



PAAS PLATFORM

Customer On-boarding Procedure

_VOIS



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Review History

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1. Introduction

Vodafone India Services Private Limited (VISPL) has been working on cutting edge technologies to Design, Develop and Deploy containerized applications on an innovative and robust PaaS platform. VISPL has decided to deploy an initial prototype in Pune Data Center using Red Hat OpenShift with Red Hat OpenStack as underlying IaaS infrastructure. This prototype which will act as baseline for phase-wise evolution of DevOps Cloud is expected to deliver Following objectives:

- Enable developers to focus on application functionality development and features
- Accelerate application delivery with DevOps
- Publish apps easily to production-ready platform
- Automated and Consistent infrastructure management experience
- On-demand self-service of computing resources based on service catalogs

2. Support Scope

Developers are using OEM Laptops to do the application development and testing on the Ubuntu or Window OS. This existing solution will be replaced by VDI instances built on Redhat Openstack platform managed by Data Centre Operations (DCOPS) team. Users are already using the platform and it is a development environment.

Resources working using OEM laptop for this application testing will be moved to this platform. Scope of this document is to explain the on-boarding process of customer on the PAAS platform.

Providing support and troubleshooting for the VDI instances with respect to hardware connectivity and operating system provisioned on Redhat Openstack platform named as PAAS platform. Managing and Maintaining the Redhat Openstack based on IaaS platform hosted in the EON Cluster-D 3rd Floor Data Centre using remote tools as well as hands & feet support. Providing 12x5 support which covers the Prime working hours (Business Hours) requirements from 09:30 AM to 09:30 PM IST from Monday to Friday.

3. Key Deliverables

DCOPS team (PAAS Team) will be directly responsible to maintain the provisioned instances and the Openstack platform. This includes the end to end ownership of the Openstack platform maintenance, support and availability. VM instance support and responsibility of DCOPS team is defined below



- 1) Instance provisioning: Provision instances according to the configuration provided by the requester.
- 2) Software Installation: Install the software version requested by developers team which is available on internet or the source code provided by customer where license is not needed or will be taken care by customer.
- 3) Connectivity Issues: Fixing connectivity issues to the already tested comm-matrix requested by customer for each application. New Comm-matrix implementation will be followed by Service Request Implementation with Internal teams.
- 4) User Account: Creation/Modify/Deletion/Check, password reset/ unlock account for Individual VM instances as well as Jump server
- 5) Health Check: Instance and Platform Health check and Performance monitoring of the instances on need basis.
- 6) Capacity Monitoring: Includes CPU, Memory, Swap & Disk capacity management for the allocated VM instances as well as the Infra nodes & Storage.
- 7) Snapshot backup: Configuring the VM snapshot backup and maintaining them for the provisioned instances.
- 8) Network Configuration: Network configuration for provisioned instances and platform
- 9) Hardware/Software: Vendor co-ordination for break fixes or any bugs. Open support calls with vendor and coordinate for troubleshooting instance issues as well as platform issues.

10) Change management process:

Any changes with respect to OS software or application software will be performed via the planned CRQ (change Request) process. CRQ will be submitted with Deployment Plan (DP) by DCOPS team. There will be a CAB (Change approval Board) review call weekly or need basis depends on the number of CRQs. Approval has to be shared by CP&S application SPOC in the CAB call and summary of approvals will be published post meeting to all stake holders.

Production System Upgrade

- a) OS Upgrade: OS upgrade is not supported on PAAS platform on User VMs. Though we can upgrade but it might create compatibility issues with running software. Hence we provide a new VM on upgraded OS (i.e Ubuntu 16 to Ubuntu 18 etc) to the users where user will work along with us on compatibility check with all installed software or application.
- b) Patch updates: Any patch update will be performed after consulting and agreed with the customer application SPOC. 2 set of VM snapshot will be created before



patch update. In case of any issues after update DCOPS team will try to fix the issue or recover from snapshot based on the nature of the issue.

- c) Application software upgrades: Before doing application software upgrade on production instance, it will be performed in a test machine provisioned from latest image available for that application. Once we have the test machine functionality confirmation from customer it will be done on production. For recovery perspective 2 snapshots will be taken before the upgrade which can be used to revert to original state in case of any issues in post verification.

