



# LHCONE escalation procedure proposal

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# Foreword

- This is just an initial draft
- Meant to facilitate the brainstorming
- For all to contribute
- **This is NOT meant to cover security breaches!**
  - Standard procedures are already in place for those

## Why is this needed?

- The AUP is now in place and widely known in the communities
- Procedures in case of breach are not detailed
- The actors and responsibilities are not clearly identified
  - Who-calls-who?
  - Who-does-what?

## Current AUP breach report process

- If a LHCONE Site believes that another one is not complying with this AUP, it can report the fact to its Collaboration's Management Board
- Should the Management Board believe a report of non-compliance to be justified, it will ask the non-compliant site to take all necessary action in order to resume compliance;
- If no action is taken by the site within the next 2 months, the Management Board will ask the non-compliant site to disconnect itself from the LHCONE L3VPN;
- If it doesn't happen within another one month, the Management Board will ask the upstream LHCONE Provider to disconnect the non-compliant site;
- It is at a LHCONE Site's discretion to drop the prefixes announced by the non-compliant site at any time, regardless of the effect it may be caused by the asymmetry. The 65010:ASN [LHCONE BGP community](#) can be used to ensure symmetry.

## Roles and responsibilities

- **LCG and LHCONE Sites**
  - Can raise an AUP-breach notification to MBs
- **LHCONE Providers**
  - must acknowledge disconnection requests made by a LHCONE Management Board
  - should disconnect a LHCONE Site from the LHCONE if told so by a LHCONE Management Board
  - must implement BGP filtering based on LHCOPN BGP communities
- **LHCONE Management Boards**
  - Any LHCONE Management Board can ask a LHCONE Provider to disconnect a not compliant LHCONE Site from the LHCONE service **(IMPORTANT: JUST FROM LHCONE!)**

# Issues

- How to report an AUP breach?
  - Can any site raise with any MB (if different experiment)?
- Lack of a contact point for all MBs
- Different contact points for security/faults and AUP breaches
- Role of regional provider is unclear
  - What if upstream provider is unresponsive?
- Timing
  - Is the (2+1)-month period too long?
- Who assesses if problem is solved (site? MB? Provider?)

## Some ideas

- Publish a reliable contact point for every MB
  - Add to the list of responsibilities for the MB
  - Make sure the contact address is always updated, active and manned
- Include the regional networks in the escalation chain
  - Notify together with the upstream provider
  - Any action for the regionals (disconnect the NREN from LHCONE or filter the site)?
- Use a consistent “ticketing” system
  - The actions would be logged and visible
  - The decisions would be documented
  - GGUS? Something else?

## Some more ideas

- Align security/faults and AUP breaches contact points?
  - Always go to the upstream provider?
- Re-evaluate the timing?
  - Shorten to  $n$  weeks?
- Add an annex to the AUP
  - A document to be created as a result of the...



Discussion!

# Thank you!

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