



Supporto utenti e politiche di accesso

Corso di formazione per utenti DataCloud

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Outline



- Access Policies
 - Requirements
 - How to obtain INFN-AAI account
 - How to obtain INFN Cloud/ICSC IAM account
 - How to access experiment/group resources
 - How to obtain system administrator role
- User Support and Training – WP2 DataCloud

INFN Cloud access policies





Requirements to access INFN IT resources

- Active INFN role (employee, associate, guest, etc.)
- Verified digital identity (LoA2) on INFN-AAI, allowed to use INFN IT resources
- “Corso di Sicurezza Informatica - BASE”

For INFN employees and associates, all are already satisfied.
External users need to go through dedicated procedures to satisfy these requirements.



How to obtain INFN-AAI account

Obtaining a LoA2 INFN-AAI account:

- **It is straightforward with SPID or CIE**
- If SPID/CIE is not an option (i.e., non-Italian citizens) for external users, an alternative, extraordinary procedure is available

Creating a LoA2 INFN-AAI account with SPID/CIE



- Connect to <https://userportal.app.infn.it/>
- Select either the **SPID** or **CIE** option, depending on what ID you possess

A screenshot of the INFN user portal login page. The page features the INFN CCR-AAI logo at the top left and 'IT | EN' at the top right. Below the logo are two input fields: 'Username o e-mail' and 'Password'. There are three main buttons: 'ACCEDI' (orange), 'REGISTRATI' (blue), and 'Cambio o Rigenerazione Password - Recupero Username' (blue). Below these are two more blue buttons: 'CERTIFICATO X509' and 'KERBEROS - GSSAPI'. At the bottom, there are two buttons for external authentication: 'Entra con SPID' (blue) and 'Entra con CIE' (blue). The 'Entra con SPID' button is highlighted with a red border, and the 'Entra con CIE' button is highlighted with a purple border.

Creating a LoA2 INFN-AAI account with SPID/CIE



- Connect to <https://userportal.app.infn.it/>
- Select either the SPID or CIE option, depending on what ID you possess
- Complete the login process in the platform you chose

The image displays two screenshots of the login process. The left screenshot shows the SPID login page with fields for 'NOME UTENTE' (username) and 'PASSWORD', a QR code, and buttons for 'ANNULLA' and 'ENTRA CON SPID'. The right screenshot shows the CIE login page with options for 'Entra con le tue credenziali CIE' (entering CIE credentials) and 'Entra con App CielD' (using the App CielD QR code). Below these are options for 'Entra con lettura carta' (entering with a smart card).

Creating a LoA2 INFN-AAI account with SPID/CIE



- Congratulations, you have just created your verified (LoA2) INFN-AAI identity.
- That was easy!

The screenshot shows the 'User Portal' interface for 'Alessandro Alberto Oliva'. The left sidebar contains navigation options: Profilo, Indirizzi email, Titoli di studio, Abilitazioni, and Ospitalità. The main content area is titled 'Profilo' and shows a table of personal information.

Informazioni personali	
Nome	Alessandro Alberto
Cognome	Oliva
Sesso	...
Nazionalità	ITALIA
Data di nascita	...
Luogo di nascita	...
Codice fiscale	...
infnUUID	...

Creating a LoA2 INFN-AAI without SPID/CIE



- This procedure is for such cases when the user cannot obtain a SPID/CIE
- An unverified INFN-AAI identity should be first created by clicking the “register” option at <https://userportal.app.infn.it/>

A screenshot of the INFN CCR-AAI user portal login page. The page features the INFN logo and 'CCR - AAI' text in the top right corner. Below the logo, there are two input fields: 'Username o e-mail' and 'Password'. Underneath these fields are two buttons: an orange 'ACCEDI' button and a blue 'REGISTRATI' button. A red rectangular box highlights the 'REGISTRATI' button, and a red arrow points to it from the left. Below the buttons, there is a link for 'Cambio o Rigenerazione Password - Recupero Username'. Further down, there are two more blue buttons: 'CERTIFICATO X509' and 'KERBEROS - GSSAPI'. At the bottom of the page, there are two more buttons: 'Entra con SPID' and 'Entra con CIE'.

Creating a LoA2 INFN-AAI without SPID/CIE



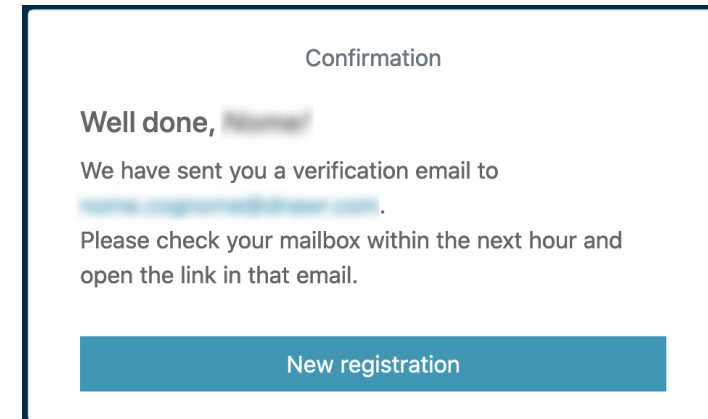
- Fill the form with your data, taking extra care for the email address and password
- Italian tax code field is optional (*if you have it you should be also eligible at least for a SPID -> use previous procedure please!*)

A screenshot of the INFN registration form. The form is titled 'Register a new identity' and is set against a dark blue background with the INFN logo and 'Istituto Nazionale di Fisica Nucleare' text at the top. The form fields include: First name, Last name, Email address, Password, Retype password, Month of birth (dropdown), Day, Year, Italian city or country of birth (dropdown), Nationality (dropdown), Gender (dropdown), and Italian tax code. At the bottom, there is a reCAPTCHA 'I'm not a robot' checkbox and a 'Register' button.

Creating a LoA2 INFN-AAI without SPID/CIE



- You will see a confirmation message that your request has been received
- A verification email has been sent to the provided address, click on the **link** inside



Dear [redacted],
you started the INFN profile creation process. To continue, you need to verify that [redacted] is indeed your email address. Please click the following link to continue the registration process:

[https://signup.app-pre.infn.it/verify/\[redacted\]](https://signup.app-pre.infn.it/verify/[redacted])

Best regards,
INFN-AAI team

This is an autogenerated mail. Please do not respond to it.

