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

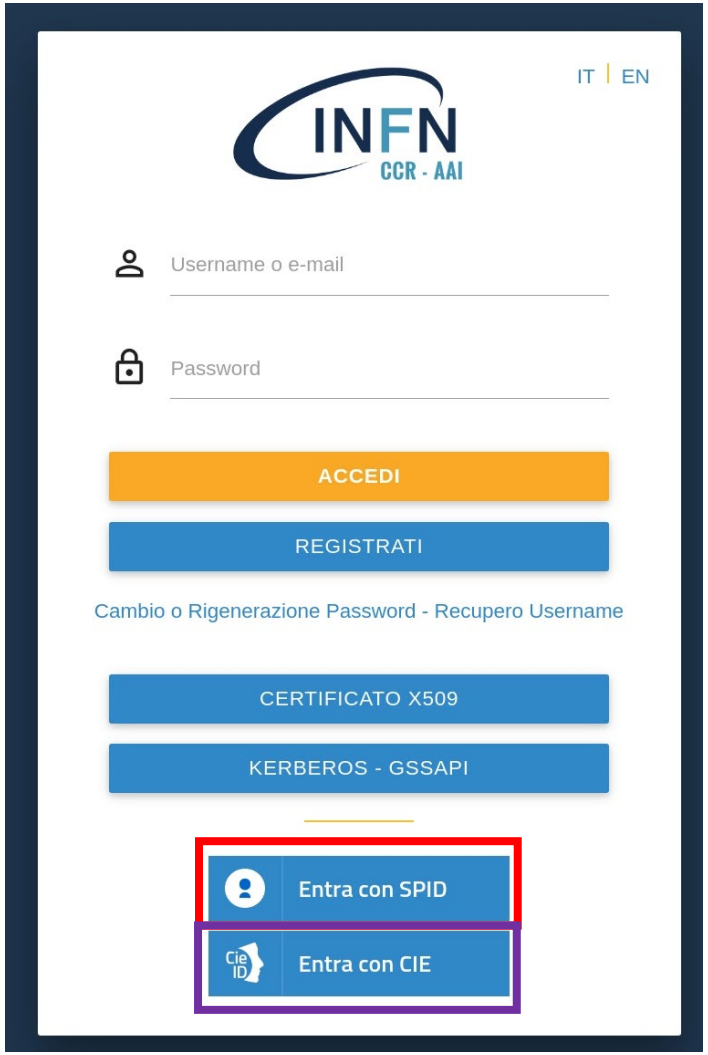
Obtaining a LoA2 INFN-AAI account:

- **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

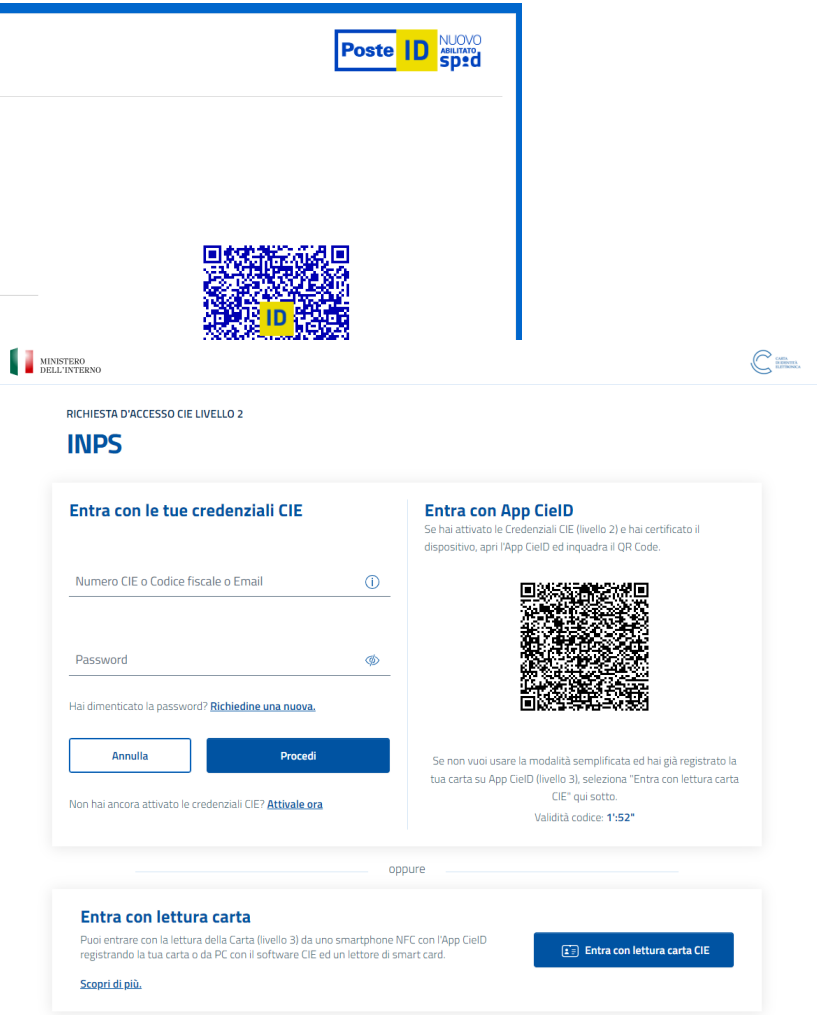
Creating a LoA2 INFN-AAI account with SPID/CIE

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



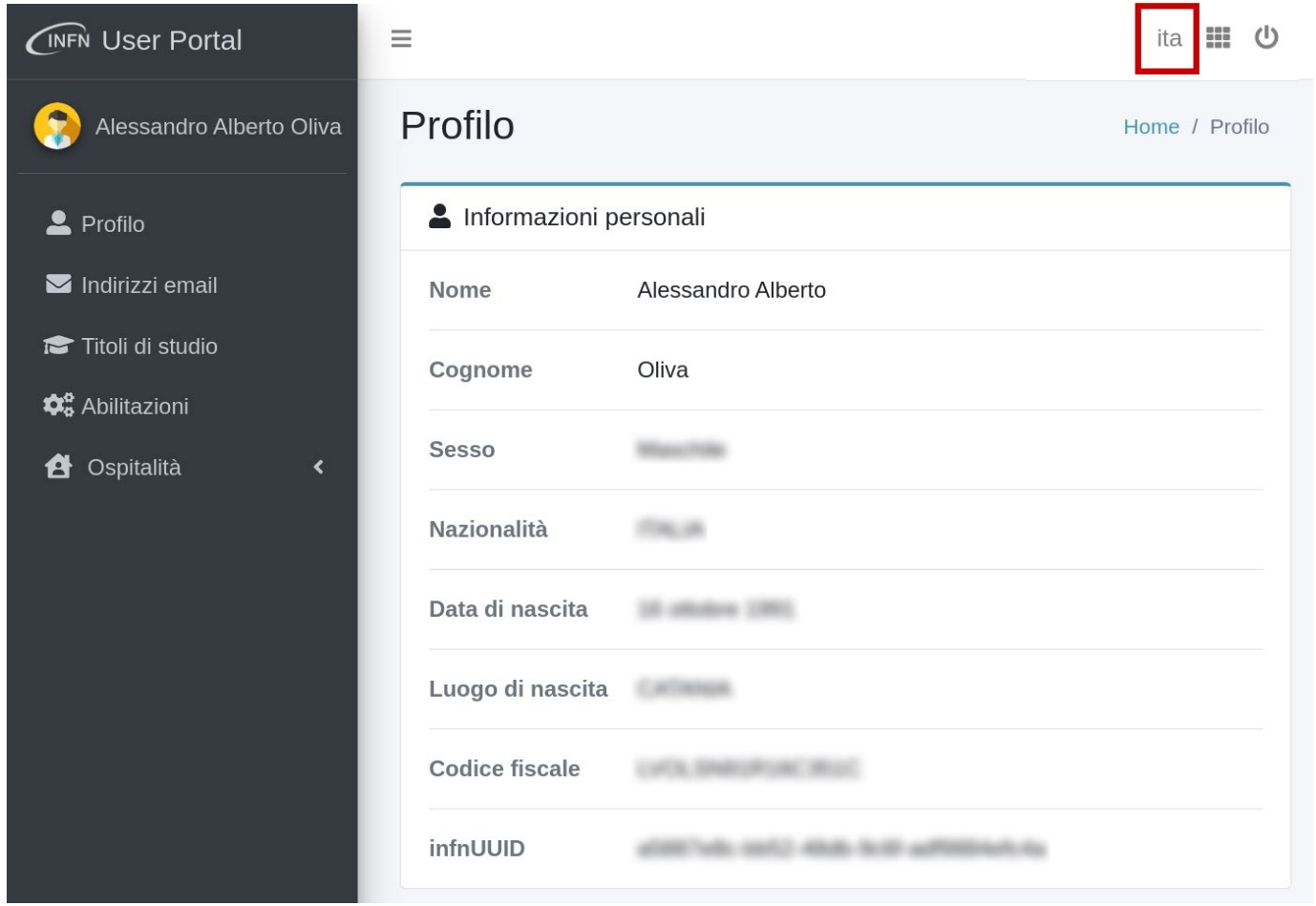
Creating a LoA2 INFN-AAI account with SPID/CIE

- 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



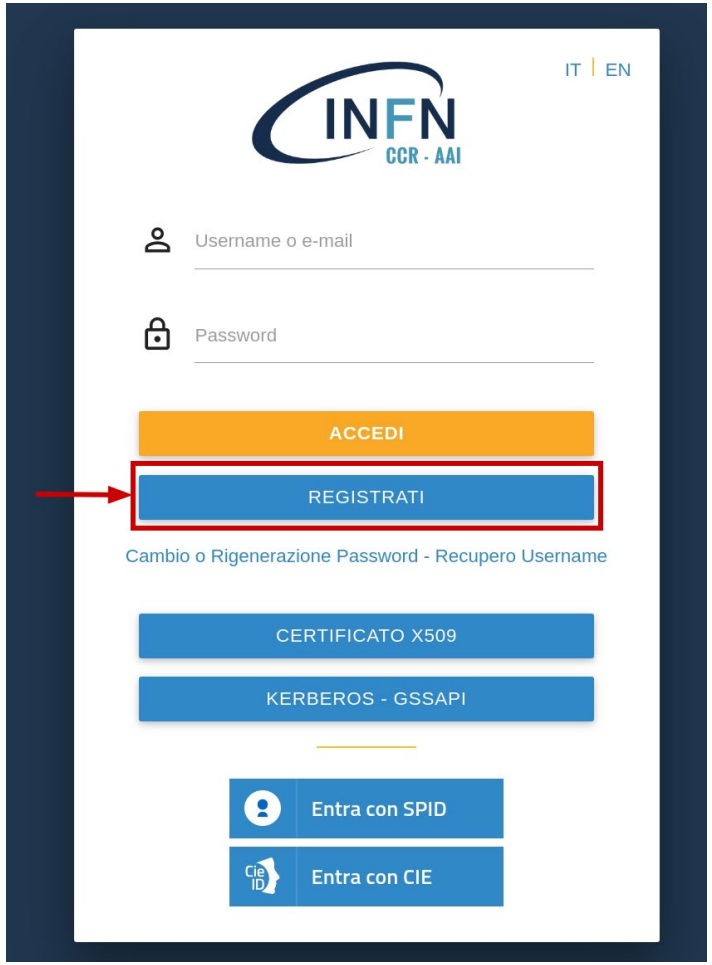
Creating a LoA2 INFN-AAI account with SPID/CIE

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



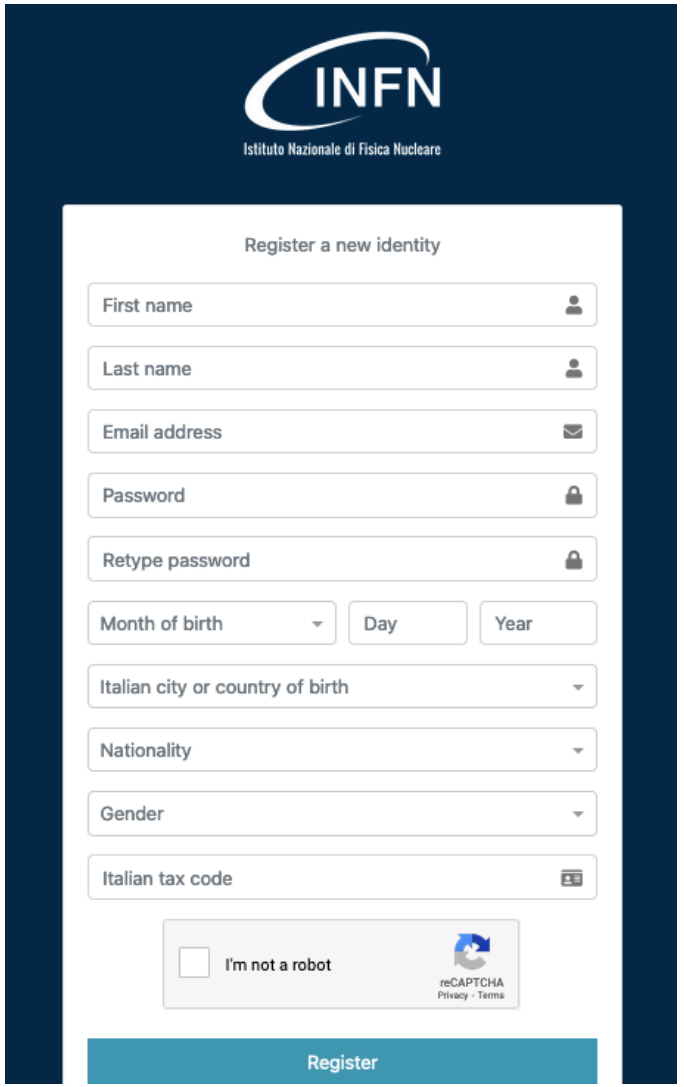
Creating a LoA2 INFN-AAI without SPID/CIE

- 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/



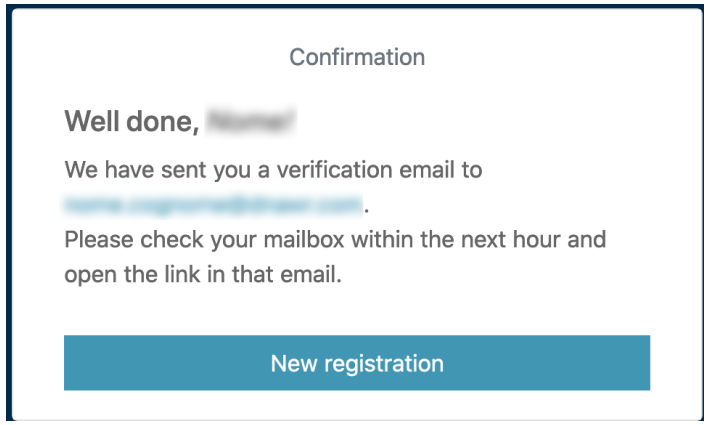
Creating a LoA2 INFN-AAI without SPID/CIE

