node users support might be offered in the local language

### Confirmation email:




The screenshot shows a JIRA email notification. At the top, it says 'External User created an issue'. Below this, the issue key 'Waterford / WAT-1' is shown with a red square icon. The issue title is 'Test, please ignore'. The issue type is 'Bug', assigned to 'Joe Tynan', created on '15/Sep/14 10:42 AM', with a 'Trivial' priority. The reporter is 'External User'. The comments section contains the text 'This is a test, please ignore.' and an 'Add Comment' button. At the bottom, a footer states 'This email was generated by the FIWARE JIRA.'.

External User **created** an issue


Waterford /  WAT-1

**Test, please ignore**

Issue Type:  Bug

Assignee: Joe Tynan


Created: 15/Sep/14 10:42 AM


Priority:  Trivial

Reporter: External User

Comments:

This is a test, please ignore.

 Add Comment

 This email was generated by the FIWARE JIRA.

# Thank you for your attention!

[ops.fiware.org](https://ops.fiware.org)