

Service Description

CIT's Directories Services provide individual users and applications with information about people and objects such as special mailboxes and discussion lists. The Cornell enterprise directory, sometimes referred to as LDAP, is the database on which these services are built. People Search at www.cornell.edu is an example of a directory service which provides a friendly interface for people to find contact information for colleagues and fellow students. Other directory services such as Who I Am allow members of the community to specify an email forwarding address for email sent to netid@cornell.edu. Many application use the enterprise directory "beneath the covers" to perform operations based on the results of a directory lookup. Messaging Services use the directory in this manner to route email to the proper place. The directory supports PeopleSoft authorization by matching the authenticated self-service user to the unique key (cuid) assigned to his own records and provides supporting functionality for federated access to external services. The Identity Management program assists developers to make the best use of this capability.

Service Hours

This service is designed and managed to be available on a 24x7 basis, including weekends and holidays. Redundant servers ensure that scheduled maintenance will not impact availability.

Service Availability

Target availability is 99.9999%.

Reliability

One service break per year of less than one hour should be tolerated.

Any time period during which none of the directory servers are available to handle queries.

Customer Support

Priority 1 incidents:

Network Operations Center (24x7)
607-255-9900
noc@cornell.edu

See NOC SLA for call answer target. Staff supporting the authentication service are available to the NOC 24x7

Support for end user incidents:

Contact Center

607-255-8990
helpdesk@cornell.edu

Backline support for application and service specific incidents

idmgmt@cornell.edu

Incident response time target – one business day to respond to customer with solution, status, or information regarding action being taken.

Developer resources:

<https://confluence.cornell.edu/display/IDM/Enterprise+Sun+one+Directory+Service>

Target for Incident resolution (Fix) times.

Priority 1: Directory Services not available at all – 1 hour or less

Priority 2: Problem with Directory Services functionality affecting critical service or security of information (e.g. directory data issue, inconsistency in search results related to indexing) – 1 day or less

Priority 3: Problem with Directory Services functionality affecting non-critical service - negotiated with the customer based on impact to the business unit

Service Performance

For less than ten entries using documented indices will offer performance degradation of less than one second above network traffic time.

Functionality (if appropriate)

Not applicable.

Change Management Procedures

Procedures established by the Process Improvement Office are followed:

<https://confluence.cornell.edu/display/change/ccab/>

Maintenance

Routine maintenance is performed during the standard maintenance window Monday – Friday between 5:00 and 7:00 AM. If a longer window is required, an early Sunday morning window will be negotiated with campus stakeholders. Maintenance is planned so that one or more servers are up at all times to handle customers.

Major upgrades to the Directory Server software are scheduled at least six months in advance. As soon as a target date is available customers are first notified via the Identity Management campus developers monthly meeting. As details of the upgrade become available communications are sent to the campus net-admin-l discussion list and to

individual contacts to whom we have issued bindIDs. Within three days of the implementation the announcement is made to the net-announce-l discussion list as part of the change management process.

Customer Responsibilities

Customer or subcontractor will participate in testing new releases and patches of the Directory Server software prior to deployment in production.

IT Service Continuity

Ez Backup is used to back up data that would have to be restored should a catastrophic hardware failure occur. In such an event, staff who support Directory Services would be on site to assist in restoring the service. Target availability and incident response times do not apply to this category of failure.

Security

If there is a system compromise to the application or service which results in a security vulnerability for Directory Services, the customer or subcontractor is responsible for reporting the incident in accordance with University policy 5.4.2, Reporting Electronic Security Incidents.

Printing

Not applicable.

Charging (if applicable)

Not applicable

Service Reviews:

Glossary

Service owner – A service owner is the individual having the established position, decision-making authority, and responsibility to shape all aspects of a product or service subject to policy, funding and competitive constraints.

Amendment Sheet

To include a record of any agreed amendments, with details of amendments, dates and signatories.