Creating a LoA2 INFN-AAI without SPID/CIE



- Your email is now verified and your LoA1 account should be active

Email verification

Congratulation. Your email is correctly verified. You will receive a confirmation by email when your account will be active.

- [Agenda](#)
- [Associations](#)
- [Recruitment](#)
- [User portal](#)

Creating a LoA2 INFN-AAI without SPID/CIE



- Your email is now verified and your LoA1 account should be active
- You can use it alongside the password to login at <https://userportal.app.infn.it/>

A screenshot of the INFN CCR-AAI login portal. The page features the INFN logo and 'CCR - AAI' text at the top. Below the logo is a language selector 'IT | EN'. The main content area contains a login form with two input fields: 'Username o e-mail' and 'Password', both enclosed in a red rectangular box. Below the form are three buttons: 'ACCEDI' (orange), 'REGISTRATI' (blue), and a link for 'Cambio o Rigenerazione Password - Recupero Username'. Further down are two more blue buttons: 'CERTIFICATO X509' and 'KERBEROS - GSSAPI'. At the bottom, there are two blue buttons for external authentication: 'Entra con SPID' and 'Entra con CIE'. A red arrow points from the left side of the slide to the 'ACCEDI' button.

Creating a LoA2 INFN-AAI without SPID/CIE



- Your email is now verified and your LoA1 account should be active
- You can use it alongside the password to login at <https://userportal.app.infn.it/>
- After the login, your profile page should open

A screenshot of the INFN User Portal interface. The left sidebar shows the user's name 'Alessandro Alberto Oliva' and navigation options: Profile, Emails, Qualifications, Enabling requests, and Guest Access. The main content area displays the 'Profile' page with a 'Personal information' section containing fields for First name, Last name, Gender, Nationality, Date of birth, Place of birth, Fiscal code, and infnUUID.

Personal information	
First name	Alessandro Alberto
Last name	Oliva
Gender	MALE
Nationality	ITALIA
Date of birth	1980-01-01
Place of birth	ROMA
Fiscal code	000000000000000000
infnUUID	00000000-0000-0000-0000-000000000000

Creating a LoA2 INFN-AAI without SPID/CIE



- To verify the identity and upgrade to LoA2 you should click on **“Enabling request”**

The screenshot shows the INFN User Portal interface. On the left is a dark sidebar with the title 'INFN User Portal' and the user's name 'Alessandro Alberto Oliva'. The sidebar contains several menu items: 'Profile', 'Emails', 'Qualifications', 'Enabling requests' (highlighted with a red box), and 'Guest Access'. On the right is the main content area titled 'Profile', which contains a section for 'Personal information' with fields for 'First name', 'Last name', 'Gender', 'Nationality', 'Date of birth', 'Place of birth', 'Fiscal code', and 'infUID'.

Personal information	
First name	Alessandro Alberto
Last name	Oliva
Gender	MALE
Nationality	ITALIA
Date of birth	05/05/1985
Place of birth	VERONA
Fiscal code	00000000000000000000
infUID	00000000-0000-0000-0000-000000000000

Creating a LoA2 INFN-AAI without SPID/CIE



- To verify the identity and upgrade to LoA2 you should click on “Enabling request”
- Select “Verify identity”

A screenshot of the INFN User Portal interface. On the left is a dark sidebar with the user's name 'Alessandro Alberto Oliva' and navigation options: Profile, Emails, Qualifications, Enabling requests (highlighted in blue), and Guest Access. The main content area is titled 'Enabling requests' and contains a section 'Select the requests' with three toggle options: 'Verify identity' (which is selected and highlighted with a red box), 'IT resources', and 'Economic ties'. Each option has a brief explanatory text below it. At the bottom of the page are 'Previous' and 'Next step' buttons.

Creating a LoA2 INFN-AAI without SPID/CIE



- To verify the identity and upgrade to LoA2 you should click on “Enabling request”
- Select “Verify identity”
- Press “Next step” button


A screenshot of the INFN User Portal interface. The left sidebar shows the user's name 'Alessandro Alberto Oliva' and navigation options: Profile, Emails, Qualifications, Enabling requests (highlighted in blue), and Guest Access. The main content area is titled 'Enabling requests' and contains a section 'Select the requests' with three toggle options: 'Verify identity' (checked and highlighted with a blue box), 'IT resources', and 'Economic ties'. Each option has a brief description. At the bottom, there are 'Previous' and 'Next step' buttons, with a large blue arrow pointing to the right.


Creating a LoA2 INFN-AAI without SPID/CIE



- Choose the INFN site and the contact person that will verify your identity.

Enabling requests

 Site where verify your identity

 Your identity must be verified. Please select the INFN site where you prefer to be vetted. You will be contacted by the appointed office.

Verification site

Message to verification office (Optional)


[Previous](#) [Next step](#)


Creating a LoA2 INFN-AAI without SPID/CIE



- Choose the INFN site and the contact person that will verify your identity.
- INFN staff/associates:
 - *You have to choose your Section/Laboratory of reference*
 - *This is a standard procedure*

Enabling requests

 Site where verify your identity

 Your identity must be verified. Please select the INFN site where you prefer to be vetted. You will be contacted by the appointed office.

Verification site

Message to verification office (Optional)


[Previous](#) [Next step](#)


Creating a LoA2 INFN-AAI without SPID/CIE



- Choose the INFN site and the contact person that will verify your identity.
- External users:
 - If you have a Section/National Laboratory near you, please select that and indicate in the message that you need an account to access INFN IT resources for an ICSC (or similar) project;
 - After submitting the request, you may be asked to go in person to the Section/Laboratory to carry out the *de visu* verification

Enabling requests

 Site where verify your identity

 Your identity must be verified. Please select the INFN site where you prefer to be vetted. You will be contacted by the appointed office.

