

## **Service Description**

CIT's federated access service, known as Shibboleth, provides a means for members of the Cornell community to use their NetIDs to access information and services hosted externally. The end customer is the holder of a Cornell NetID (students, faculty, staff, alumni, affiliates, Cornell Medical personnel, and exceptions with sponsor). The user is prompted for this ID and a password before gaining access to the application.

## **Service Hours**

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

## **Service Availability**

Target availability is 99.9999%.

## **Reliability**

Two service breaks per year of less than two hours each can be tolerated.

Any time period during which an individual is unable to authenticate to a service due to a problem with the Shibboleth service (not the target application or service itself), and unrelated to scheduled maintenance, would constitute a break.

## **Customer Support**

Priority 1 incidents:

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

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

Support for end user incidents:

Contact Center  
607-255-8990  
[helpdesk@cornell.edu](mailto:helpdesk@cornell.edu)

Backline support for application and service specific incidents

[idmgmt@cornell.edu](mailto:idmgmt@cornell.edu)

Incident response time target – one business day to respond to customer with solution, status, request for clarification (debug logs, for example) or information regarding action being taken.

Developer resources:

<https://confluence.cornell.edu/display/SHIBBOLETH/Shibboleth+at+Cornell+Page>

### **Target for Incident resolution (Fix) times.**

Priority 1: Shibboleth service itself is not working or users are unable to authenticate to a critical University service due to a problem with Cornell's Shibboleth infrastructure – 1 hour

Priority 2: A non-critical University service that uses Shibboleth authentication is experiencing problems related to Shibboleth - 1 day unless negotiated with customer due to time of year, day of the week

### **Service Performance**

The Shibboleth service is currently not heavily used. CIT monitors growth in the use of the service so that server resources can be increased as needed.

### **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. If a longer window is required, an early Sunday morning window will be negotiated with campus stakeholders. Maintenance is planned so that at least one server is up at all times to handle customers.

CIT monitors the Shibboleth discussion list for new releases, fixes, and security patches which are applied as appropriate.

### **IT Service Continuity**

Ez Backup is used to back up data that would have to be restored should a disaster occur. In such an event, staff who support the Shibboleth service would be on site to assist in

restoring the service. Target availability and incident response times do not apply to this category of failure.

## **Glossary**

**Authentication** – Process of verifying a user’s identity when accessing information technology (IT) resources. Typically, identification is based on a user’s Cornell electronic identifier and an associated password, personal identification number (PIN) or a card encoded with unique identification information.

**NetID** – Type of Cornell electronic identifier issued to all new faculty, staff, students, alumni and affiliate staff.

## **Amendment Sheet**

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