

GSD. Network - SMFT

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General Information:

Possible symptoms/errors:

User wants to know What is SMFT and how is the support being handled?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

What is it all about?

With "SMFT" (Secure Managed File Transfer) there is a new service that can be ordered globally from August 2021 on

NOTE: SMFT has not yet been finally approved by FME, which is why it is not yet available for them in the service portal.

Nevertheless, employees can already order the service. These FME requests are currently not billed via the system (ServiceNow), but manually by the Bergmann team, which also makes it more expensive.

Historically, there was a server farm for the exchange of data with XFER, but it is outdated. Therefore, there is a new service with SMFT.

Xfer was created in the context of SAP operation. For example, Xfer1 was always about passing on data to SAP. For security reasons, however, it is now necessary to part with this as quickly as possible.

Other systems running in parallel, such as moon01, cups01, etc., are also running on obsolete systems.

The systems were under complete control of GI and grew over the years (also regarding the number of servers). The product that has now been chosen is "Go Anywhere", a database-driven system.

The systems now are always clustered and have high availability. Only SFTP and HTTPS connections are possible because everything else is out of date for security reasons.

The MFT solution is on Linux servers, and there are two mirrored database instances, filers are used that are currently still on premise but are to be moved into the cloud. Linux-based systems can then be

addressed via the filer (at operating system level). For Windows systems, there is a Linux share that provides the shares via Samba. Linux also includes the SAP systems, because we run these under Linux. There are different file systems, like SMB for Windows and NSF for Linux, which should be served.

However, SMFT is not meant to share files between people, but to have machine-accessible directories. As an example, for the use of the share one can take e.g., reportings in HTML form or the case that an external company automatically generates reportings, which then end up in the directory, which are then read by an employee here himself or automatically by a processing system. It is also possible to exchange catalogs and lists with an external provider, which are automatically read and processed by their system.

Concerning the file types, no data classifications are made. The person who orders the service must decide for himself whether the security specification provided by us is the right one for him or not.

As far as access is concerned, the user can access the share via SAP using Samba, SFTP or HTTPS. There is also a web client that can be accessed both externally and internally and supports SSO (hence the AD connection again).

Concerning SLAs, they are currently being discussed. Josef Winkler is involved in this, among others.

NOTE: The main contact for this service is Heiko Bergmann

Ordering

Via service catalog, anyone can order transfer storage space to share files.

The request form can be found here: Secure Managed Filetransfer (SMFT) (I001088)

SMFT is a billable service, with a monthly cost that is currently €50/month, but sooner or later new prices are expected. In return, users get 10 GB of storage and connectivity to SAP systems. If the 10 GB are not enough, you can buy another 10 GB via a separate form.

For people who access the share externally, or for machines/systems, extra accounts can be created, which are then actually created manually, whereby access is then only possible via SFTP and certificate. Currently the account creation in the AD is automatically handled by ServiceNow. Everything that can be configured is transferred via the form. An AD group is created for each directory group, because the access options are controlled via this group (also via the Samba share). The creation happens directly from the form.

The URL (the directory name) always results from a specification that comes from ServiceNow and is always incremented and a One Word Description that the user must provide (should describe what the share is used/needed for). As soon as an SAP system is involved (when a request is made), the "SAP access path" is created in SAP, which is filled out accordingly in the form.

Support

Users contact the support by sending an e-mail to: ManagedFileTransfer.Support@fresenius.com.

The FLS is to be provided by Global Support via Catch & Dispatch, whereby a call volume of 10-15 calls per month is expected. The tickets will be generated via mail inbound (mail to ticket), and the tickets themselves are then assigned to the general Global Support FLS Assignment group, which is Int_WW_Global_Support_FLS_FNC .

The SLS is performed by Heiko Bergmann's team ("Integration Services"), for which there is already an assignment group in ServiceNow that can also be used for this: Int_WW_SAP-PO-EDI_TLS_FNC

NOTE: For ticket processing it is important to select the correct Service Offering as well as Configuration Item. 4 Service Offerings are already defined and all start with: "Integration Services -".

The challenge for the FLS is to select the correct configuration item in advance. This can be selected in the Incident and comes from the original request for an SMFT Space. So, every time someone requests a SMFT Space via ServiceNow, a Configuration Item is automatically created for it (for the respective implementation variant). This comes from the automatically generated URL associated with the Space, which users receive after completing the request.

Example: "\\smft.ads.fresenius.com\SMFT-100004_TIPCO-ManualUpload"
("/smft/P77/fse/0060000099/SMFT-100004_TIPCO-ManualUpload")

The configuration item in this case would be SMFT-100004 ... , where all Configuration Items always start the same: SMFT-1000x- xxx

So, there is always one CI per implementation, which has to be selected accordingly in the Incident.

Important: If tickets are generated by users (by mail inbound) and the URL is not named in the ticket, the FLS must ask for it in order to be able to select the corresponding configuration item, matching the URL! The users should know their URL but can look it up in the service portal under "My Services" if they have booked it themselves and for themselves.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

service catalog

https://fnc.service-now.com/sp?id=sc_cat_item&sys_id=005bca281b5c78500095fc07cb4bcb3f

Secure Managed Filetransfer (SMFT) (I001088)

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Support

ManagedFileTransfer.Support@fresenius.com