Verification site

Message to verification office (Optional)


[Previous](#) [Next step](#)


Creating a LoA2 INFN-AAI without SPID/CIE



- Choose the INFN site and the contact person that will verify your identity.
- External users:
 - If you **don't** have a Section/National Laboratory **near you**, please select **CNAF** and indicate in the message that you need an account to access INFN IT resources for a ICSC project;
 - the verification will be carried out over an online video call with a member of the INFN Cloud user support;
 - please keep your **ID** with you and check that your **webcam** is working before starting the call

Enabling requests

 Site where verify your identity

 Your identity must be verified. Please select the INFN site where you prefer to be vetted. You will be contacted by the appointed office.

Verification site

Message to verification office (Optional)

[Previous](#) [Next step](#)

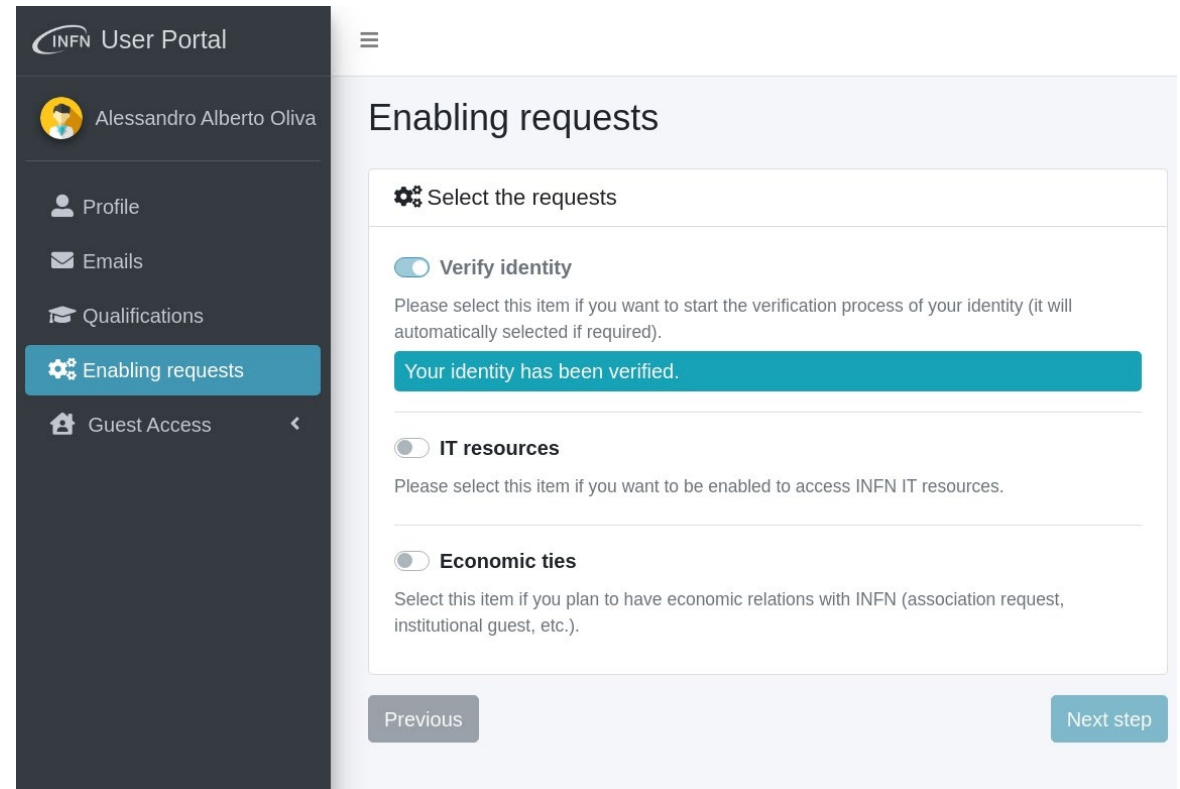


Request access to INFN IT resources

- Once you have a LoA2 INFN AAI account you can request the access to INFN IT resources
 - That includes INFN Cloud!

Request access to INFN IT resources

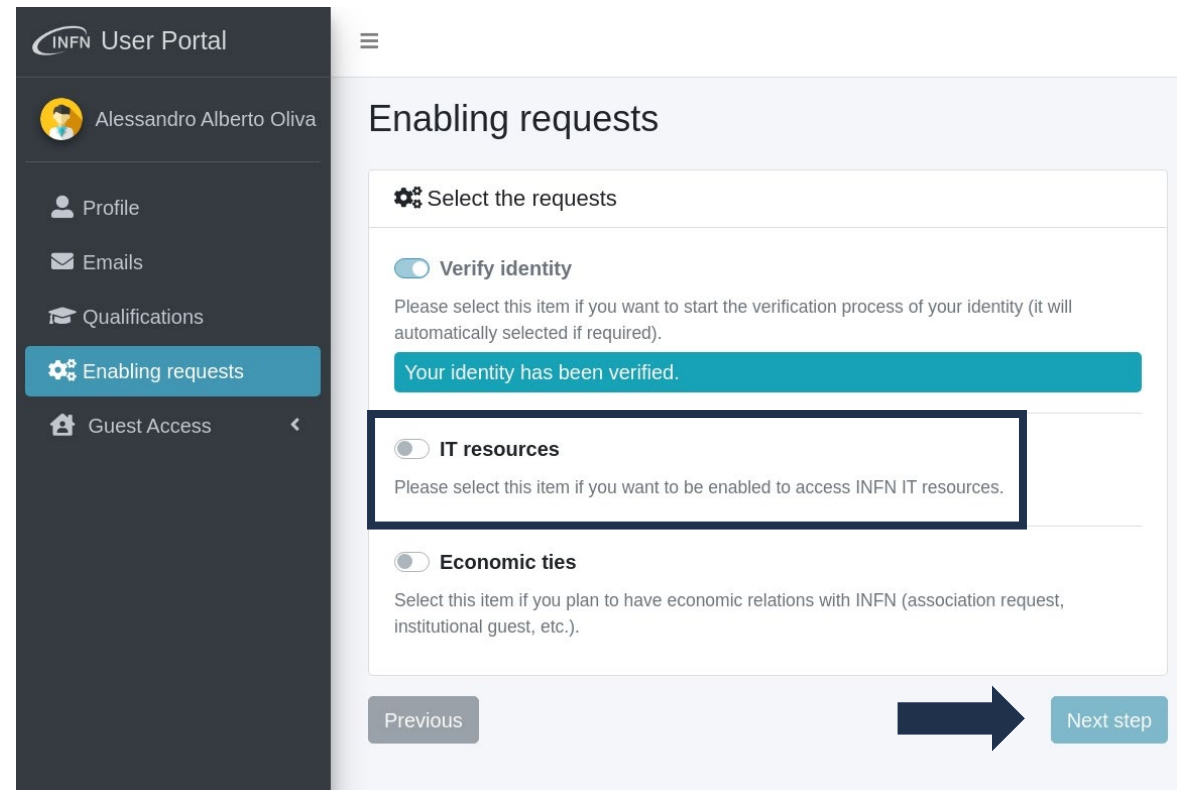
- Once you have a LoA2 INFN AAI account you can request the access to INFN IT resources
 - That includes INFN Cloud!
- Login into your user portal and click on “Enabling requests”



