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Task 1: Service Catalog - Extend fields (5 min)

In the presentation a few possible entries have been presented briefly:

1. service-name
2. service-uuid
3. responsible
4. owner
5. service contact
6. availability
7. depends on
8. maintenance window
9. pricing

This list is quite short and not sufficient to describe a service thoroughly. Extend the list with further information required to describe a service.

Possible attributes (not complete)

- name
- uuid
- reference-id - primary key in db
- acronym for the kind of service
 - application: "app_*", e.g. app_indico
 - service: "service_*", e.g. service_ftp
 - process: "proc_*", e.g. proc_P06-Administration-und-Systempflege
 - product: "prod_*", e.g. prod_Bluecat
- references/dependencies to others

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- application: "app_*", e.g. app_indico
 - service: "service_*", e.g. service_ftp
 - process: "proc_*", e.g. proc_P06-Administration-und-Systempflege
 - product: "prod_*", e.g. prod_Bluecat
 - co-workers:
 - service-type
 - Application
 - service
 - product
 - process
 - ...
 - Technical description
 - Description: ...
 - Product used:
 - Version
 - Server name:
 - Ports used:
 - Installation procedure:
 - License: commercial/oss
 - License required yes/no
 - license owner
 - license responsible
 - license server required yes/no
 - license server name/service
 - assets
 - document
 - printer
 - co-worker
 - software
 - hardware
 - target service scope audience
 - intern (GWDG)
 - campus-intern (IT-Dienstleister am Campus)
 - extern (customers)

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- lifecycle-status
 - planning
 - testing
 - in production
 - retired
 - ...
 - first release date
 - last modified/updated
 - responsibilities
 - resp. group
 - executive group
 - supporting group
 - service owner
 - service manager
 - resp. team
 - internal deputy
 - service-Co-Owner
 - contact person (other it services)
 - Customers / Users / Usergroups
 - gwdg-intern, all, MPG-only, specific license owner, AcademicCloud, students, employees, ...
 - service-Window
 - maintenance window
 - short description of Service
 - login categories
 - non-person (e.g. DNS)
 - admins only
 - end users
 - specific groups
 - end user (unlimited, worldwide)
 - login process
 - none/protocol-specific
 - local user management
 - Active Directory
 - LDAP

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- Radius
 - SSO / SAML
 - SSO / OpenIDConnect
 - others
 - Scopes
 - EU-GDPR
 - ISO27001
 - ISO900x
 - ISO20000

Hints

- Consider both: organizational and technical aspects in regard to services

Task 2: Service catalog for Performance Data Dashboards and Security (15 min)

You have installed the TIG stack from the monitoring tutorial. Now you want to provide this as Service “Performance Data Dashboards” to the HPC customers and engineers. In order to put this service in production it has to be added to the service catalogue to provide information to the stakeholders.

Add this service to the service catalog.

Multiple service have to be installed to get the TIG stack running - one has to create at least 3 entries in the service catalogue to cover them all

2.1 Performance Data Dashboards

- name Performance Data Dashboards
- uuid 2984379871
- reference-id - 123
- acronym for the kind of service service_pdd
- references/dependencies to others
 - service_influxd
 - service_telegraf_hpc
 - service_cloudvm
- service-type
 - service
- technical description
 - description: Grafana dashboard for user and engineers

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- product used: Grafana
 - version: 9.3.6
 - server name: frontend
 - ports used: 8000
 - installation procedure: link
 - License: commercial
 - License required: yes
 - type: Grafana enterprise
 - responsible: your name
 - contact: your name
 - assets: n/a.
 - target service scope audience
 - intern (GWDG)
 - extern (customers)
 - lifecycle-status: testing
 - first release date: 21.02.2023
 - last modified/updated: 21.02.2023
 - responsibilities
 - resp. group: Network team
 - executive group: network team
 - supporting group: Infrastructur Group, hpc Group
 - service owner: best admin
 - service manager: nice manager
 - resp. team: webservice team
 - internal deputy: nice guy
 - service-Co-Owner: na
 - contact person (other it services): na
 - Customers / Users / Usergroups: hpcusers, admins
 - service-Window: 24/7/365
 - maintenance window: thursday 17:00-19:00 (Berlin)
 - short description of Service: Dashboards for HPC performance visualization
 - login categories: group hpcusers
 - login process SSO/SAML
 - Scopes

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- GDPR
 - ISO27001

2.2 InfluxDB

- name InfluxDB
- uuid 2989827435
- reference-id - 122
- acronym for the kind of service service_influx
- references/dependencies to others
 - service_cloudvm
 - service_hpc_telegraf (actually no, works without it)
- service-type
 - service
- technical description
 - description: Influx TSDG for collecting data form devices/nodes
 - product used: InfluxDB
 - version: 2.6.11
 - server name: frontend
 - ports used: 8009
 - installation procedure: link
- License: OSS
 - License required: no
- assets: n/a.
- target service scope audience
- lifecycle-status: testing
- first release date: 21.02.2023
- last modified/updated: 21.02.2023
- responsibilities
 - resp. group: Network team
 - executive group: network team
 - supporting group: Infrastructur Group
 - service owner: best admin
 - service manager: nice manager
 - resp. team: webservice team

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- internal deputy: nice guy
 - service-Co-Owner: na
 - contact person (other it services): na
 - Customers / Users / Usergroups: na
 - service-Window: 24/7/365
 - maintenance window: thursday 17:00-19:00 (Berlin)
 - short description of Service: database to collect and store metric
 - login categories: na
 - login process
 - Scopes
 - ISO27001

2.3 HPC telegraf

- name HPC telegraf
- uuid 298941125
- reference-id - 124
- acronym for the kind of service service_telegraf_hpc
- references/dependencies to others
 - service_hpc
 - service_influx (need to send data there)
- service-type
 - service
- technical description
 - description: Telegraf agents to collect node statistics
 - product used: Influx Telegraf
 - version: 2.6.11
 - server name: nodes
 - ports used: 8009
 - installation procedure: link
- License: OSS
 - License required: no
- assets: n/a.
- target service scope audience
- lifecycle-status: testing

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- first release date: 21.02.2023
 - last modified/updated: 21.02.2023
 - responsibilities
 - resp. group: hpc team
 - executive group: hpc team
 - supporting group: na
 - service owner: hpc admin
 - service manager: hpc admin
 - resp. team: hpc admin team
 - internal deputy: nice guy
 - service-Co-Owner: na
 - contact person (other it services): na
 - Customers / Users / Usergroups: na
 - service-Window: 24/7/365
 - maintenance window: na
 - short description of Service: node agents to collect and send metrics
 - login categories: na
 - login process
 - Scopes
 - na