- 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!*)

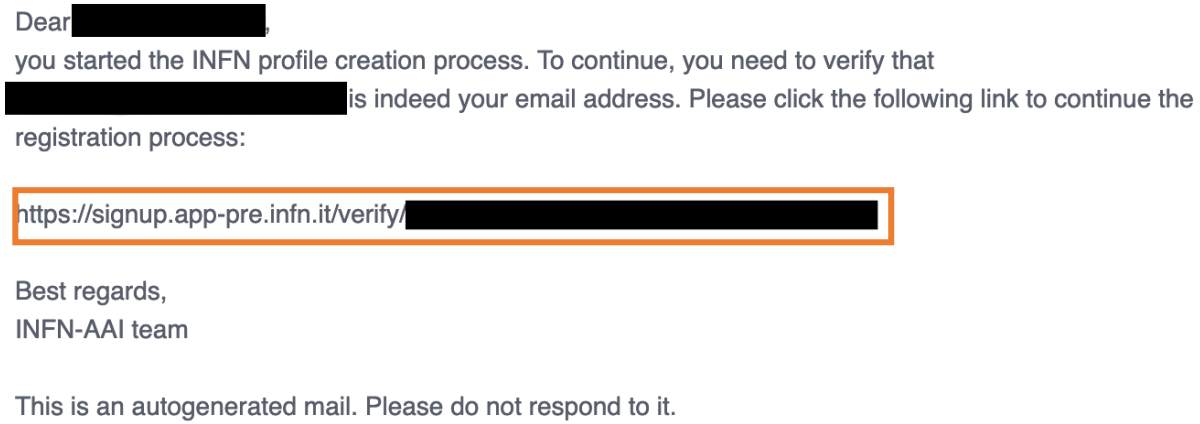


Creating a LoA2 INFN-AAI without SPID/CIE

- You will see a confirmation message that your request has been received

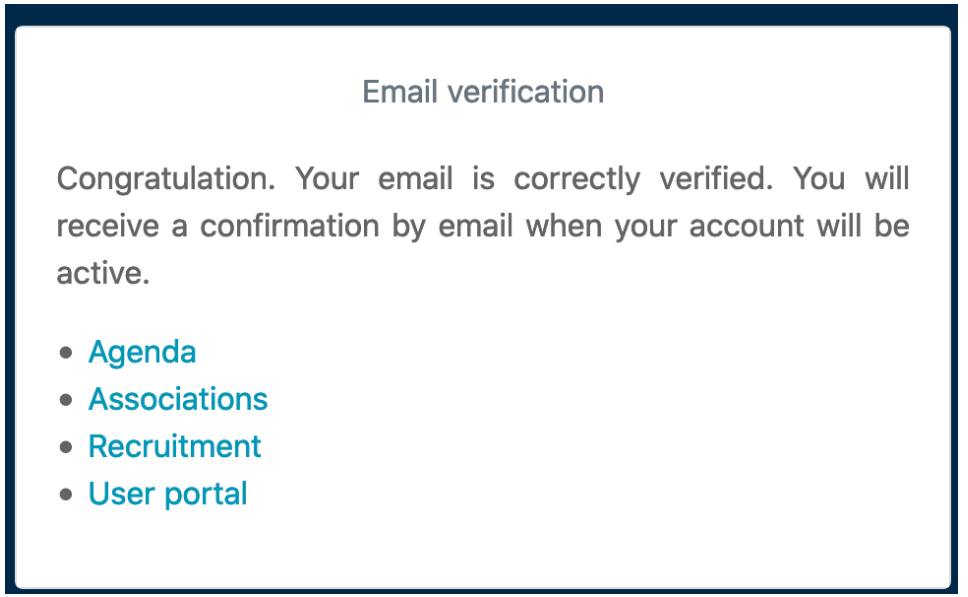


- A verification email has been sent to the provided address, click on the link inside



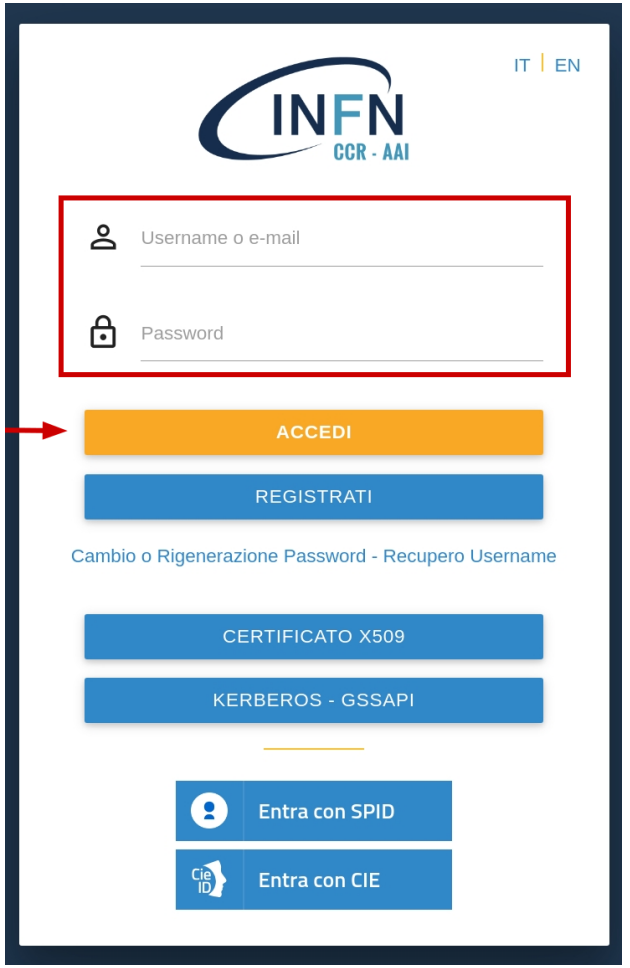
Creating a LoA2 INFN-AAI without SPID/CIE

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



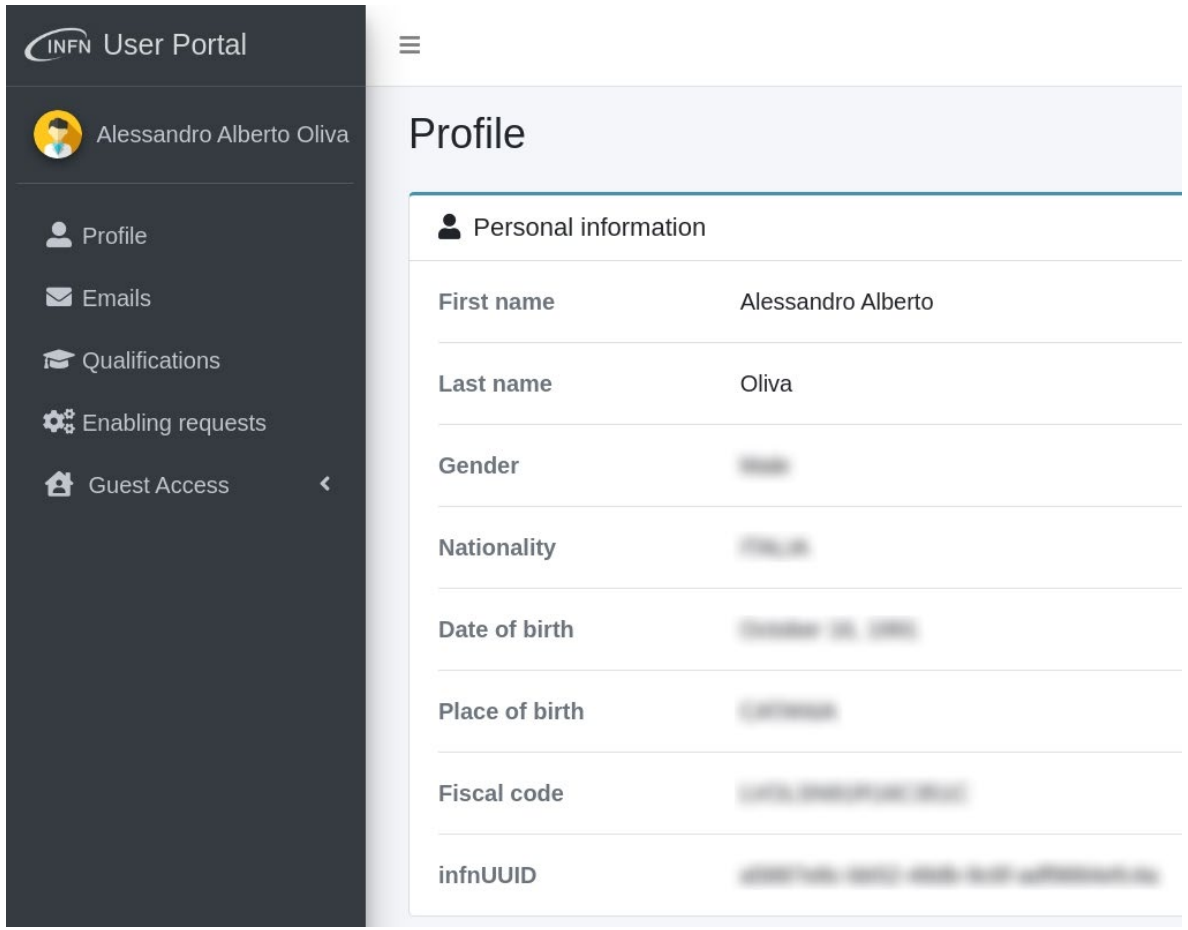
Creating a LoA2 INFN-AAI without SPID/CIE

- 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/



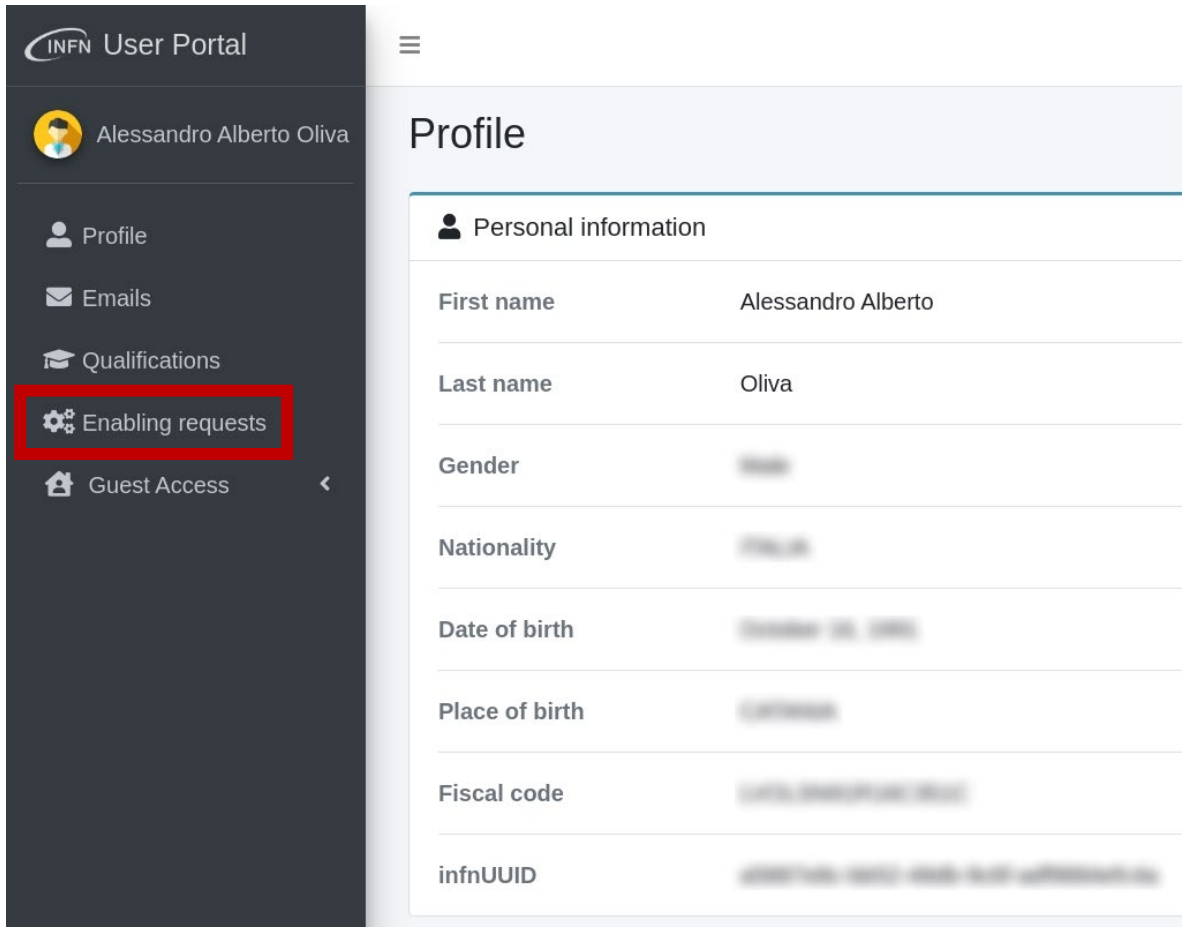
Creating a LoA2 INFN-AAI without SPID/CIE

- 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



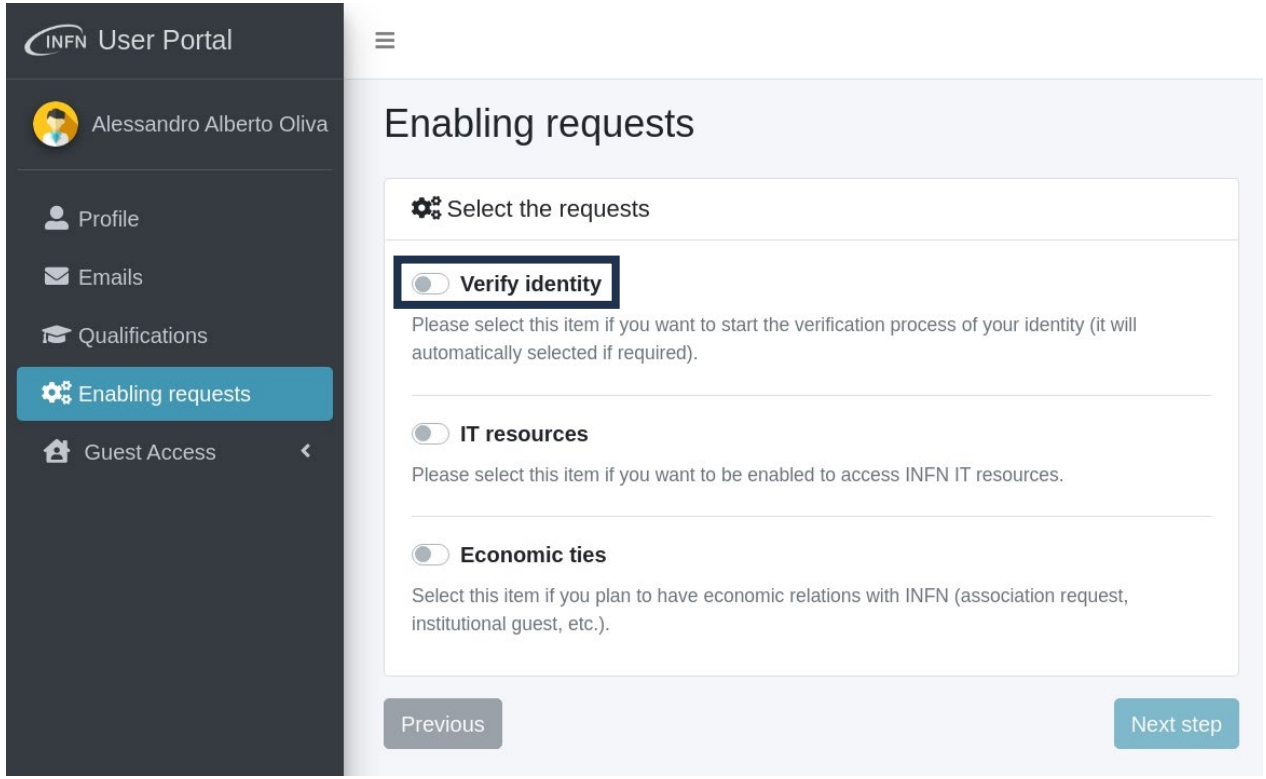
Creating a LoA2 INFN-AAI without SPID/CIE