The screenshot shows the INFN User Portal interface. On the left is a dark sidebar with the user's name 'Alessandro Alberto Oliva' and navigation options: Profile, Emails, Qualifications, Enabling requests (highlighted), and Guest Access. The main content area is titled 'Enabling requests' and contains three sections with toggle switches: 'Verify identity' (checked), 'IT resources' (unchecked), and 'Economic ties' (unchecked). A teal confirmation message states 'Your identity has been verified.' At the bottom are 'Previous' and 'Next step' buttons.

Request access to INFN IT resources

- Once you have a LoA2 INFN AAI account you can request the access to INFN IT resources
 - That includes INFN Cloud!
- Login into your user portal and click on “Enabling requests”
- Select “IT resources” and press Next step button



INFN User Portal

Alessandro Alberto Oliva

- Profile
- Emails
- Qualifications
- Enabling requests**
- Guest Access

Enabling requests

Select the requests

- Verify identity**
Please select this item if you want to start the verification process of your identity (it will automatically selected if required).
Your identity has been verified.
- IT resources**
Please select this item if you want to be enabled to access INFN IT resources.
- Economic ties**
Select this item if you plan to have economic relations with INFN (association request, institutional guest, etc.).

Previous Next step

Request access to INFN IT resources



- Fill the form with the required personal data
- Read and accept INFN rules for the processing of such personal data

Enabling requests

Personal information

i If you want access to INFN IT resources, you have to compile the form in this page. Your personal data will be processed in compliance with the Regulation UE679/2019. **Data controller:** INFN - **Data Protection Officer:** dpo@infn.it

First name	<input type="text"/>	Last name	<input type="text"/>
Gender	<input type="text"/>	Nationality	<input type="text"/>
Date of birth	<input type="text"/>	<input type="text"/>	<input type="text"/>
Place of birth	<input type="text"/>		
Fiscal code	<input type="text"/>		

Processing of personal data

I declare that I have read the general information note on processing of personal data

INFN rules for the processing of personal data

Request access to INFN IT resources



- Select the INFN site and the contact person that will approve your request to access INFN IT resources

Enabling requests

Contact person that guarantees for your use of IT resources

You must define your INFN contact person. Select the INFN site and then the person. You can also send a short message to your INFN contact.

Contact's site

Contact's name

Message to INFN contact (Optional)

Regulation

I declare that I have read and accept the disciplinary regulation

Regulation for the use of INFN information technology resources

[Previous](#) [Next step](#)

Request access to INFN IT resources



- Select the INFN site and the contact person that will approve your request to access INFN IT resources
- INFN staff/associates:
 - the site should be your Section/Laboratory of reference
 - the contact person usually is the head of the IT dept.

Enabling requests

⚙️ Contact person that guarantees for your use of IT resources

ℹ️ You must define your INFN contact person. Select the INFN site and then the person. You can also send a short message to your INFN contact.

Contact's site

Contact's name

Message to INFN contact (Optional)

📄 Regulation

I declare that I have read and accept the disciplinary regulation

Regulation for the use of INFN information technology resources

[Previous](#) [Next step](#)

Request access to INFN IT resources



- Select the INFN site and the contact person that will approve your request to access INFN IT resources
- External users:
 - Site = '**CNAF**' or '**Laboratori Nazionali del Sud**'
 - Contact's name= '**Carmelo Pellegrino**' for CNAF or '**Emidio Giorgio**' for LNS

Enabling requests

Contact person that guarantees for your use of IT resources

You must define your INFN contact person. Select the INFN site and then the person. You can also send a short message to your INFN contact.

Contact's site

Contact's name

Message to INFN contact (Optional)

Regulation

I declare that I have read and accept the disciplinary regulation

Regulation for the use of INFN information technology resources

[Previous](#) [Next step](#)

Request access to INFN IT resources



- Select the INFN site and the contact person that will approve your request to access INFN IT resources
- Read and accept disciplinary regulation for the use of INFN IT resources

Enabling requests

Contact person that guarantees for your use of IT resources

You must define your INFN contact person. Select the INFN site and then the person. You can also send a short message to your INFN contact.

Contact's site

Contact's name

Message to INFN contact (Optional)

Regulation

I declare that I have read and accept the disciplinary regulation

Regulation for the use of INFN information technology resources

[Previous](#) [Next step](#)

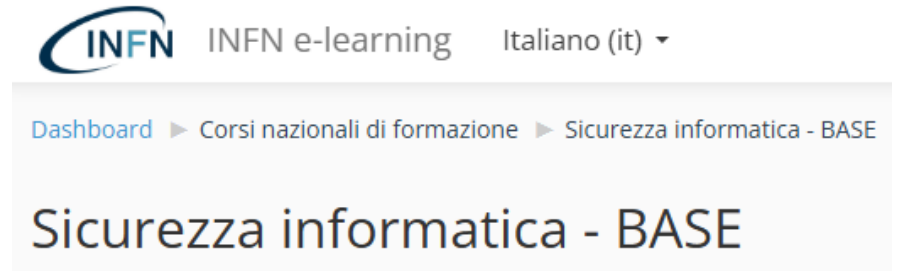
Request access to INFN IT resources



- Your request is now submitted
- The chosen contact person will go through your request and approve/refuse it as soon as possible

