PaaS PLATFORM

PaaS Jump Server Access Procedure

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Contents

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Review History

Date	Contributor	Role	Description
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2	Anshu Kumar	DGM	Review

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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

C2 General

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.

C2 General

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. PaaS Jump Server Access Procedure

Open ARC tool through below link

https://workspace2.vodafone.com/Group/TDO-UAM/default.aspx

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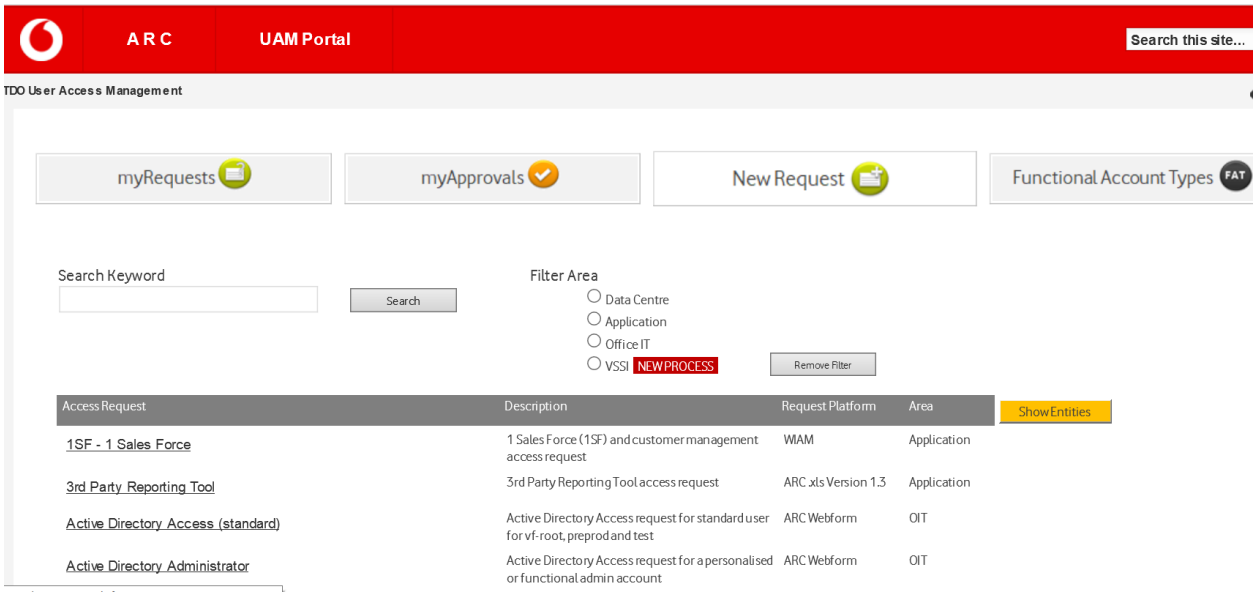
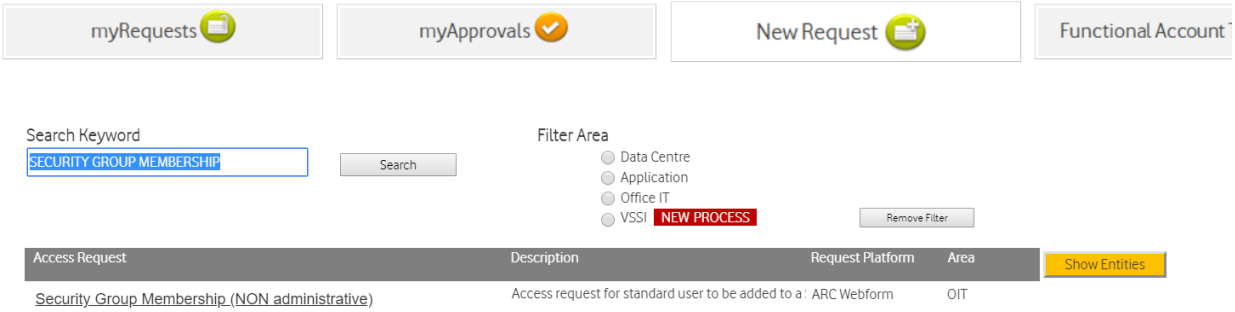


Search word 'Security Group Membership' and select



Click on Security Group Membership (NON administrative)

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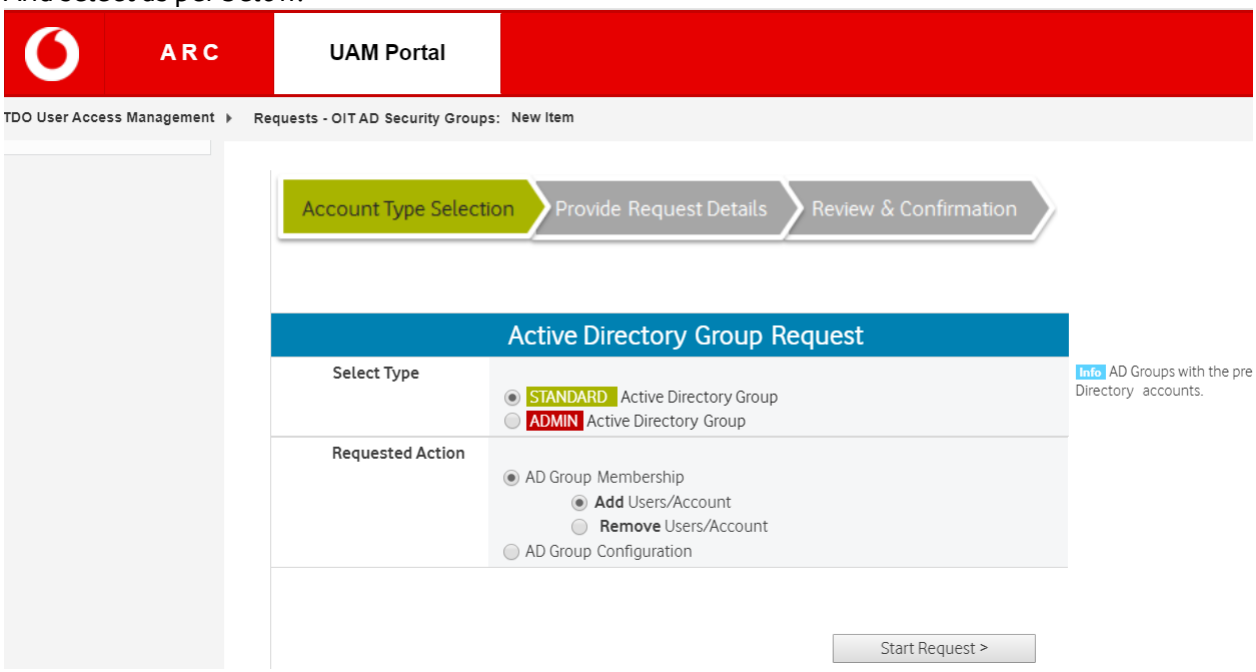
And select as per below:-



Start request

Security group name : FSA-Remote_JUMP_OPENSTACK_TSS-R
Owner details : rahul.chaudhari@vodafone.com
Check name
User name : < type mail id of requester>

Related Service/Project	**PaaS Environment**
Reason for Request/ Justification:	**Need access to jump server to connect VM of PaaS environment**

Submit the form.

Kindly Note: Once user will get the access then you will get the update. ETA will be 20 minutes.

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	