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



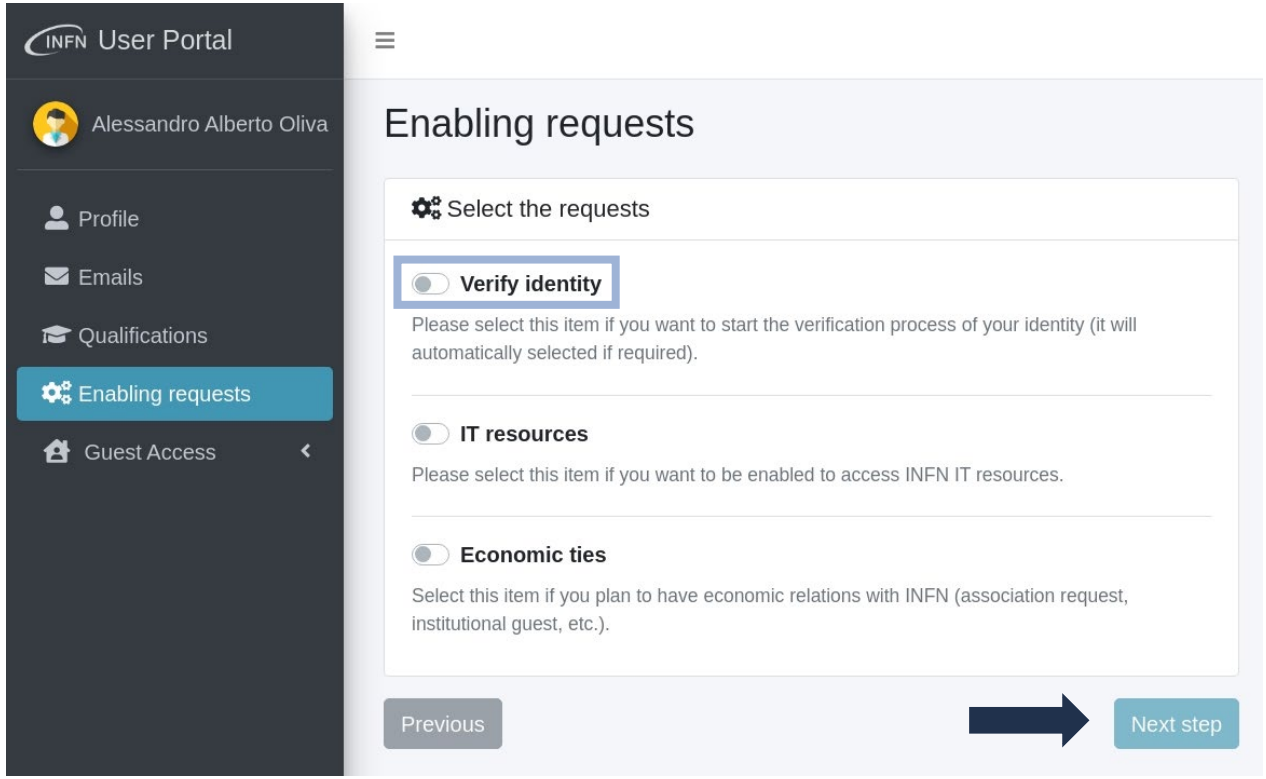
Creating a LoA2 INFN-AAI without SPID/CIE

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



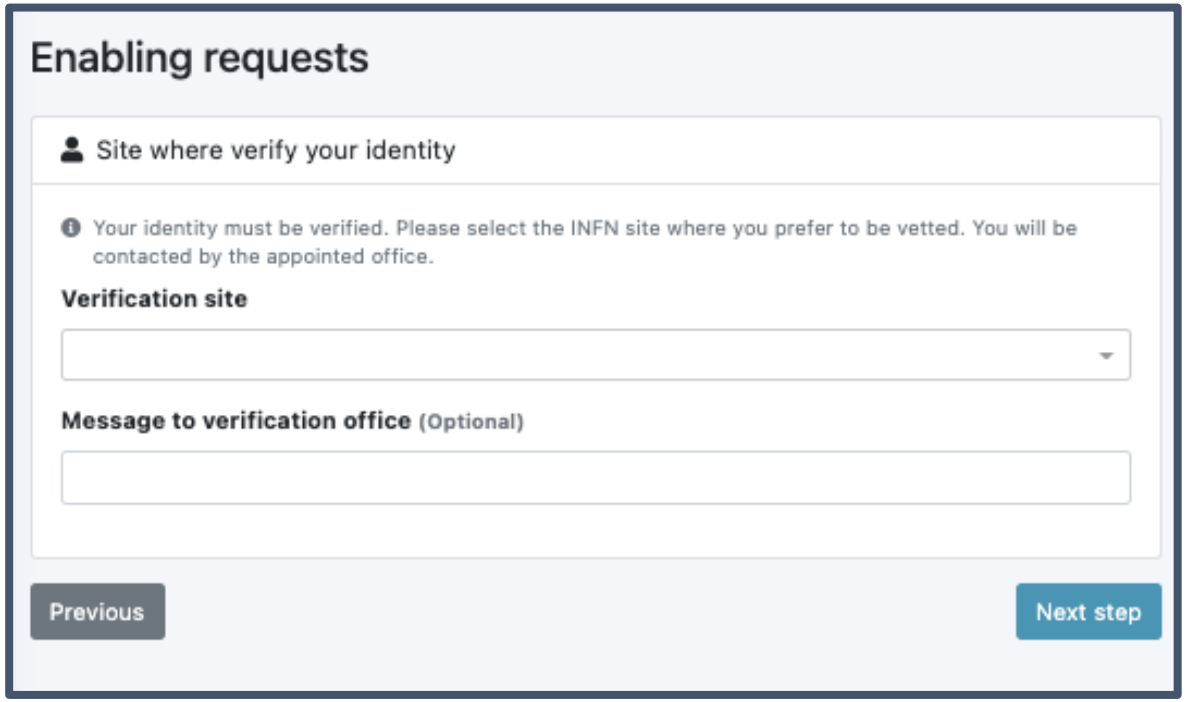
Creating a LoA2 INFN-AAI without SPID/CIE

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



Creating a LoA2 INFN-AAI without SPID/CIE

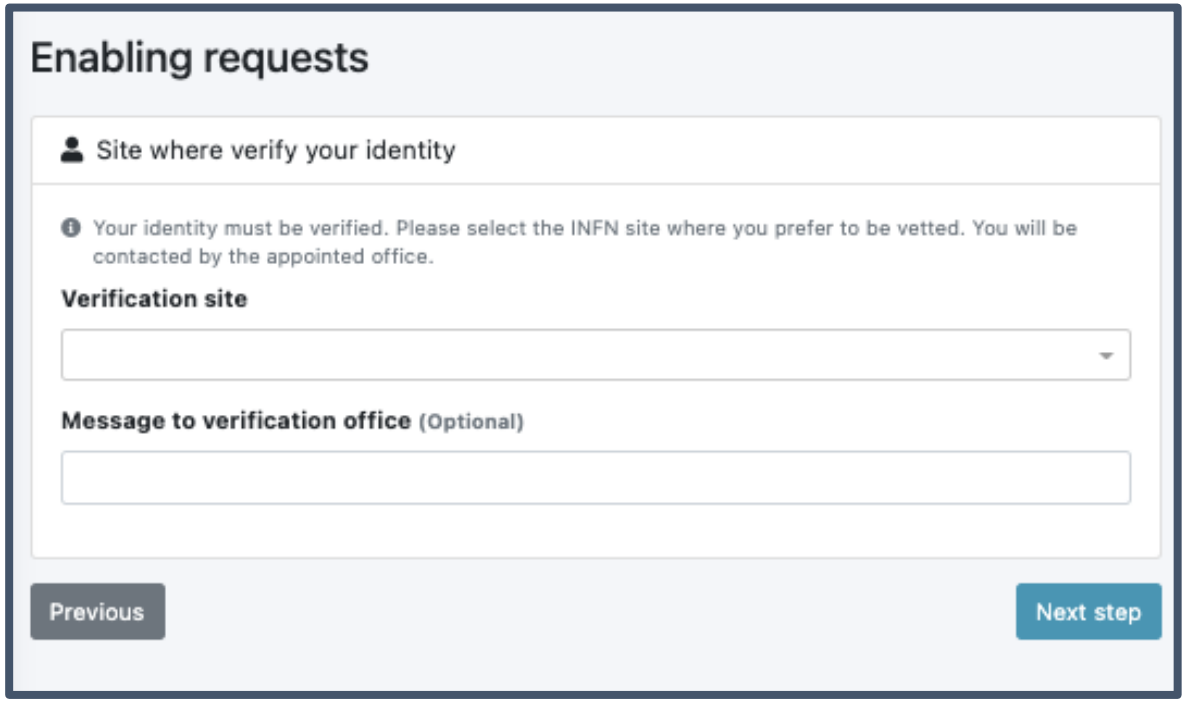
- Choose the INFN site and the contact person that will verify your identity.



Creating a LoA2 INFN-AAI without SPID/CIE

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

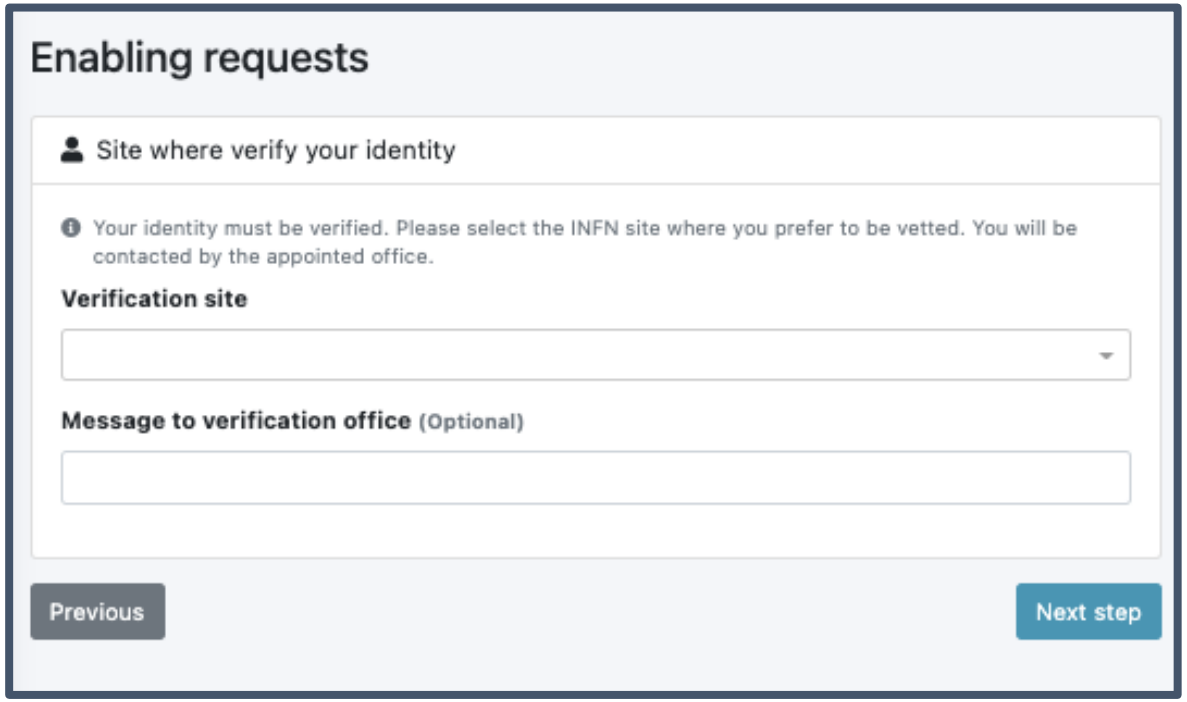
- INFN staff/associates:
  - *You have to choose your Section/Laboratory of reference*
  - *This is a standard procedure*



Creating a LoA2 INFN-AAI without SPID/CIE

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

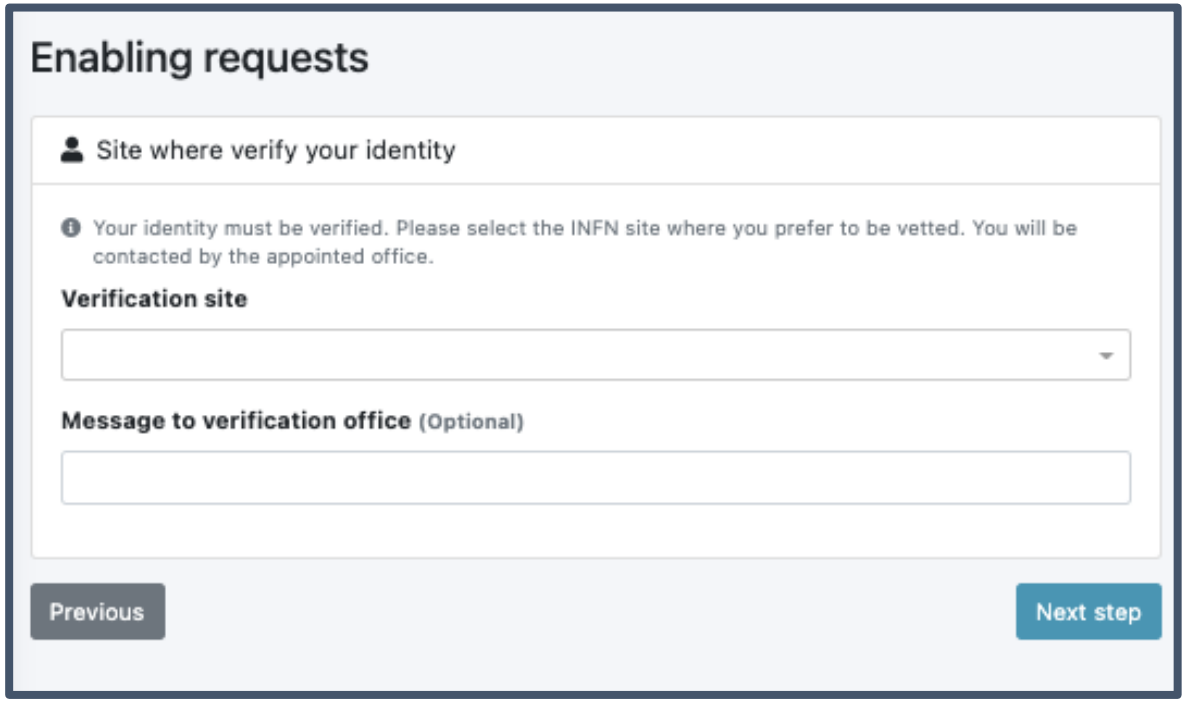
- External users:
  - If you have a Section/National Laboratory near you, please select that and indicate in the message that you need an account to access INFN IT resources for an ICSC (or similar) project;
  - After submitting the request, you may be asked to go in person to the Section/Laboratory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



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



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!