IT security training

- The last missing requirement is having successfully completed the “Corso di Sicurezza Informatica - BASE”
- This is mandatory for all **INFN employees** and **associates**
- **External users** are requested to comply as well with proper training for the **basic** security practices
- Training level must be certified using a dedicated document that must be signed by the employer



Piano Nazionale di Ripresa e Resilienza
Missione 4, “Istruzione e Ricerca” - Componente 2, “Dalla ricerca all’impresa” -
Linea di investimento 1.4 - Potenziamento strutture di ricerca e creazione di “campioni nazionali” di R&S su alcune Key enabling technologies
ICSC

Dichiarazione sulla formazione degli utenti informatici
per l’accesso alle risorse INFN nell’ambito del progetto ICSC



Access INFN DataCloud resources

- Now that you are authorized to access INFN IT resources the final step is to obtain an account on the proper Identity and Access Management (IAM) platform
- Resources assigned to **ICSC projects**:
 - <https://iam-icsc.cloud.infn.it/>
- **Internal INFN** resources (INFN projects, etc.);
 - <https://iam.cloud.infn.it/>

In doing so you accept the **INFN Cloud Acceptable Usage Policy (AUP)**, please take the time to **read it**.



INFN Cloud: Request user account

- We will go through the procedure to request an account on the INFN Cloud IAM, which we will need for the hands-on sessions
- The procedure for the ICSC IAM is virtually identical and explained in detail here:
 - https://guides.cloud.infn.it/docs/users-guides/en/latest/users_guides/getting_started/external_users.html#obtain-an-account-for-icsc

INFN Cloud: Request user account




- Go to: <https://iam.cloud.infn.it/>
- Click on "Sign in with INFN CCR-AAI"
- Sign in with your INFN CCR-AAI account

https://iam.cloud.infn.it/login? ...



Welcome to **infn-cloud**


Sign in with



Not a member?

Apply for an account

IT | EN



Username o e-mail

Password

ACCEDI

REGISTRATI

Cambio o Rigenerazione Password - Recupero Username

CERTIFICATO X509

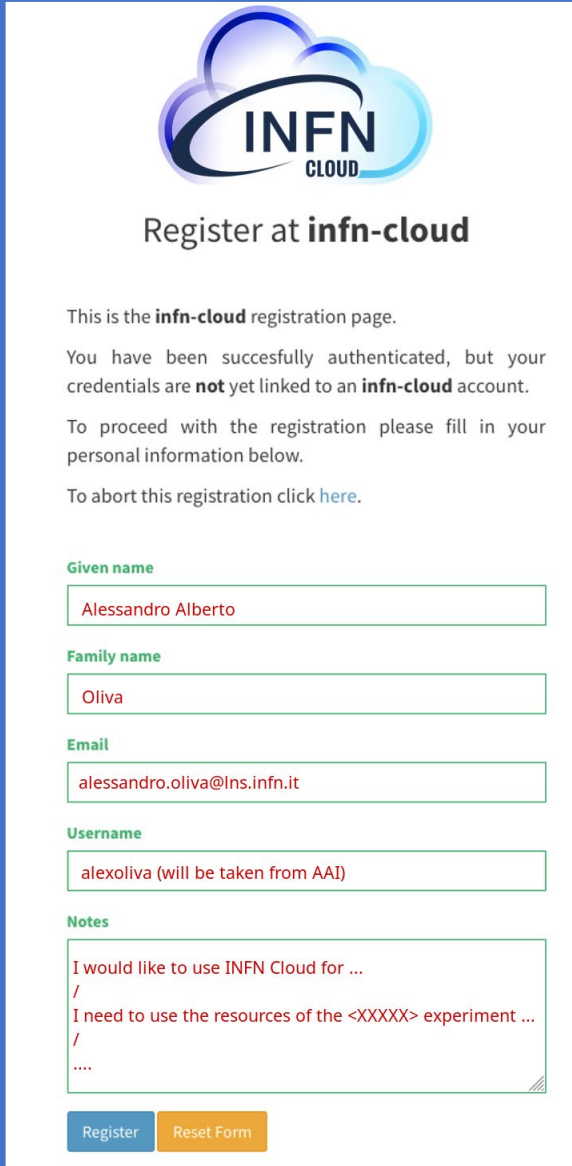
KERBEROS - GSSAPI

Entra con SPID

Entra con CIE

INFN Cloud: Request user account

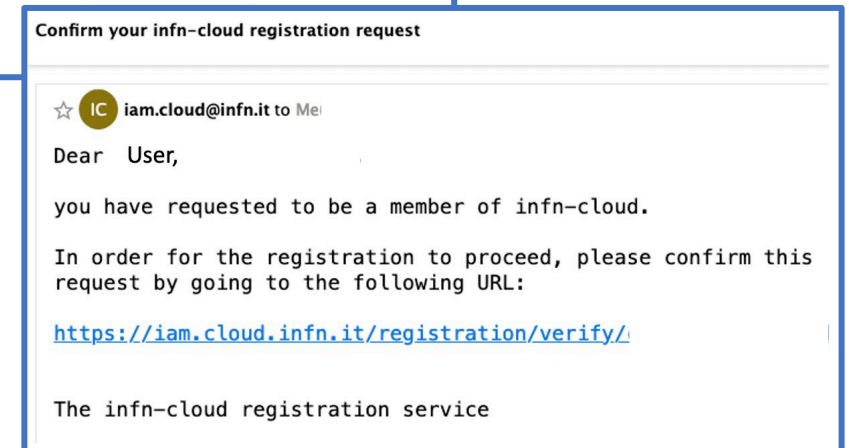
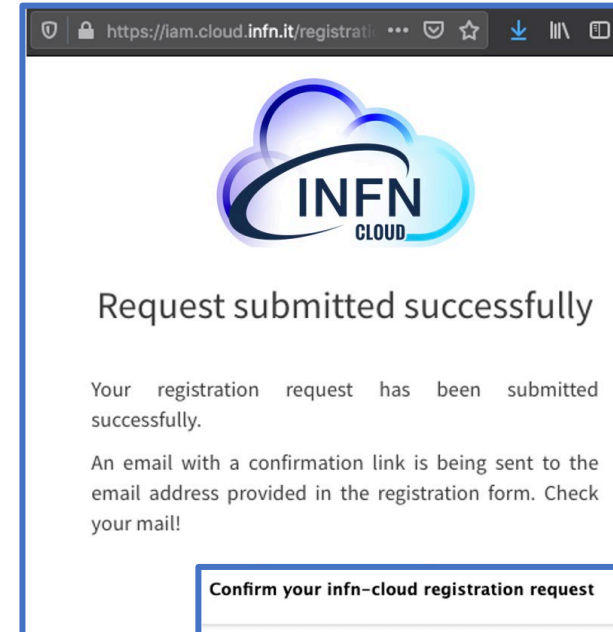
- Go to: <https://iam.cloud.infn.it/>
- Click on "Sign in with INFN CCR-AAI"
- Sign in with your INFN CCR-AAI account
- Compile the request form



