

OpenPEPPOL Jira Service Desk Guide – Issuing PKI Certificates (Internal guide)

1 Document purpose

The purpose of this document is to illustrate the process of using the OpenPEPPOL Jira Service Desk in relation to requesting, approving and issuing PEPPOL PKI v2 and v3 certificates.

Please note: The PKI v2 are the certificates issued from the current PKI infrastructure which will be phased out in the upcoming PKI migration starting Sept 3rd. 2018. The PKI v3 are already being issued in preparation for the migration but can not be used until Sept. 3rd.

2 Entering the service desk

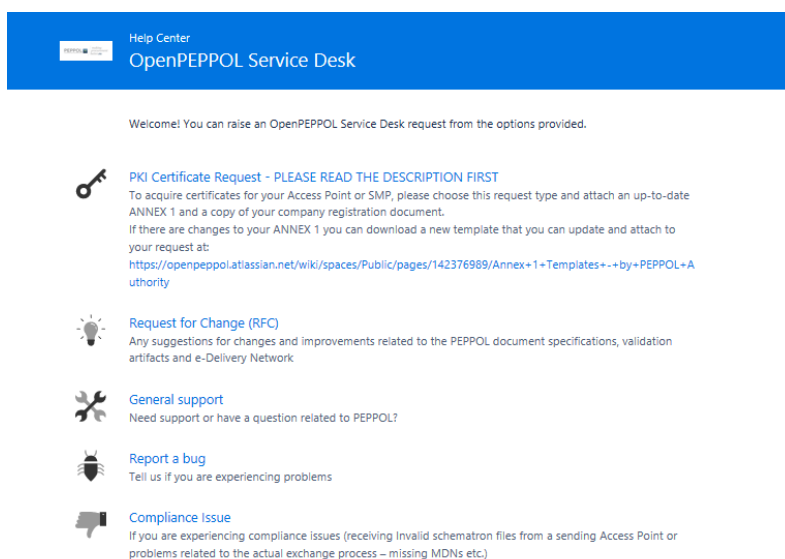
The service desk is a Cloud based portal that must be entered directly from a browser (it does not support incoming email communications).

Please use the following link to access the portal:

<https://openpeppol.atlassian.net/servicedesk/customer/portal/1>

The portal is publicly available, therefore no login is required, however if you already have a Jira or Confluence account, the system may prompt you to log-on or automatically detect your Jira account and use that as the 'requester' of the ticket.


The following is a view of the main page:





3 Requesting the certificate


When a PEPPOL service provider (or a PA on behalf of a service provider) is requesting a new PKI certificate or renewing their existing certificate, they must select the PKI certificate Request type from the main page of the portal:


Welcome! You can raise an OpenPEPPOL Service Desk request from the options provided.

 **PKI Certificate Request - PLEASE READ THE DESCRIPTION FIRST**
 To acquire certificates for your Access Point or SMP, please choose this request type and attach an up-to-date ANNEX 1 and a copy of your company registration document.
 If there are changes to your ANNEX 1 you can download a new template that you can update and attach to your request at:
<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+-+by+PEPPOL+Authority>

 **Request for Change (RFC)**
 Any suggestions for changes and improvements related to the PEPPOL document specifications, validation artifacts and e-Delivery Network

 **General support**
 Need support or have a question related to PEPPOL?

 **Report a bug**
 Tell us if you are experiencing problems

 **Compliance Issue**
 If you are experiencing compliance issues (receiving Invalid schematron files from a sending Access Point or problems related to the actual exchange process – missing MDNs etc.)

This opens the following template:

(PKI certificate request example)

Summary

New Prod AP cert ⓘ

Requester name

John

Requester Company

JohnIT

Certificate retriever Email

John@IT.com ⓘ

Requester Cellphone

+4410101010 ⓘ

PEPPOL Authority

NHS (UK) ⓘ

PEPPOL Area / Components

PKI Certificate Issuing ⓘ

Certificate Purpose

Production ⓘ

Certificate Type

AP ⓘ

New Certificate or Renewal

New ⓘ


PKI Certificate version



PKI v2 (Current version in use) ⓘ

Expiration Date (If you selected renewal please state when your old certificate expires) (optional)

ⓘ

Mandatory Attachments (Annex 1 and company registration document) ⓘ

 Drag and drop files, paste screenshots, or [browse](#)

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[Create](#) [Cancel](#)