- 11) Problem Management: For any issues which needs an RCA should be treated with a problem ticket (PBI). Due to Enterprise level vendor support unavailability for the Ubuntu OS this will be done on best effort basis. For RHEL instances full RCA will be done with the support of Vendor. Customer support is required to complete the RCA if the issue is pointing towards a software issue during analysis.

4. Exclusions:

- 1) Any Software License or the issues due to license which is impacting any break fix or troubleshoot is not under the scope of the DCOPS team.
- 2) OS License: Ubuntu instances and CentOS instances used will not be having any commercial/Enterprise license issued and hence any advanced troubleshooting is limited to the DCOPS team's best effort basis.

5. Support Model

Ticket Logging/Issue Reporting

- a. For any issue reporting or ticket logging for PAAS platform, user will contact with PAAS team Via Jira.
- b. PAAS team will be interface for all users related issues on PAAS platform and interact with respective team ie. Network, Infosec etc.

6. Customer On-Boarding Process

- a. New Customer will approach to Info-Sec for VDI on PAAS platform.

Contact Details: VSSlinformationsecurity@vodafone.com

- b. Based on the approval, User will approach to the PAAS Team:



1. Anshu Kumar @ Anshu.Kumar2@Vodafone.com
2. Imtiyaz Hasan @ Imtiyaz.Hasan@vodafone.com
3. Cloud Team @ dcops-cloud-vssi@vodafone.com

c. SPOC Identification

SPOC will be identified from the customer end. SPOC will be responsible for application discovery and POC along with DCOPS team (PAAS team).

d. Access on Jira

DCOPS team will provide the access on Jira to the customer and share the Jira link where user will raise the VM request for POC.

e. Jump Server Access

Document will be shared with the SPOC for Jump Server access. SPOC will raise the Jump Server access. Jump Server is the first gateway to access the PAAS platform.

f. Access on POC VM

POC VM will be launched based on the JIRA ticket mentioned under step d. DCOPS team will launch the VM. One Auto-generated mail will be shared to the SPOC along with VM details.

g. Orientation Session

DCOPS team has a session with SPOC and explain about PAAS platform. Also describe the process, SLA and procedure for accessing the PAAS platform.

h. POC phase-1

Under POC phase-1, one of the SPOC from DCOPS will be aligned with customer. Customer will install the required software on the PAAS POC VM. In case of any support and help, customer will raise the JIRA ticket with DCOPS SPOC. SPOC from DCOPS will help to customer on all related issues.

POC phase-2

Once all the issues are fixed and customer confirms about successful tasks on PAAS VM, DCOPS team will build a template (Image) which includes all the software and customer application specific configuration except any personal information or credentials or licensing information etc.

POC phase-3

Launch the PROD VM for the SPOC and verify all the installed software and custom configuration.



Take final approval from SPOC before launching the PROD VMs for all the team members.

i. F band approval

Collect the list of users from SPOC. SPOC will provide the F band approval for all the team members. Also SPOC will attach the approval from Info-Sec.

j. Access for entire Team

SPOC will raise Jira request for all the team members on their Jira, Jump server and VDI access. Kindly note Team members can also raise Jump server access from their end.

DCOPS team will provide access on Jira, create the VDI for all the team members.

k. Review of Developers VDI

Customer will review the VDI requirement and inform to DCOPS on or when needed.

For any new joiner, customer will raise Jira request along with F band approval.

DCOPS team will provide the VDI from the template which already has all installed software and custom configuration.

Also Jira ticket will be raised by customer (SPOC), if VDI is no longer required.



7. Escalation Matrix

Following escalation matrix will be followed in case of escalation is applicable.

| Escalation Matrix DCOPS | | | | |
|-------------------------|---------------------------|-----------------------|--|---------|
| Escalation Level | Name | Mobile | E-Mail | Remarks |
| 1 | Weekly SPOC | Refer Roster | dcops-cloud-vssi@vodafone.com | |
| 2 | Imtiyaz Hasan | 9663310735 | Imtiyaz.hasan@vodafone.com | |
| 3 | Anshu Kumar | 7391061712 | Anshu.Kumar2@Vodafone.com | |
| 4 | Renjith Sivan /Ankit Sood | 9168682702/9607967374 | Renjith.k02@vodafone.com /Ankit.Sood@Vodafone.com | |
| 5 | Kamlesh Mishra | 9545459040 | kamlesh.mishra@vodafone.com | |