The screenshot shows the registration page for INFN Cloud. At the top, there is the INFN Cloud logo and the heading "Register at infn-cloud". Below this, there is a message: "This is the infn-cloud registration page. You have been successfully authenticated, but your credentials are **not** yet linked to an infn-cloud account. To proceed with the registration please fill in your personal information below. To abort this registration click [here](#)." The form contains several input fields: "Given name" with the value "Alessandro Alberto", "Family name" with "Oliva", "Email" with "alessandro.oliva@Ins.infn.it", and "Username" with "alexoliva (will be taken from AAI)". There is also a "Notes" field with the text "I would like to use INFN Cloud for ... / I need to use the resources of the <XXXXX> experiment ... /". At the bottom, there are two buttons: "Register" and "Reset Form".

INFN Cloud: Request user account

- Go to: <https://iam.cloud.infn.it/>
- Click on "Sign in with INFN CCR-AAI"
- Sign in with your INFN CCR-AAI account
- Compile the request form
- Approve the verification email: a ticket to the support team will be opened on your behalf



INFN Cloud: Request user account



- A member of the INFN Cloud user support will get back to you via the ticketing system and approve/refuse your request as soon as possible

A screenshot of the INFN Cloud user support ticketing system. The interface is dark-themed with green accents. At the top, there's a navigation bar with 'Help Center > INFN Cloud > New infn-clou...'. The main content area shows a ticket titled 'New infn-cloud account request (INFNCLOUD-1071)'. Below the title is a comment box with the placeholder text 'Add a comment...'. Underneath is an 'ACTIVITY' section with a single entry from 'Carmelo Pellegrino' dated '18/May/23 10:53 AM' and marked as 'LATEST'. The message reads: 'Ciao Alessandro, grazie della nomina. Ti abbiamo aggiunto ai gruppi infn-cloud-catchall e admins/beta-testers. Inoltre ti abbiamo aggiunto qui su servicedesk come membro del team. A presto! Carmelo'. To the right of the main content, there's a sidebar with a 'RESOLVED' status indicator, a 'Don't notify me' option, and a 'REQUEST PARTICIPANTS' section listing 'Alessandro Alberto Oliva' as the 'Creator'. At the bottom of the main content area, a yellow banner states: 'Your request status changed to Resolved with resolution Done 18/May/23 10:53 AM'.

INFN Cloud centralized services



- Once approved, your user account will give you access to centralized services (see F. Fanzago's lesson on Thursday!)

☛ CENTRALISED SERVICES



INFN Cloud object storage

the centrally managed service based on Ceph Rados-Gateway



GO TO SERVICE →



INFN Cloud Registry

The centrally managed service INFN Cloud Registry, based on Harbor



GO TO SERVICE →



INFN-Cloud monitoring

the INFN-Cloud monitoring service



GO TO SERVICE →



Healthchecks

SaaS monitoring and alerting tool for user applications and services



Show details

GO TO SERVICE →

INFN Cloud on-demand services



- A **user** may get access to services managed by a system administrator
- If you need to use resources assigned to a specific research group, you should request the access to the corresponding **IAM group**



Computational envirom...

Run a single VM with exposing both ssh access and multiuser JupyterHub interface, integrating the AI-INFN environment

CONFIGURE →



Working Station for ...

Run a single VM with all the CYGNO environment exposing both ssh access and Jupyter

CONFIGURE →

Request access to IAM group



- Login to INFN Cloud IAM <https://iam.cloud.infn.it>

The screenshot shows the user profile page for Alessandro Alberto Oliva in the INFN Cloud IAM system. The page is divided into three main sections: a left sidebar, a central profile card, and a right-hand panel.

Left Sidebar (Navigation):

- Account Management
 - Home
- Organization Management
 - Users (515)
 - Groups (61)
 - Requests
 - AUP
 - Clients
 - Tokens (29445)
 - Scopes (29)
- Client management
 - MitreID Dashboard

Central Profile Card (Alessandro Alberto Oliva):

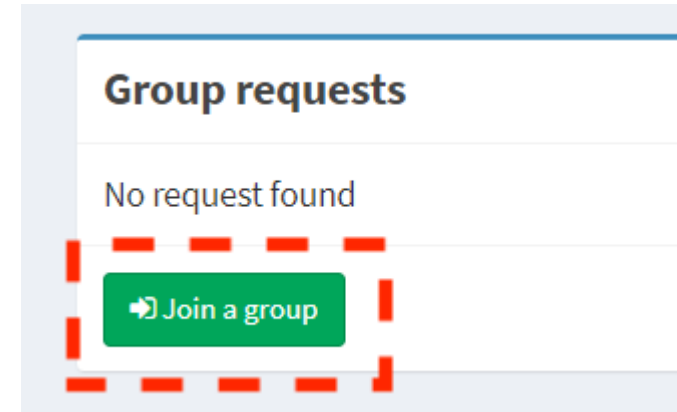
- Role: VO administrator
- Username: alexoliva
- ID: f4ef6f22-edfe-42a5-944c-cd596ed3eb55
- Email: alessandro.oliva@lns.infn.it
- Status: Active
- Created: a year ago
- Updated: 3 months ago
- End time: N/A
- Signed AUP: a year ago
- Actions: Edit Details, Change membership end time, Change Password

Right Panel (Groups and Requests):

- Groups:** A list of groups with a 'Remove' button for each:
 - admins
 - admins/beta-testers
 - admins/catchall
 - end-users-catchall
 - priv-admins
 - priv-admins/catchall
 - users
 - users/catchall
 - users/naas
 - users/s3
- Group requests:** No request found

Request access to IAM group

- Login to INFN Cloud IAM
<https://iam.cloud.infn.it>
- Select “Join a group”
under Group requests
section



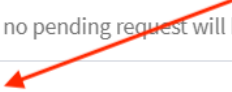
Request access to IAM group

- Login to INFN Cloud IAM
<https://iam.cloud.infn.it>
- Select “Join a group”
under Group requests
section
- Fill the form properly

Join group(s)?