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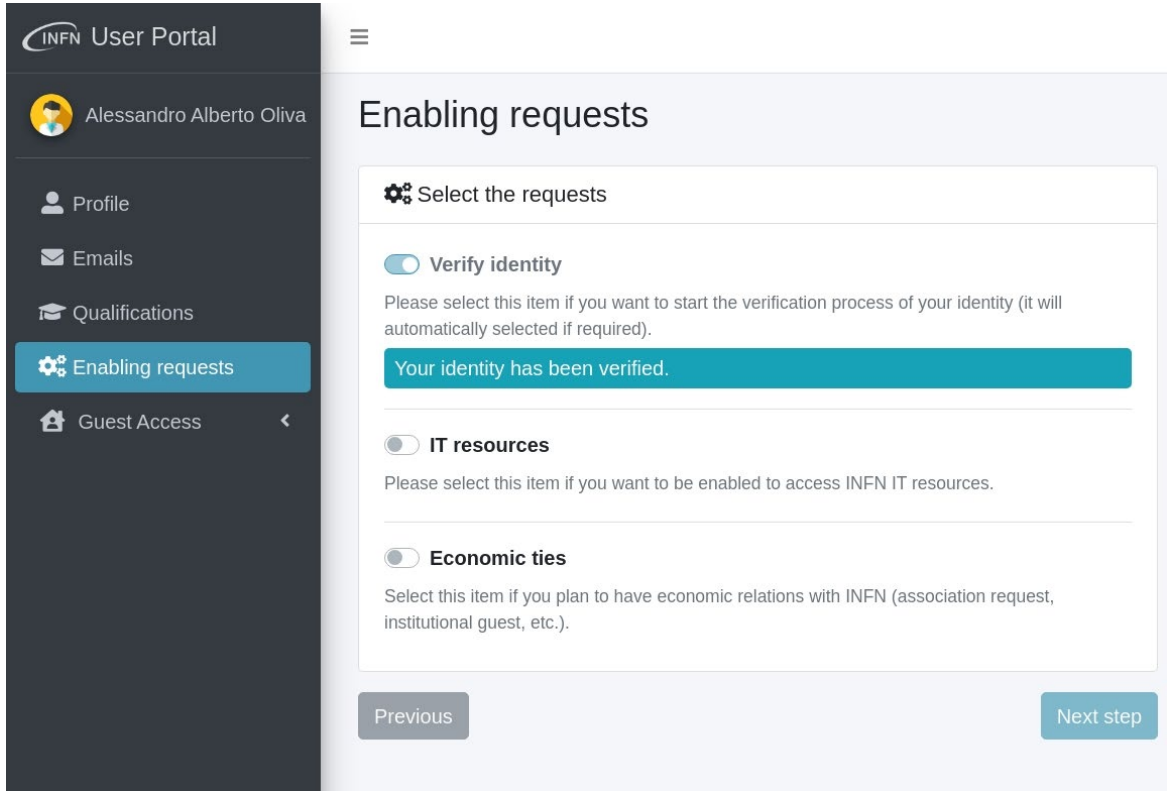
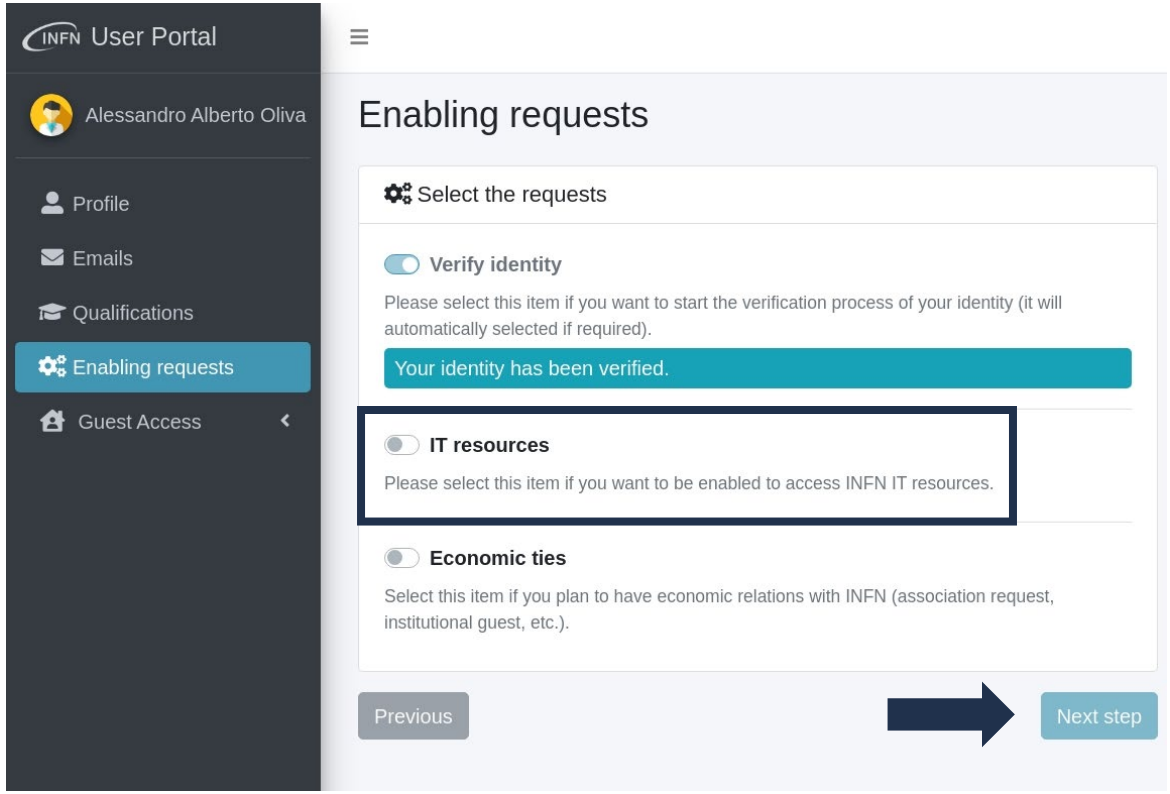
- Login into your user portal and click on “Enabling requests”



Request access to INFN IT resources

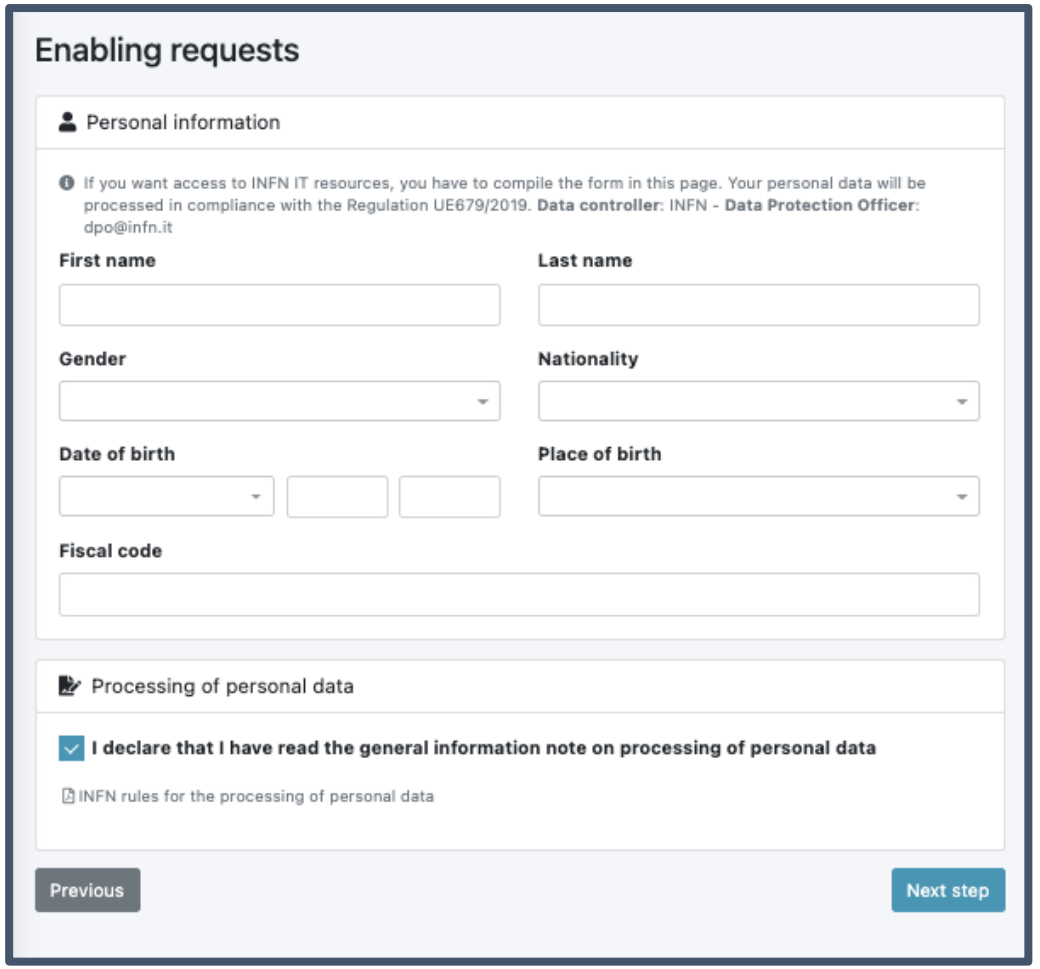
- Once you have a LoA2 INFN AAI account you can request the access to INFN IT resources
  - That includes INFN Cloud!
- Login into your user portal and click on “Enabling requests”
- Select “IT resources” and press Next step button



Request access to INFN IT resources

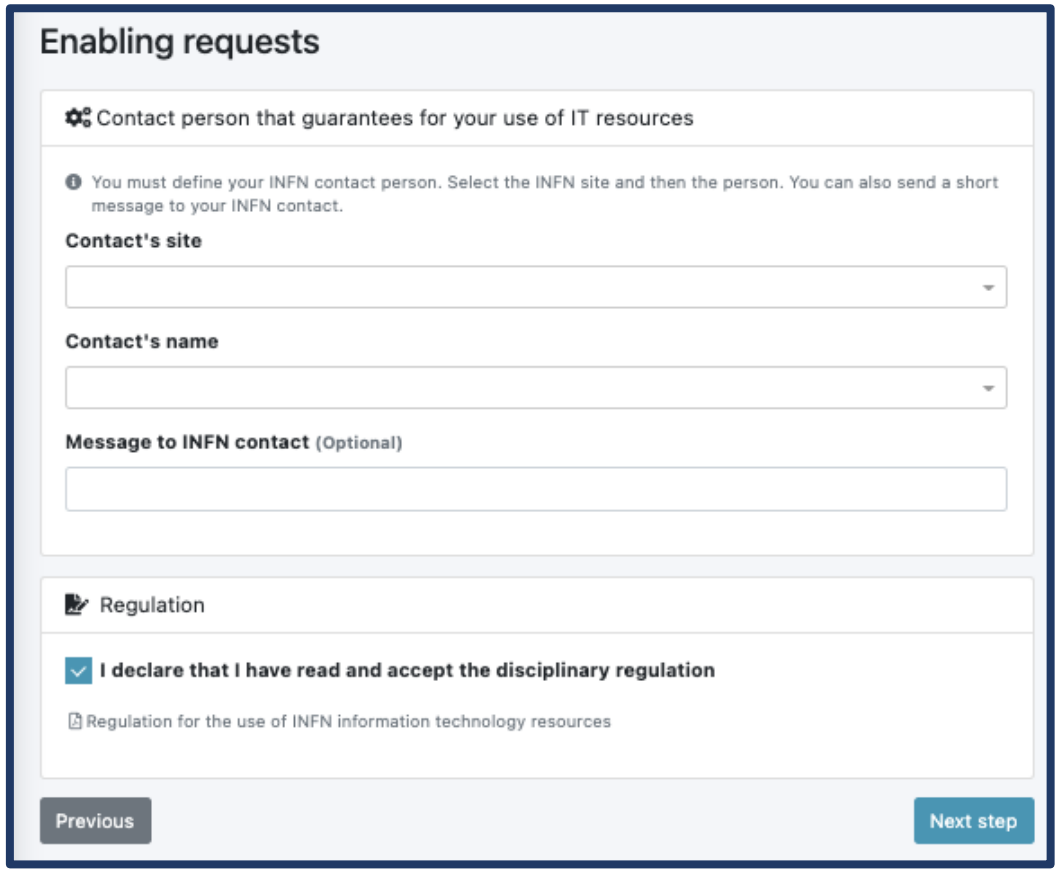
- Fill the form with the required personal data

