Communications Plan: OSG CA Changes

|  |  |  |  |
| --- | --- | --- | --- |
| Document Revision |  |  |  |
| **Version** | **What Changed** | **Who Changed** | **Date of Change** |
| 1 | Original Document | Clemmie | 2/25/15 |
| 3 | Document | Katherine | 8/6/15 |
| 3.1 | added items | Katherine | 10/22/15 |
|  |  |  |  |
|  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Message** | **Mode** | **Audience** | **Date** | **Responsible** |
| The OSG CA is changing the vendor it uses as the backend provider of certificates for services and users.  The OSG CA will transition user and services certificates to the new vendor in groups. We will alert you when your certificates are being transitioned.  There will be no change to the user interface. However, the certificate Distinguished Name (DN) will change, for some services, that cannot be done automatically, users will need to re-register certificates with all the services for which they use them.  We will send documentation reminding users and service providers how to reregister their certificates where the process has not been automated.  A list, which is not conclusive, of services this will impact, includes all grid services, VOMS, compute elements, storage, VOWS, GUMS, DocDB, Twiki, and others.  VOMS will be automatic.  (We will add in which of these are automated nearer to the time.)  Link to FAQ. If you have any more questions, please contact the GOC. | \*Posted on the twiki | All those provided with certificates by OSG CA.  (GOC has these emails – both for individuals and services) | Two/three months before first transitions | Mine/Katherine |
| Send information to users about change. Mainly a link to the twiki. | Email | All those provided with certificates by OSG CA.  (GOC has these emails – both for individuals and services) | One month before first transitions | GOC |
| Send information to users about change. Mainly a link to the twiki. | Twitter  OSG newsletter pointer – just a link | OSG account,  OSG Newsletter | Two months before first transitions. | Katherine |
| Explanation of change to Fermilab Service Desk, with request to send any enquiries/tickets on to the GOC. If CMS and ATLAS transition early (Oct), talk to Service Desk in early October. | Email | Fermilab Service Desk (not required for other institutions). | One month before transition. | Mine |
| Update Service Knowledge Articles that mention Digi-Cert. As much as possible, make them general. | Service Knowledge | Fermilab | Ongoing | Katherine (some with Marcia?) |
| Frequently Asked Questions | Documentation  \*Twiki | All those provided with certificates by OSG CA. | Three months before transitions (and then updated throughout process). | Mine/Katherine |
| Remind CMS and ATLAS to test the new CA infrastructure as soon as IGTF accreditation completion. | Email | CMS and ATLAS | ASAP – prob. August | Mine |
| Instructions for Service Owners on how to update their service certificates | Documentation  \*Twiki | Service Owners | Two months before. | Mine |
| Instructions for users about how to update their certificates for each service | Documentation  \*Twiki | End users for those services where certificate updates are not automated | Two months before | Mine |
| Schedule launch times for the phased transitions (the first X number—get their agreement and constraints.) | Email  Call | VO Managers | June/July | Mine |
| Email reminder of the transition to let them know that individual Vos can expect to be contacted over the next few weeks.  The certificate Distinguished Name (DN) will change, and so users and services will need to re-register certificates with all the services for which they use them.  Link to FAQ. Any problems, contact the GOC.  Links to documentation for service providers.  Links to documentation for users. | \*Email  \*OSG Operations Blog  \*Posted on the twiki  \*Twitter | All those provided with certificates by OSG CA. | Two months before/ One month before / A week before the first transitions | GOC |
| Your VO is will undergo the certificate transition on DAY next week. The certificate Distinguished Name (DN) will change, and so users and services will need to re-register certificates with all the services for which they use them. Link to FAQ. Any problems, contact the GOC.  Links to documentation for service providers.  Links to documentation for users. | Email | First wave of Vos. | The Thursday before the week of the transition. | Mine |
| Your VO is will undergo the certificate transition on DAY next week. The certificate Distinguished Name (DN) will change, and so users and services will need to re-register certificates with all the services for which they use them. Link to FAQ. Any problems, contact the GOC.  Links to documentation for service providers.  Links to documentation for users. | Email | Second wave of Vos. | The Thursday before the week of the transition. | Mine |
| All Vos should now have had their certificates transitioned, and the certificate Distinguished Name (DN) will have changed. Users and services will need to re-register certificates with all the services for which they use them. Link to FAQ. Any problems, contact the GOC.  Links to documentation for service providers.  Links to documentation for users. | Email | Rest of the Vos | When the process is opened up to the rest. | Mine |
| All Vos should now have transitioned. Link to FAQ. Any problems, contact the GOC.  Links to documentation for service providers.  Links to documentation for users. | \*Email  \*OSG Operations Blog  \*Posted on the twiki  \*Twitter | All those provided with certificates by OSG CA. | When complete. | Mine |
| Change info at: <https://twiki.grid.iu.edu/bin/view/Documentation/CertificateGetWeb>  <https://twiki.grid.iu.edu/bin/view/Operations/OSGPKICommandlineClients>  <https://twiki.grid.iu.edu/bin/view/Documentation/CertificateGetWeb#InstallCaCert> |  |  |  |  |
| After done – brief article OSG newsletter about new certificate and how we did it. Notifying people in advance, giving them a chance to influence the date, collecting questions in a FAQ. | OSG article | All those provided certificates. | June 2016 | Mine/Katherine |
| After done – clean up twiki to remove mention of DigiCert and what preceeded it. | twiki | twiki users | June 2016 | Mine/Katherine |