Select one or more groups **Start typing here the name of a group to join - a menu selector will show up**

Only groups you're not already a member of or for which there's no pending request will be shown...



Request access to IAM group

- Login to INFN Cloud IAM <https://iam.cloud.infn.it>
- Select “Join a group” under Group requests section
- Fill the form properly

Join group(s)?

Select one or more groups
Only groups you're not already a member of or for which there's no pending request will be shown...

users/cygn0 ✕

Provide a motivation for your request(s)
This motivation will be show to the administrators that will manage your request

Access to the cygn0 resources



Request access to IAM group

- Login to INFN Cloud IAM <https://iam.cloud.infn.it>
- Select “Join a group” under Group requests section
- Fill the form properly
- A support ticket will be automatically opened
- Wait for the approval by:
 - IAM admin for *admins/** requests
 - Group Manager for *users/** requests



On-demand deployments

To deploy an on-demand service you have two options:

1. Multi-user deployment **with a public IP:**

- You need the **system administrator nomination**
- You have the **full responsibility of maintaining** the deployment (security updates/bugfix, known vulnerabilities, etc.)
- Please **read** the **INFN Cloud AUP** to understand your responsibilities

2. Private deployment **without public IP**

- No need for the sys-admin nomination
- Accessible via a VPN
- You are the only one who can use the deployment
- Treated in the same way as a personal computer



On-demand deployments

- Periodic **security scans** of all the deployments are performed
- If your deployment has security issues you will receive an email alert with a detailed report and (if available) suggestions on how to resolve/mitigate them.
- **A failure to comply with the instructions may result in the termination of the deployment and the user ban**

INFN Cloud: Request sys-admin nomination



INFN staff/associates

- You must receive the “*nomination to be system administrator*” from the Director of your INFN Section or Laboratory
- You can use the public template available in the INFN “Libro Firma”
- More info on this procedure can be found in the user guide

A screenshot of the INFN Cloud web interface. The top navigation bar includes the INFN logo, a breadcrumb trail 'Home > Crea Dst', a red '+ Nuova' button, a notification bell, and a user profile icon labeled 'AAD'. Below the navigation bar, there are tabs for 'Nuova Transazione' and 'Nuova da Modello'. A pagination control shows 'Elementi per pagina 10' and '1 - 10 di 20'. The main content area displays a list of templates. The first template is 'Silvia Cappelli' with the title 'RICHIESTA DI TRASFERTA ALL'ESTERO (versione 29.6.2021)'. The second template, 'Claudio Grandi', has the title 'Nomina ad amministratore INFN Cloud (quale utente amministratore)' and is highlighted with a black border. The third template is 'Lucio Toscano' with the title 'LNS: Nota di carico'. Each template entry includes a 'Pubblicata' button and a 'Template Pubblico' label.

INFN Cloud: Request sys-admin nomination



External users

- You must receive in depth security training and the “*nomination to be system administrator*” from your employer
- You can use the specific document to declare your status



Piano Nazionale di Ripresa e Resilienza
Missione 4, “Istruzione e Ricerca” - Componente 2, “Dalla ricerca all’impresa” –|
Linea di investimento 1.4 - Potenziamento strutture di ricerca e creazione di "campioni nazionali" di R&S su alcune Key enabling technologies
ICSC

Dichiarazione sulla formazione degli utenti informatici
per l’accesso alle risorse INFN nell’ambito del progetto ICSC

User support and Training

WP2 DataCloud



WP2 DataCloud



There are various initiatives in place to support INFN Cloud users:

- Guides
- Dedicated support desk
- Training, webinars

INFN Cloud Documentation



- The INFN Cloud User Guide can be found at <https://guides.cloud.infn.it/docs/users-guides/en/latest/>

A screenshot of the INFN Cloud documentation homepage. The page has a dark blue header with the "INFN Cloud" logo and a search bar. Below the header, there is a navigation menu with sections for "GETTING STARTED" and "CENTRALISED SERVICES". The "GETTING STARTED" section is expanded, showing a list of links: "Getting Started", "How To: Request the 'nomination to be system administrator'", and "How To: Request the 'nomination to be system administrator' (italian version)". The "CENTRALISED SERVICES" section is also expanded, showing links for "Use the INFN Cloud Registry service", "Use the INFN Cloud object storage service", and "Use the Notebooks as a Service".

Docs » Getting Started

[View page source](#)

Getting Started

Table of Contents

- [Getting Started](#)
 - [Using INFN Cloud](#)
 - [Prerequisites for using INFN Cloud resources](#)
 - [Registration in the INFN Cloud IAM](#)
 - [SSH Keys](#)

Using INFN Cloud

You can use INFN Cloud for:

- access a centralized service, directly managed by the INFN Cloud team
- access a service that someone else has deployed and enabled the access for you;
- create one or more services on the INFN Cloud infrastructure. You will then be responsible for the administration of such services for your own use or for a group of users that you'll enable.