- Read and accept INFN rules for the processing of such personal data



Request access to INFN IT resources

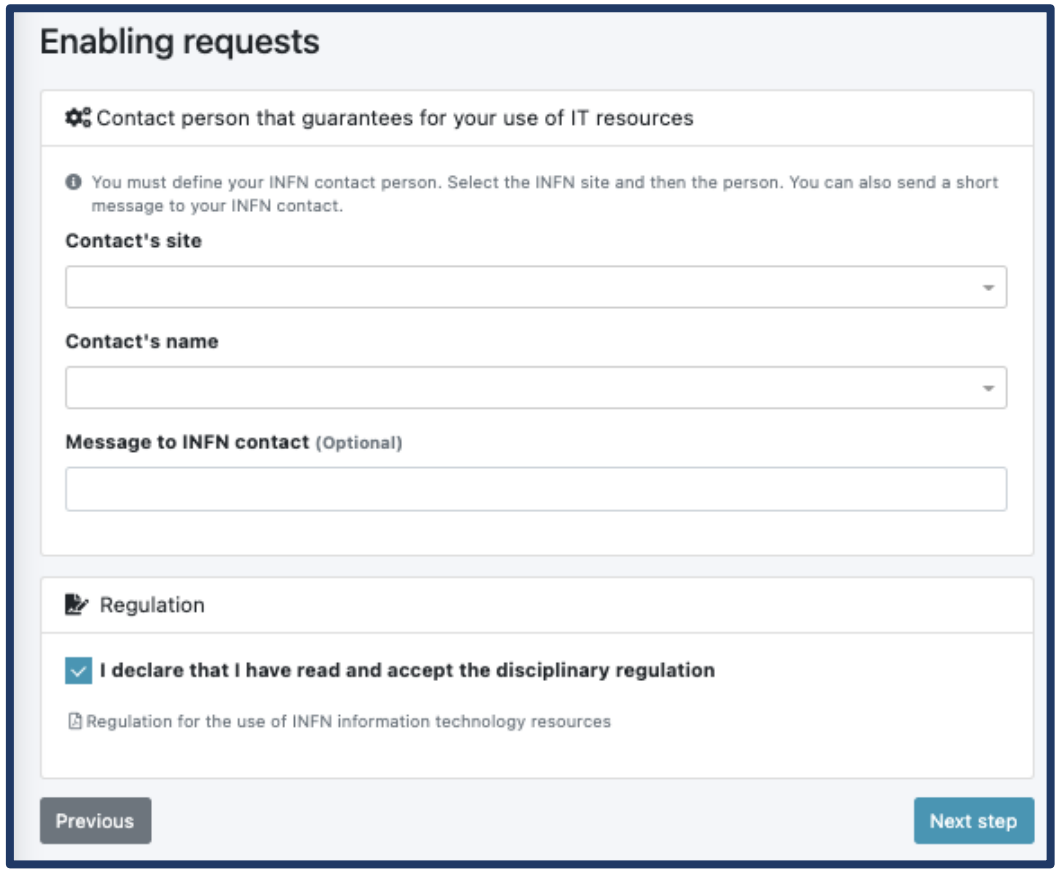
- Select the INFN site and the contact person that will approve your request to access INFN IT resources



Request access to INFN IT resources

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

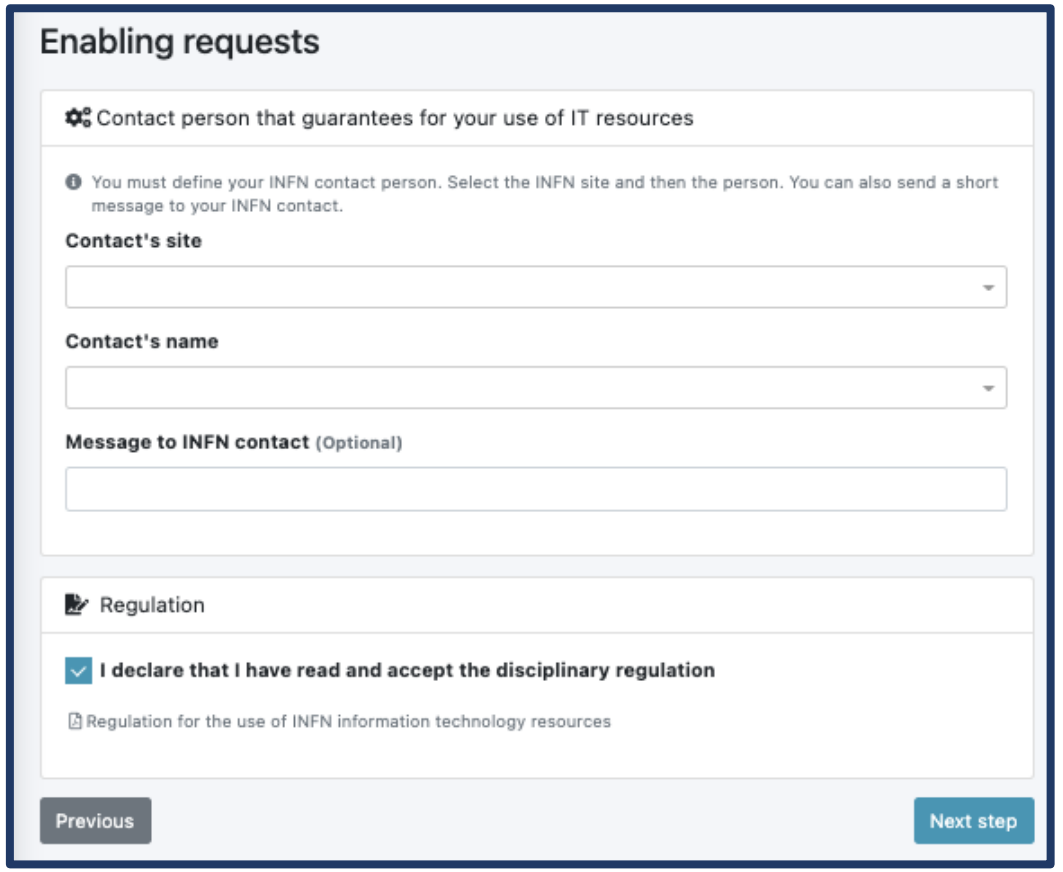
- INFN staff/associates:
  - the site should be your Section/Laboratory of reference
  - the contact person usually is the head of the IT dept.



Request access to INFN IT resources

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

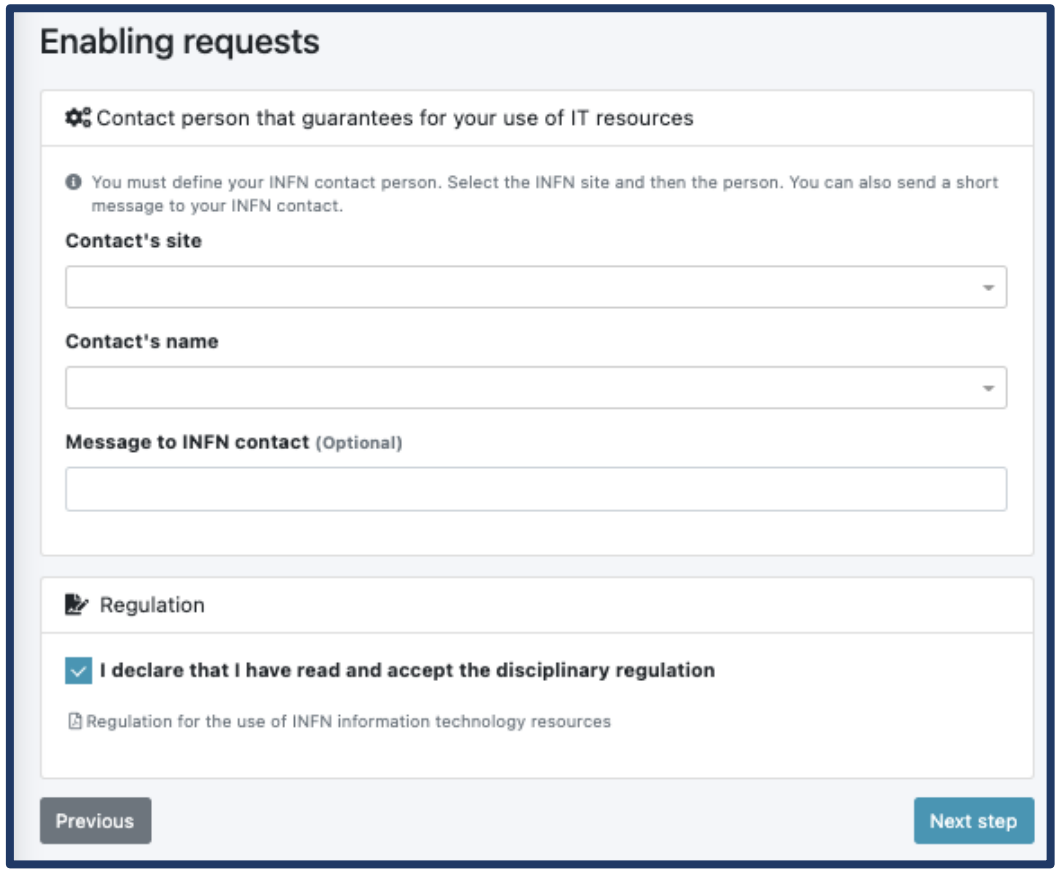
- External users:
  - Site = '**CNAF**' or '**Laboratori Nazionali del Sud**'
  - Contact's name= '**Carmelo Pellegrino**' for CNAF or '**Emidio Giorgio**' for LNS



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

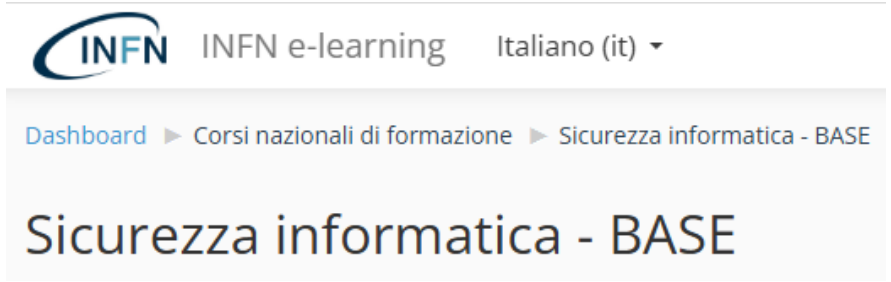


Request access to INFN IT resources

- 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/

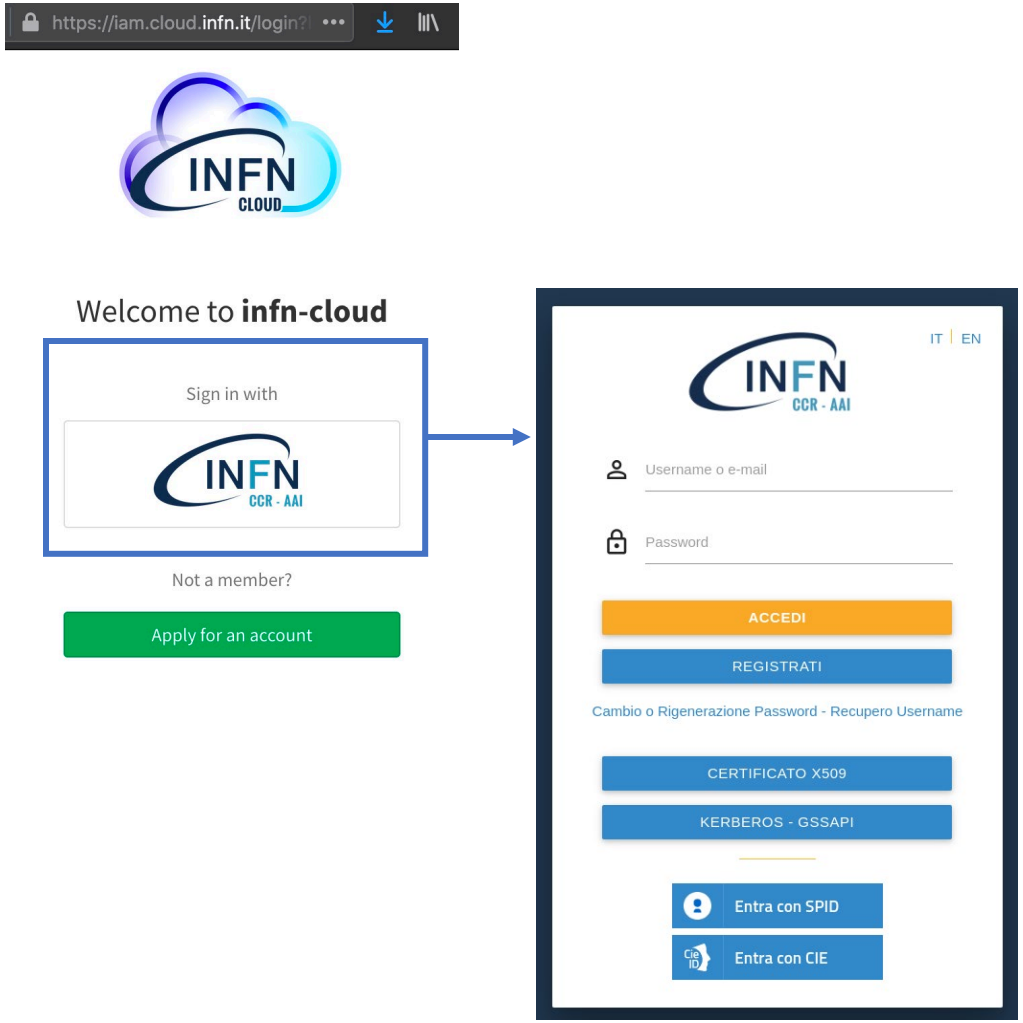
In doing so you accept the **INFN Cloud Acceptable Usage Policy** (AUP), please take the time to **read it**.