3.1 Special considerations when applying for PKI certificates

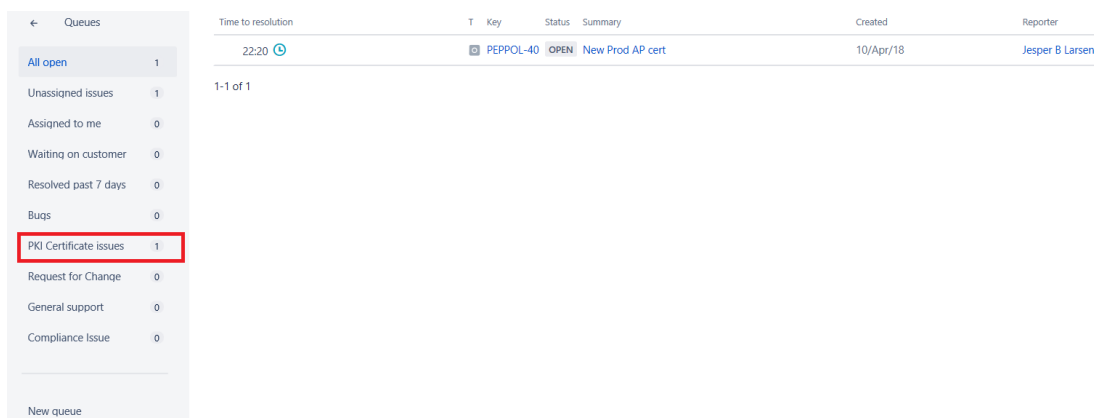
All fields except the expiration date are mandatory. The requester must also enter the contact email address and cell phone number of the certificate retriever in the request form and these details **MUST** match the contact details in section 4.6 of Annex 1. Furthermore, an up-to-date Annex 1 and company registration document are mandatory attachments. Annex 1 templates (for service providers who need to update the content – for contact points and/or legal entity changes, can find a new Annex 1 template here:

<https://openpeppol.atlassian.net/wiki/spaces/Public/pages/142376989/Annex+1+Templates+-+by+PEPPOL+Authority>

3.2 Processing the request in Jira (by Operations, the PA Certificate Approver, and the Certificate Issuer)

Upon receipt of the request, the ticket will be placed in the appropriate queue in the Jira Service Desk at this location (only viewable by Jira Service Desk agents)

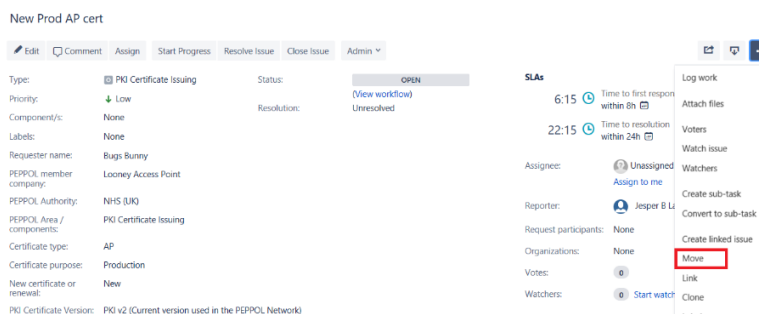
<https://openpeppol.atlassian.net/projects/PEPPOL/queues/custom/1>



The screenshot shows the Jira Service Desk interface. On the left, a sidebar lists various queues. The 'PKI Certificate issues' queue is highlighted with a red box, showing 1 item. The main area displays a table of tickets. The first ticket is titled 'New Prod AP cert' with a status of 'OPEN' and a key of 'PEPPOL-40'. It was created on 10/Apr/18 and reported by Jesper B Larsen. The time to resolution is 22:20.

3.2.1 Processing by Operations

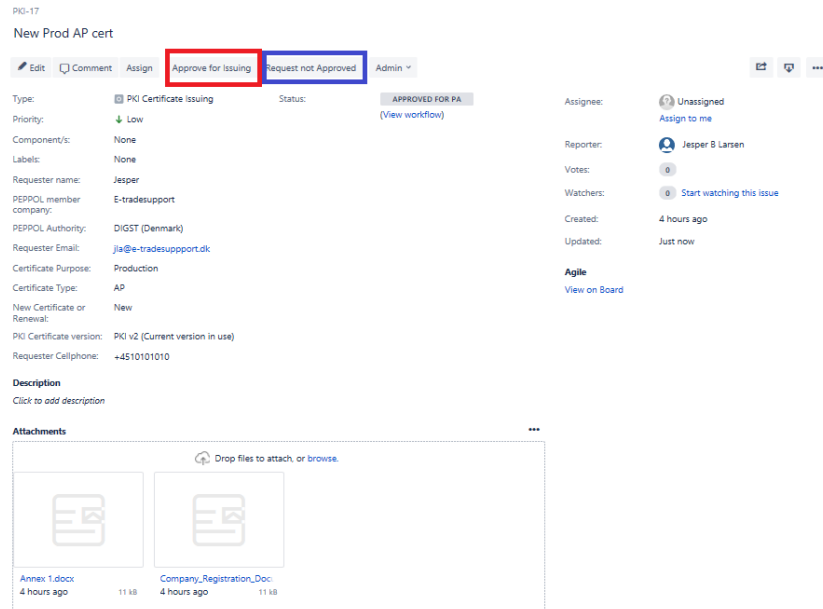
Operations will review the request, verifying that the member is active and has no past due fees and will assign the ticket to the appropriate PA Certificate Approver in the Jira System.