INFN Cloud Documentation



- The INFN Cloud User Guide can be found at <https://guides.cloud.infn.it/docs/users-guides/en/latest/>
- General guides starting from how to get an account

GETTING STARTED	GENERAL-PURPOSE GUIDES
⊕ Getting Started	⊕ Enable authenticated security scans
⊕ How To: Request the "nomination to be system administrator"	⊕ Create a customized docker image for services
⊕ How To: Request the "nomination to be system administrator" (italian version)	⊕ Associate a FQDN to your VMs
CENTRALISED SERVICES	⊕ Request membership to an IAM group
⊕ Use the INFN Cloud Registry service	⊕ Deployment on private network
⊕ Use the Notebooks as a Service solution	⊕ Access the INFN Cloud Object Storage from a scientific environment
⊕ Use the INFN Cloud object storage service	⊕ Access Sync&Share aaS cloud storage from a scientific environment
	⊕ Manage and use SSH keys to connect to the VMs

INFN Cloud Documentation



- The INFN Cloud User Guide can be found at <https://guides.cloud.infn.it/docs/users-guides/en/latest/>
- General guides starting from how to get an account
- Specific use case guides

STORAGE SOLUTIONS

- ⊕ Deploy Sync&Share aaS (sys-admin nomination required)

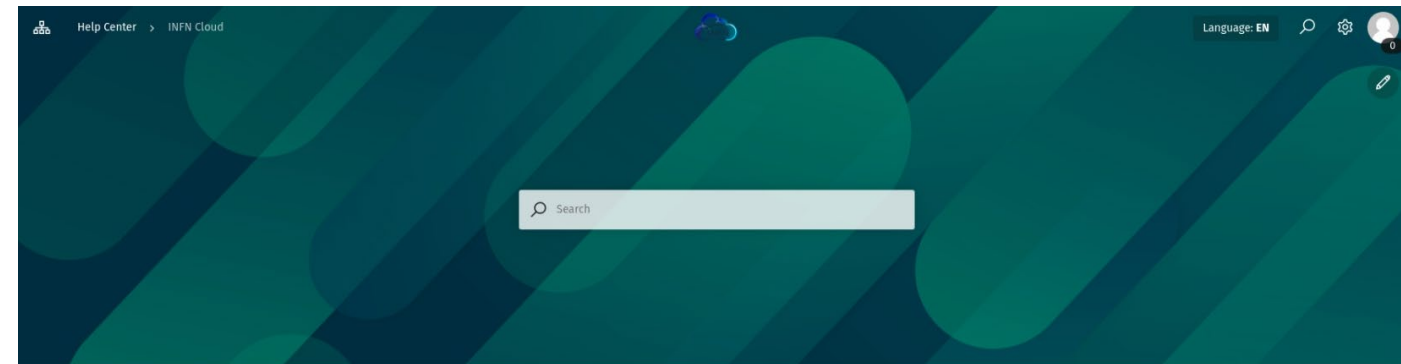
COMPUTING SOLUTIONS

- ⊕ HTCondor mini user guide
- ⊕ Deploy Working Station for CYGNO Experiment (sys-admin nomination required)
- ⊕ Instantiate docker containers using custom docker-compose files (sys-admin nomination required)
- ⊕ Instantiate docker containers using docker run (sys-admin nomination required)
- ⊕ Deploy Elasticsearch & Kibana (sys-admin nomination required)
- ⊕ Deploy a HTCondor cluster on Kubernetes (sys-admin nomination required)
- ⊕ Run JupyterHub on a single VM enabling Notebooks persistence (sys-admin nomination required)
- ⊕ Deploy a Kubernetes cluster (sys-admin nomination required)
- ⊕ Manage VM ports
- ⊕ Run MATLAB Notebooks with persistence on a JupyterHub (sys-admin nomination required)
- ⊕ Deploy a Spark cluster + Jupyter notebook (sys-admin nomination required)

INFN Cloud User Support



- A dedicated Service Desk portal is available at <https://servicedesk.cloud.infn.it/>
- A ticket can be also opened by sending an email at cloud-support@infn.it




Request Types

General Training Suggestions Technical Support

General


 **account request**
account request


 **Resources and Services for a new project**
Do you need more resources to support the activities of a collaboration or project? Select this to request assistance.

 **Services trial questions**
Want to see if our services can fit your workflows? Trying out our services and want more information? Select this and we'll be happy to answer your questions.


 **Technical support**
Need help using one of the solutions from the INFN Cloud Service Catalog? Want to register? Select this to request assistance.


 **Technical support for Security Issues**
Need help in addressing security vulnerabilities? Select this to request assistance.

 **Report a bug**
Tell us the problems you're experiencing.

 **Training**
Need training on specific INFN Cloud arguments? Let us know what are the fields of your interest and will find the right tutors and organize together the content of the training.

 **Hosting infrastructure for Training activities**
Need a virtual infrastructure to use for your hands-on tutorials and courses. Select this to ask for a "training hosting infrastructure"

 **Suggest a new feature**
Let us know your idea for a new feature.

 **Suggest improvement**
See a place where we can do better? We're all ears.

 **Other questions**
Don't see what you're looking for? Select this option and we'll help you out.

INFN Cloud Training



Dedicated section on INFN Cloud website

<https://www.cloud.infn.it> with:

- **Training Events** (like the one you are following right now!), where you can see past events and request a new one
- **Webinars**, where you can see video guides dedicated to most of the services

A screenshot of the INFN Cloud website. The top navigation bar includes 'Home', 'About us', 'Services', 'Documentation', 'Learn', 'Outreach', and 'Contacts'. Below the navigation, there is a section titled 'Visit our Webinars Collection' with a list of available webinars. To the right, there is a thumbnail image of a YouTube video player showing the INFN Cloud logo and the text 'Cloud Resources for research'.

Available webinars:

- ▶ [Introduction to INFN Cloud](#)
- ▶ [Getting Started](#)
- ▶ [HowTOs](#)
 - ▶ [Ssh key deployment](#)
 - ▶ [VM with persistent storage](#)
 - ▶ [Kubernetes](#)
 - ▶ [Deployment di Spark + Jupyter su INFN Cloud](#)
 - ▶ [Container deployment through INFN Cloud dashboard](#)
 - ▶ [Docker compose via INFN Cloud dashboard](#)
 - ▶ [Elasticsearch + Kibana deployment via INFN Cloud dashboard](#)
 - ▶ [INFN Cloud Notebook as a Service](#)
 - ▶ [..and much more on the youtube channel](#)
- ▶ [Use Cases : Cygno \(Giovanni Mazzitelli\)](#)

Thank you for the attention!