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

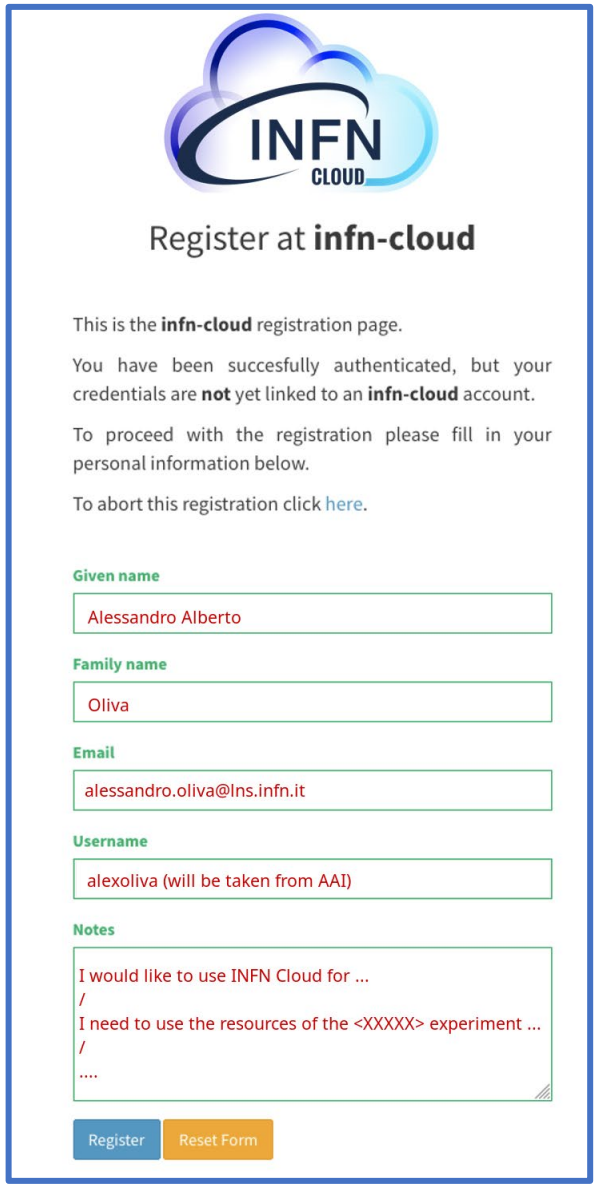
INFN Cloud: Request user account

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



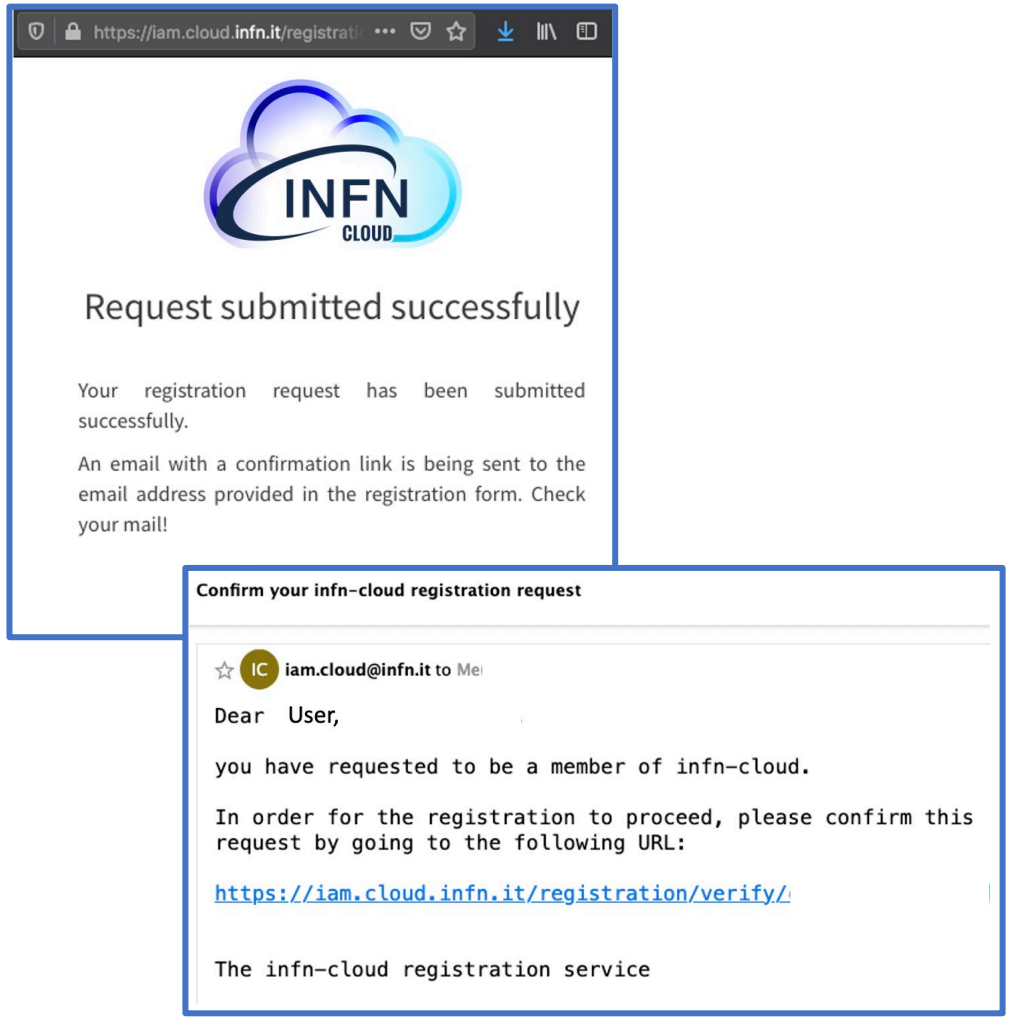
INFN Cloud: Request user account

- 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



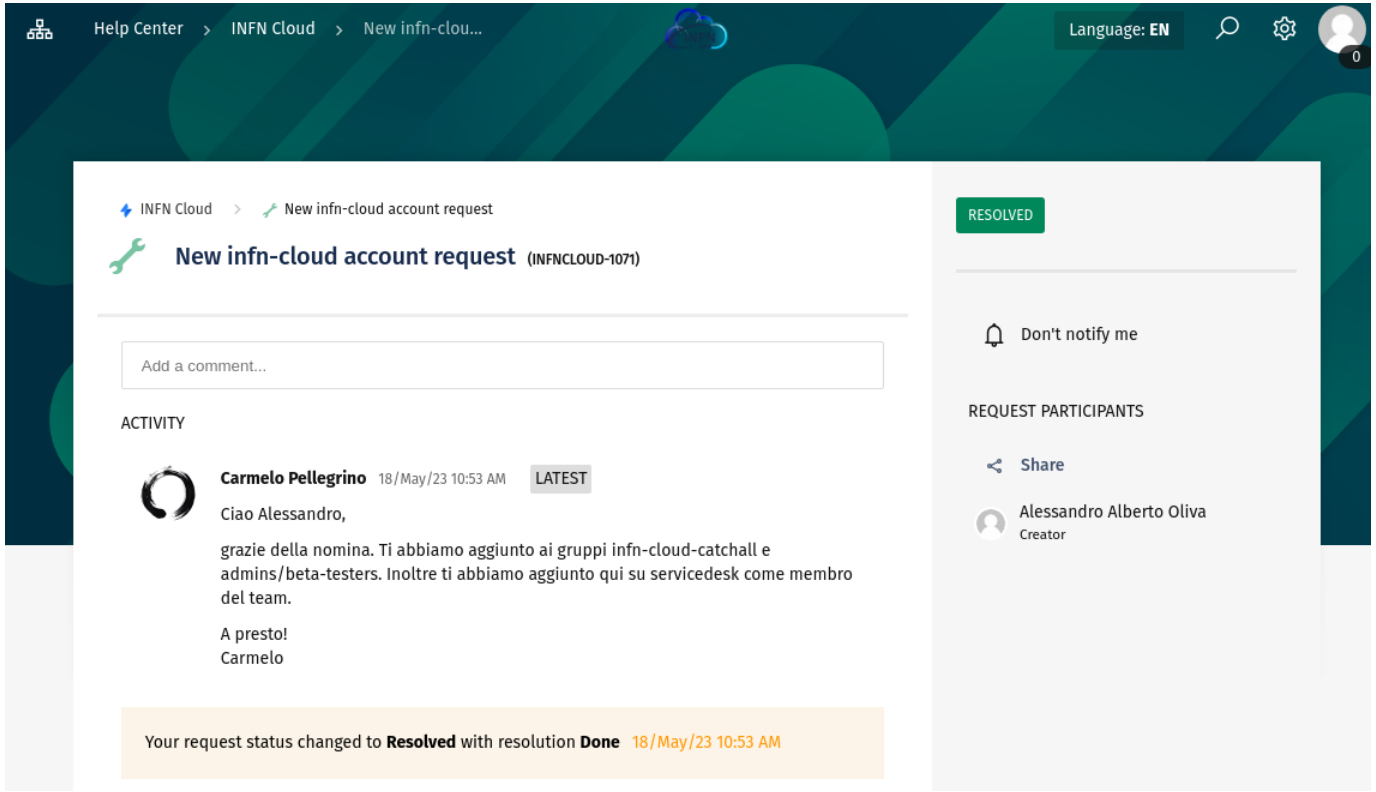
INFN Cloud: Request user account

- 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



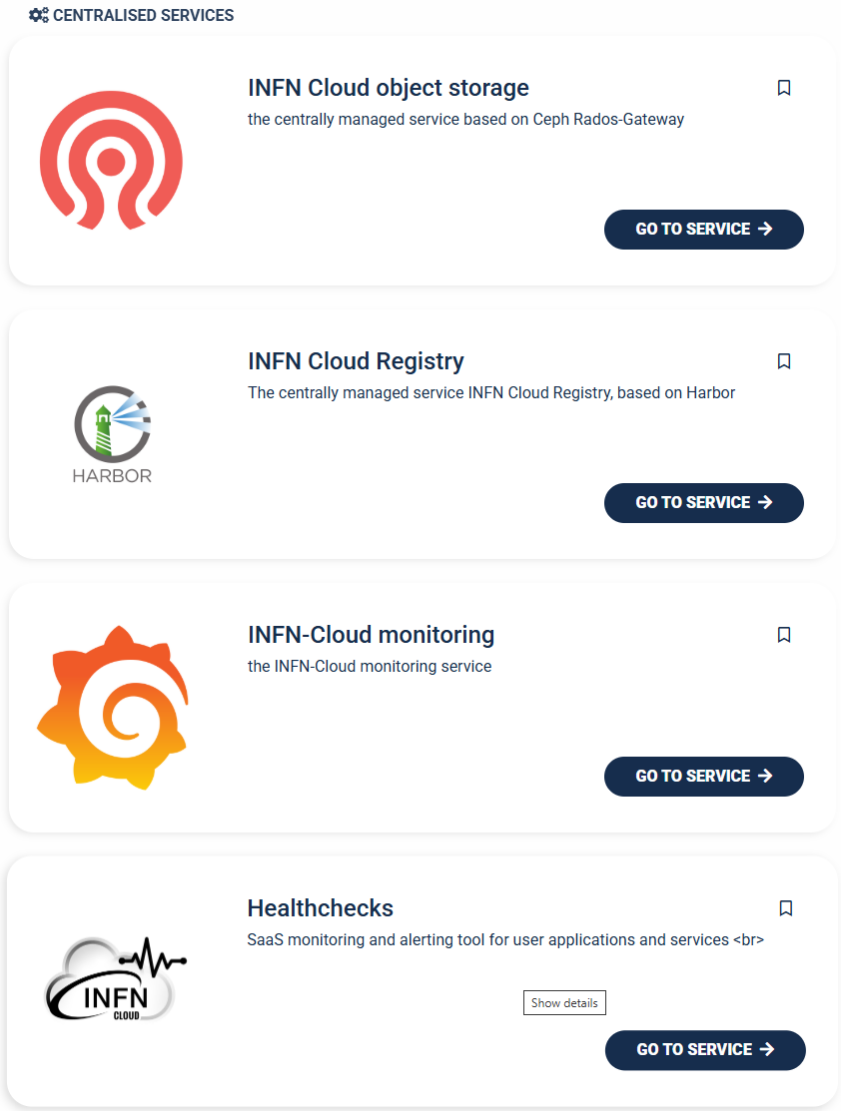
INFN Cloud: Request user account

- 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



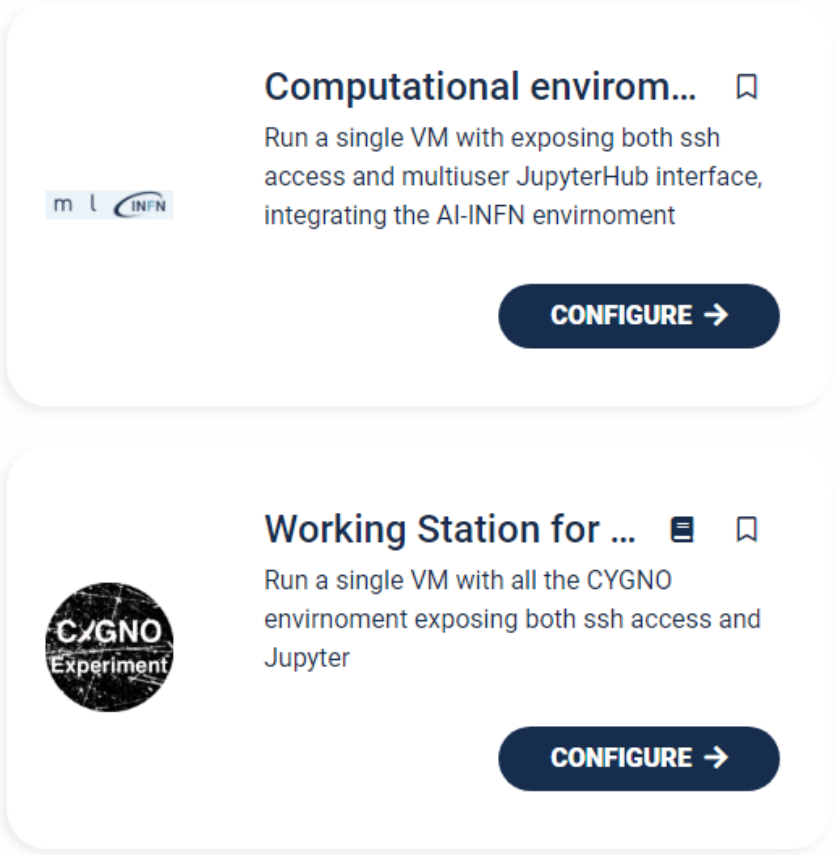
INFN Cloud centralized services

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



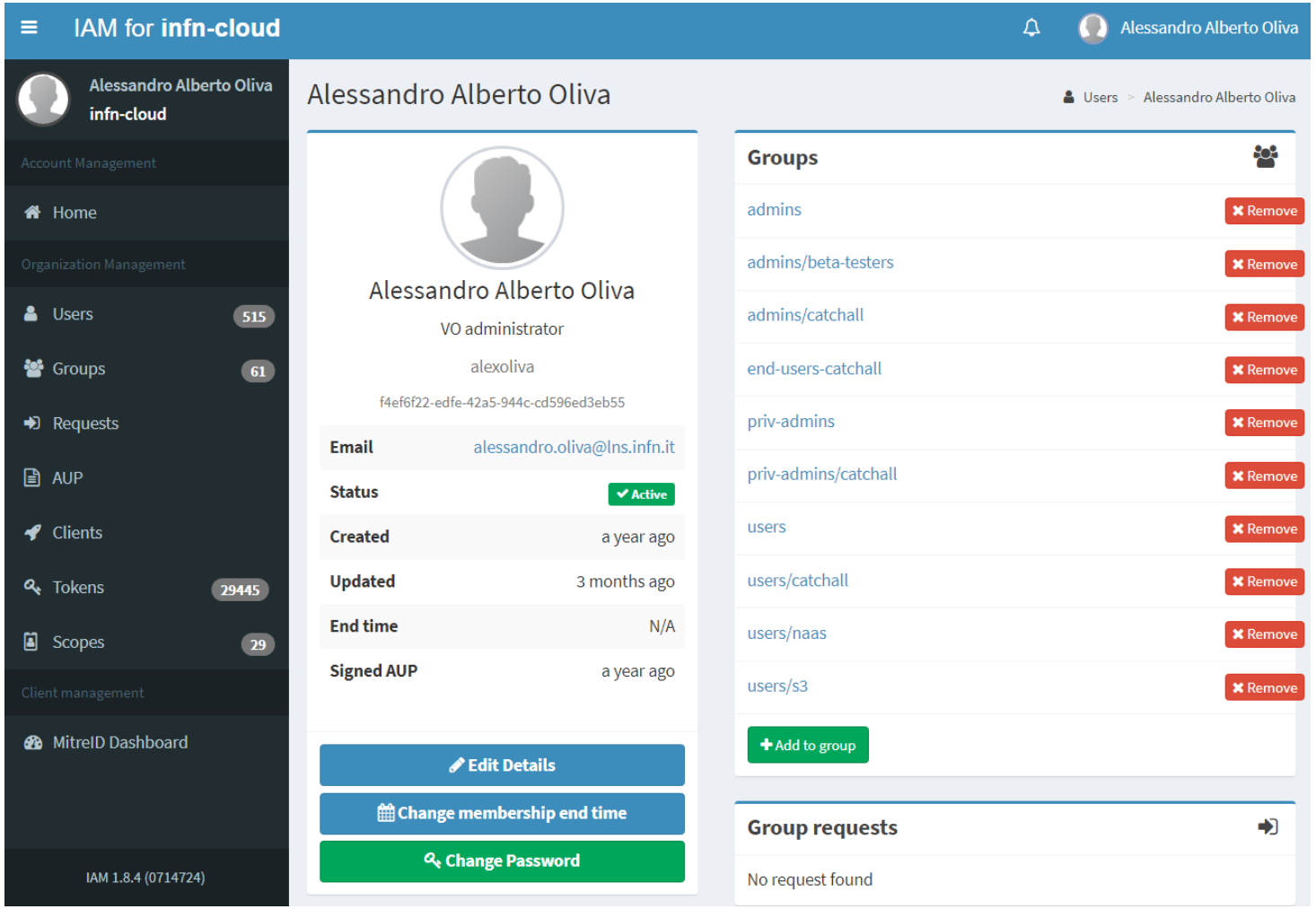
INFN Cloud on-demand services

- 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**



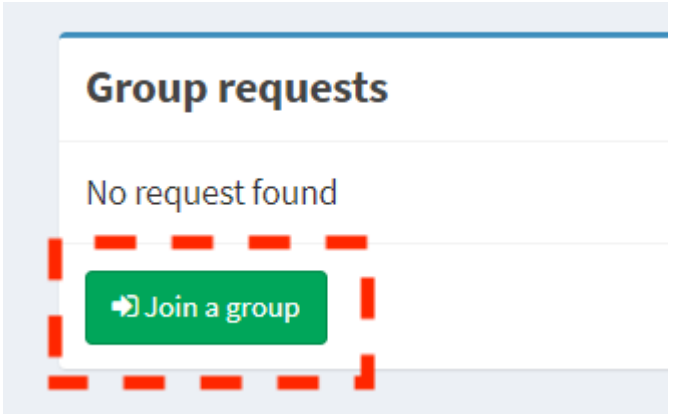
Request access to IAM group