The screenshot shows the Jira ticket details for 'New Prod AP cert'. The ticket is in the 'OPEN' status. The left sidebar contains fields for Type (PKI Certificate Issuing), Priority (Low), Component(s) (None), Labels (None), Requester name (Bugs Bunny), PEPPOL member company (Looney Access Point), PEPPOL Authority (NHS (UK)), PEPPOL Area / components (PKI Certificate Issuing), Certificate type (AP), Certificate purpose (Production), New certificate or renewal (New), and PKI Certificate Version (PKI v2 (Current version used in the PEPPOL Network)). The right sidebar shows the 'SLAs' section with a 'Time to first response' of 6:15 and a 'Time to resolution' of 22:15. The 'Assignee' is 'Unassigned'. The 'Reporter' is 'Jesper B Larsen'. The 'Request participants' and 'Organizations' are 'None'. The 'Voters' and 'Watchers' are '0'. The 'Move' button is highlighted with a red box.

3.2.2 Processing by PA Certificate Approver

Once the ticket is assigned in Jira, an automated email will go to the PA Certificate Approver with a direct link to the request. When the link is clicked from the email the following screen will appear (the user may be prompted to log-on first).



PIQ-17
New Prod AP cert

Buttons: Edit, Comment, Assign, **Approve for Issuing** (highlighted in red), Request not Approved (highlighted in blue), Admin

Type: PIQ Certificate Issuing
Priority: Low
Component/s: None
Labels: None
Requester name: Jesper
PEPPOL member company: E-tradesupport
PEPPOL Authority: DIGST (Denmark)
Requester Email: jla@e-tradesupport.dk
Certificate Purpose: Production
Certificate Type: AP
New Certificate or Renewal: New
PIQ Certificate version: PIQ v2 (Current version in use)
Requester Cellphone: +4510101010

Status: **APPROVED FOR PA** (View workflow)

Assignee: Unassigned (Assign to me)
Reporter: Jesper B Larsen
Votes: 0
Watchers: Start watching this issue
Created: 4 hours ago
Updated: Just now

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Description
Click to add description

Attachments

Drop files to attach, or browse.

Annex 1.docx
4 hours ago
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Company_Registration_Doc
4 hours ago
11 kB

The PA Certificate Approver can change the status to **Approve for issuing** (marked in red) accepting the request and automatically assigning it to the Certificate Issuer, once they have validated the request (including the content of the attachments). If the request can't be approved, the status must be set to **Request Not Approved** and the PA Certificate Approver must contact the requester directly to handle the matter or start a new issuing process, if needed.

3.2.3 Processing by the Certificate Issuer

When the Certificate Issuer receives an automated email notification of an approved request, the certificate will be issued and the details will be sent directly to the contact email address and cell phone number identified in section 4.6 of Annex 1. The Certificate Issuer will then set the status in the Jira ticket to **Certificate Issued** and then click on **Close Request**, as illustrated below.

PKI-17
New Prod AP cert

[Edit](#) [Assign](#) [Comment](#) **Certificate Issued** [Admin](#) ...

Type: PKI Certificate Issuing Status: **APPROVED FOR ISSU...**
(View workflow)

Priority: Low

Component/s: None

Labels: None

Requester name: Jesper

PEPPOL member company: E-tradesupport

PEPPOL Authority: DIGST (Denmark)

Requester Email: jia@e-tradesupport.dk

Certificate Purpose: Production

Certificate Type: AP

New Certificate or Renewal: New

PKI Certificate version: PKI v2 (Current version in use)

Requester Cellphone: +4510101010

Assignee: [tg](#)
[Assign to me](#)

Reporter: [Jesper B Larsen](#)

Votes: 0

Watchers: 0 [Start watching this issue](#)

Created: 4 hours ago


Updated: 1 minute ago


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Description
[Click to add description](#)

Attachments ...

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Closing the Request

PKI-17
New Prod AP cert

[Edit](#) [Assign](#) [Comment](#) **Close Request** [Admin](#) ...

Type: PKI Certificate Issuing Status: **CERTIFICATE ISSUED**
(View workflow)

Priority: Low

Component/s: None

Labels: None

Requester name: Jesper

PEPPOL member company: E-tradesupport

PEPPOL Authority: DIGST (Denmark)

Requester Email: jia@e-tradesupport.dk

Certificate Purpose: Production

Certificate Type: AP

New Certificate or Renewal: New

PKI Certificate version: PKI v2 (Current version in use)

Requester Cellphone: +4510101010

Assignee: [tg](#)
[Assign to me](#)

Reporter: [Jesper B Larsen](#)

Votes: 0

Watchers: 0 [Start watching this issue](#)

Created: 4 hours ago


Updated: Just now


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Description
[Click to add description](#)

Attachments ...

[Drop files to attach, or browse.](#)

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