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



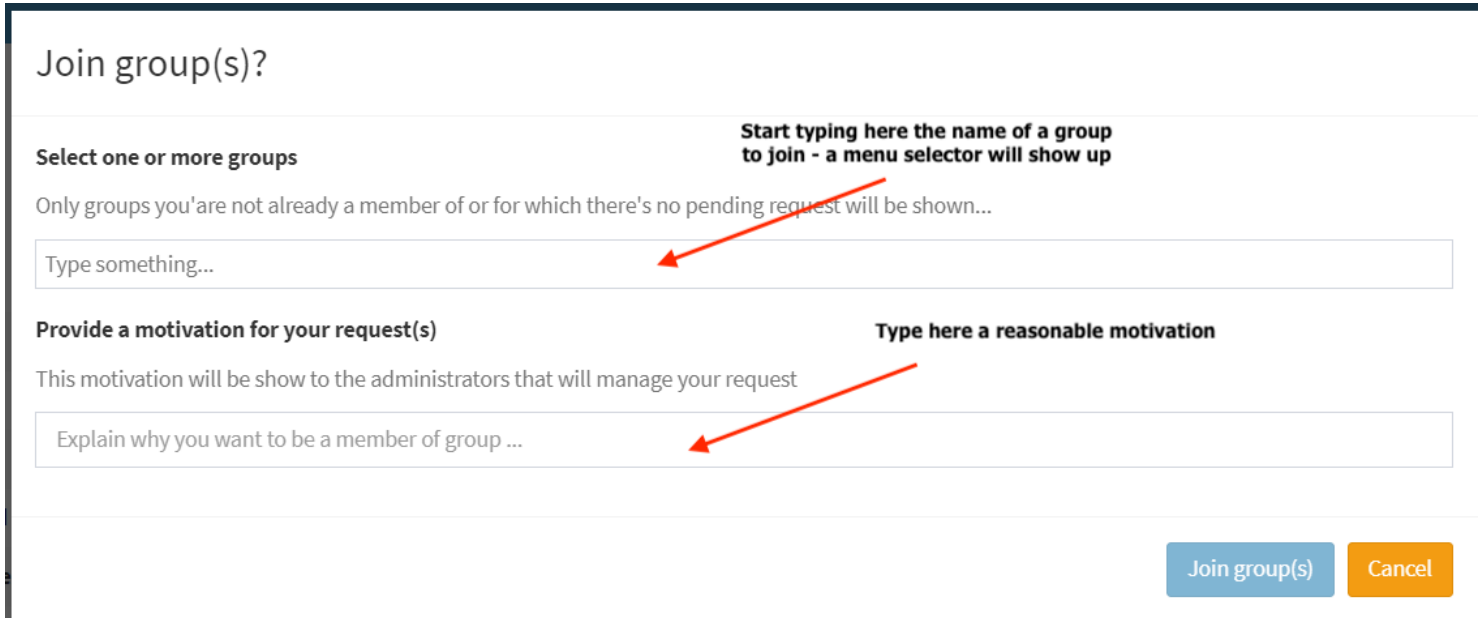
Request access to IAM group

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



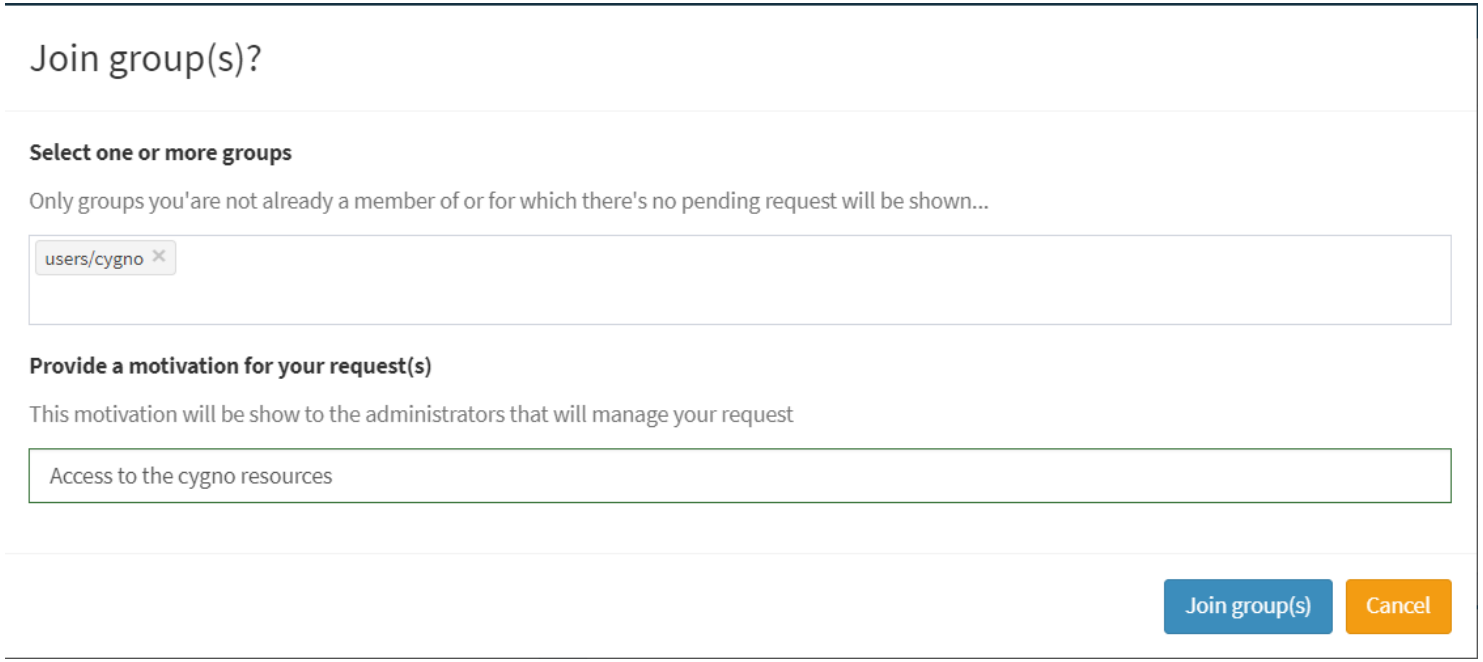
Request access to IAM group

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



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



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

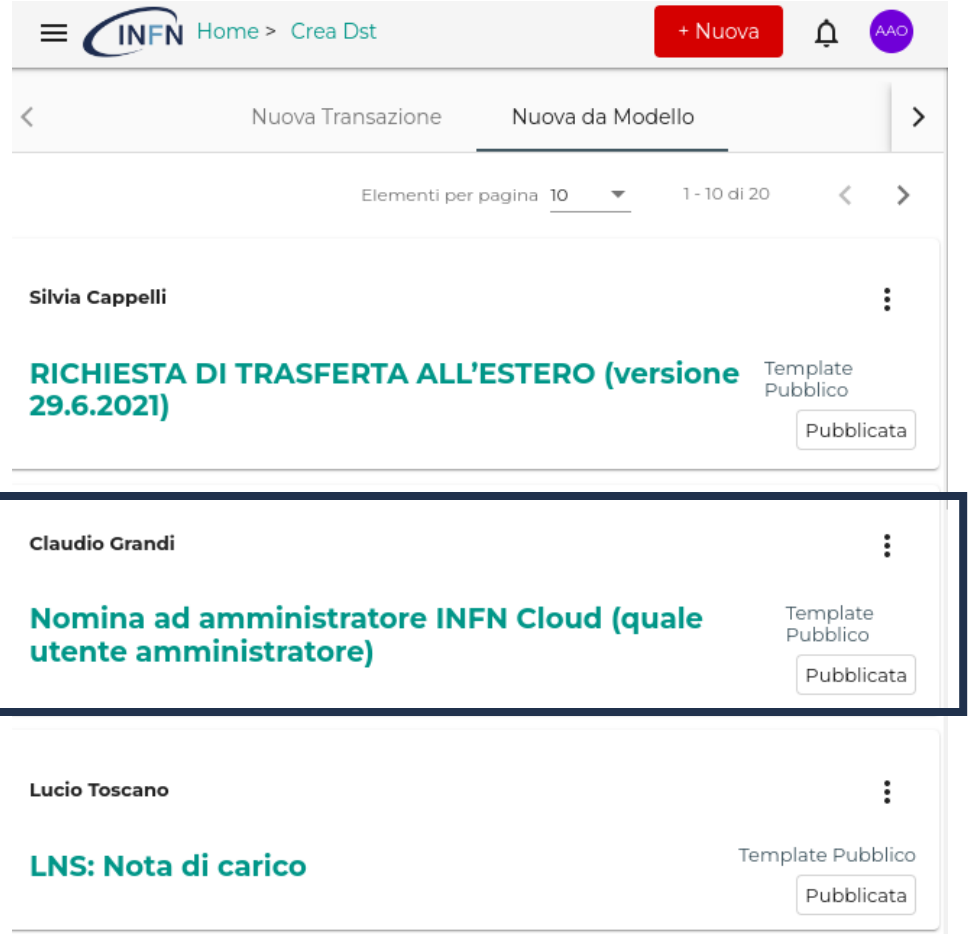
- If your deployment has security issues you will receive an email alert with a detailed report and (if available) suggestions on how to resolve/mitigate them.

- **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



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

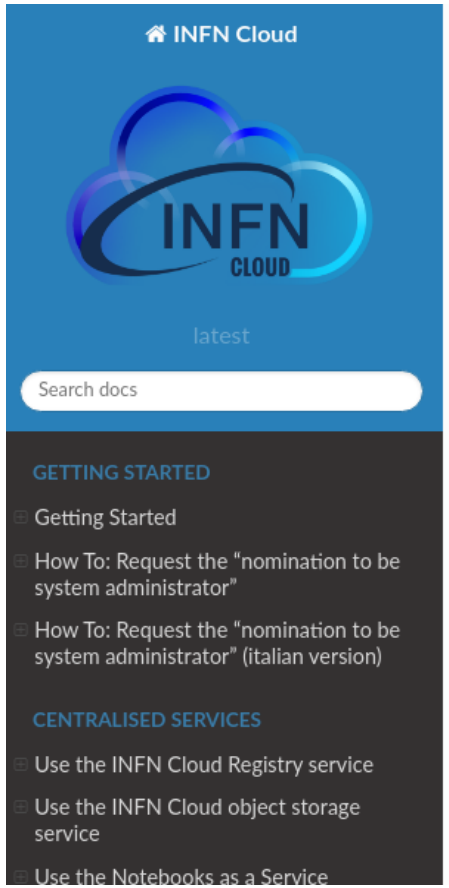
WP2 DataCloud

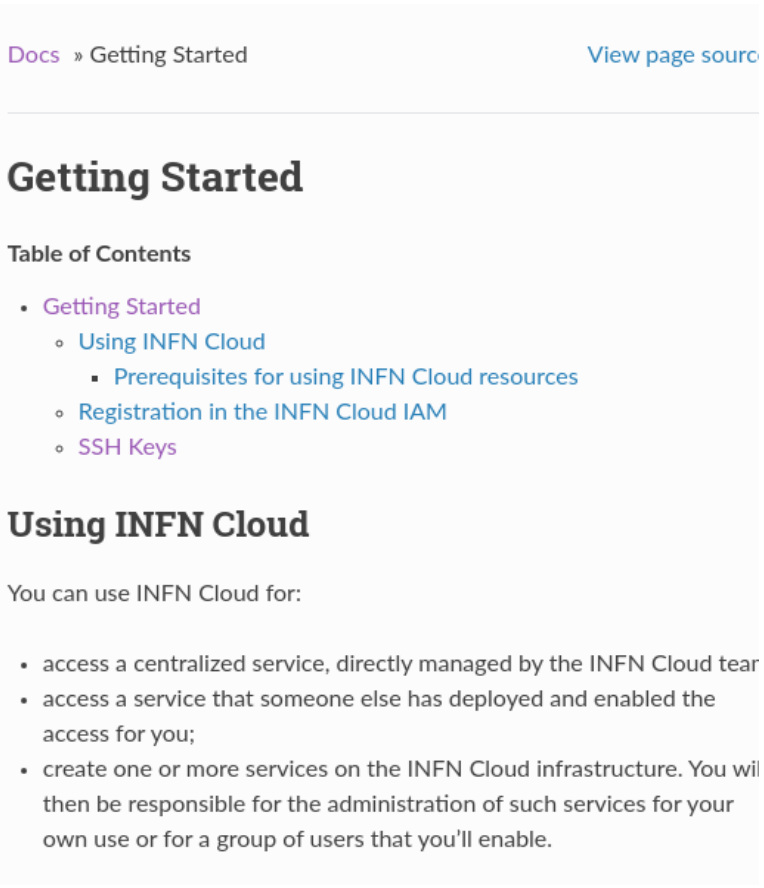
There are various initiatives in place to support INFN Cloud users:

- Guides
- Dedicated support desk
- Training, webinars

INFN Cloud Documentation

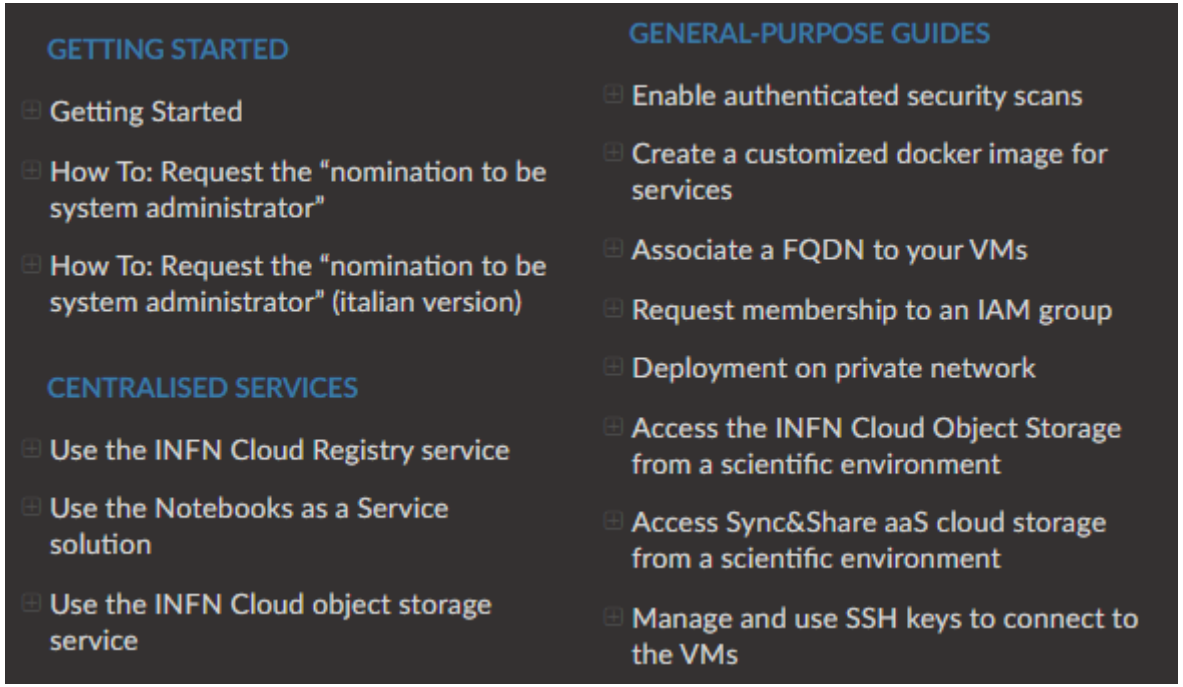
- The INFN Cloud User Guide can be found at https://guides.cloud.infn.it/docs/users-guides/en/latest/





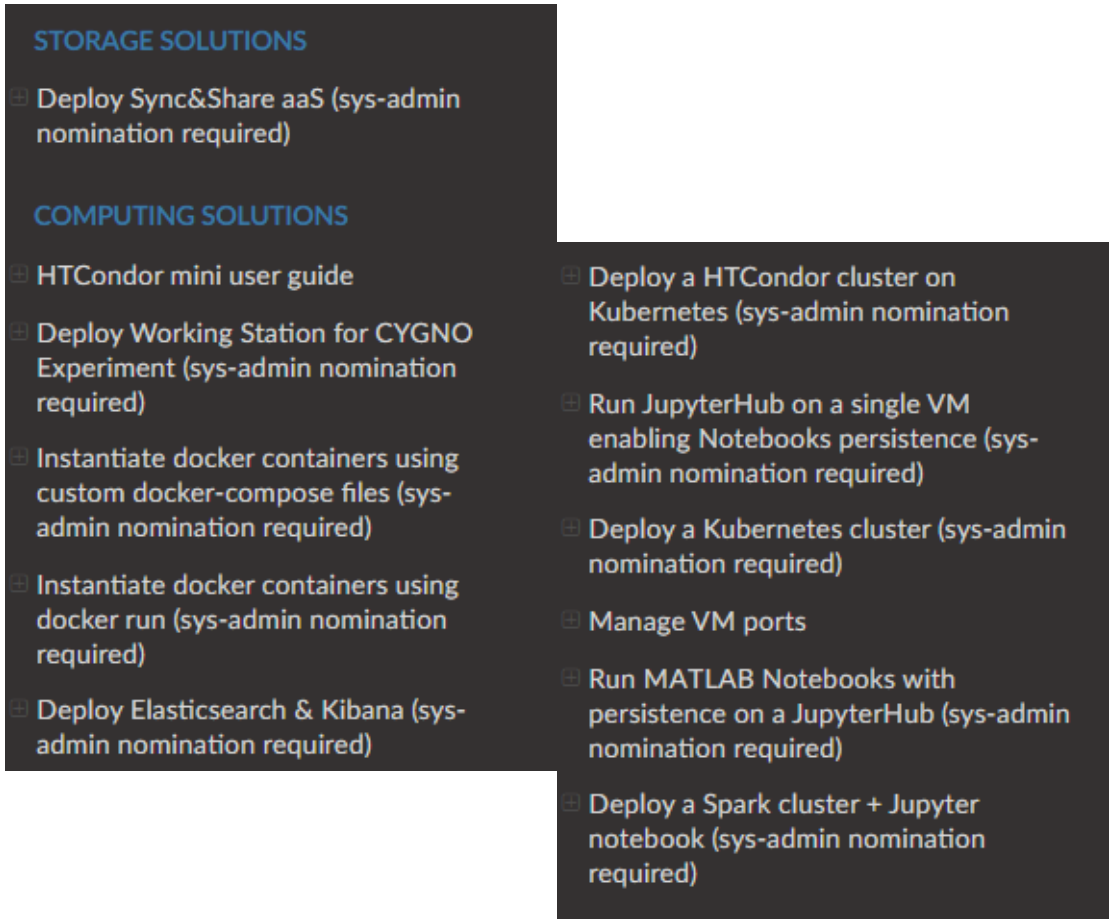
INFN Cloud Documentation

- 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



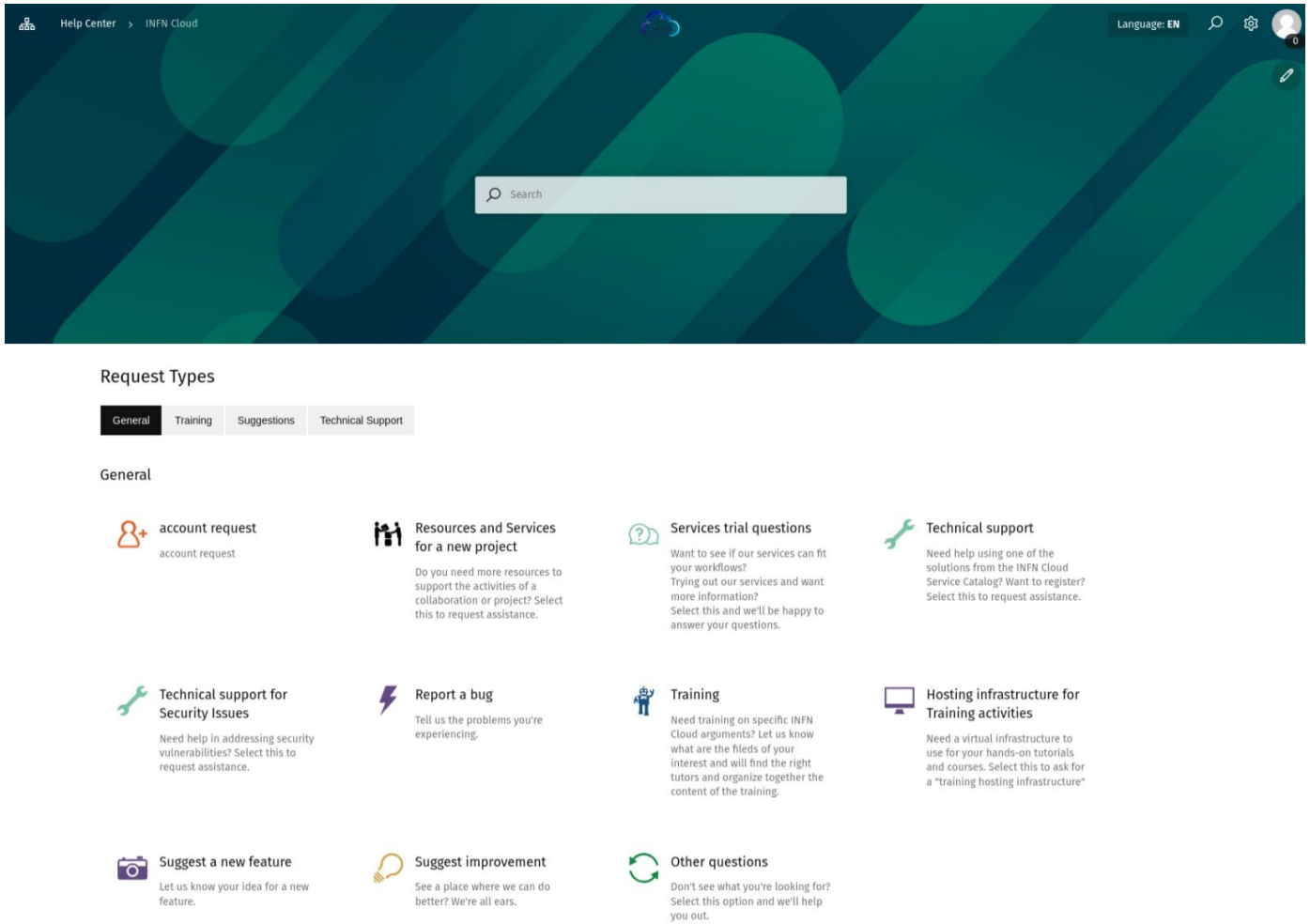
INFN Cloud Documentation

- 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



INFN Cloud User Support

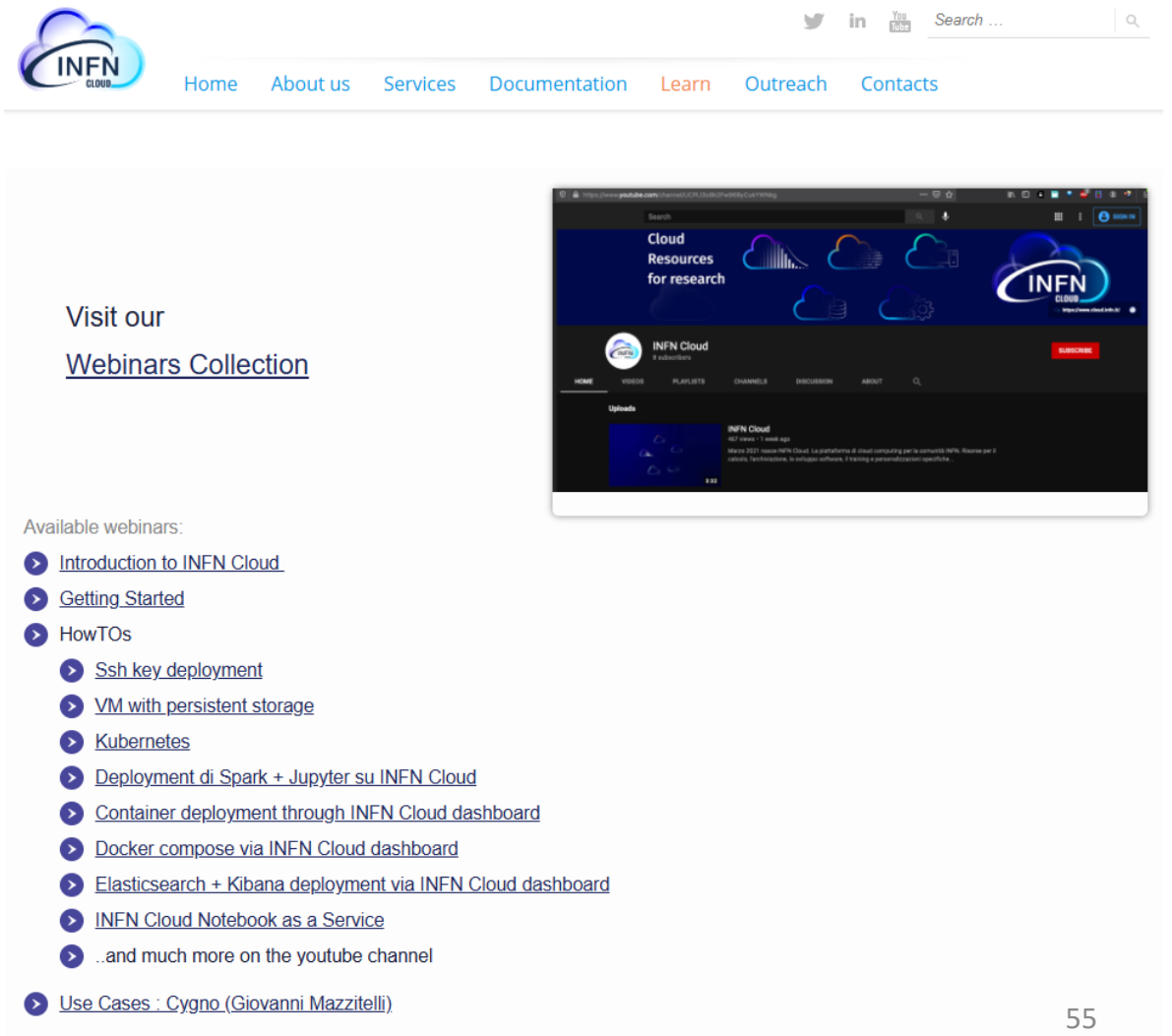
- A dedicated Service Desk portal is available at https://servicedesk.cloud.infn.it/
- A ticket can be also opened by sending an email at cloud-support@infn.it



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



Thank you for the attention!