

SOP for IP allotment / recovery through IPAM

For use: By TIFR department representatives

Version No: 2

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Workflow for IP request:

1. Any user who is in need of the IP contacts the dept IT representative to submit the request to the IPAM system for a new IP allocation. For any IP requests, system allots both IPv4 and IPv6. Only one IP request at a time is accepted.
2. Dept. representative raises the request through IPAM by filling in the end user details and the location (room no) where the IP is required.
3. Department representative mandatorily fills in the input for type of access required for the new IP. The options are in radio format
 - a. Allow internet access
 - b. Allow only intranet access
4. A system generated email is sent as acknowledgement to the end user and Dept. Rep. with the details of IP request.
5. IPAM system allots IP from the pool of addresses designated for the department and generates SRS ticket. Duty officer at CC will assign the ticket to CC engineer,
6. Access Control at Firewall for the IP allotted
 - a. In case "allow internet access" option is requested by the department representative as per choice sl. no. 3.a, the IP will be by default allowed access to internet on ports 22, 80, 443 and access to services in DMZ.
 - b. In case "allow intranet access" option is requested by the department representative as per choice sl. no. 3.b., the IP will be allowed only access to DMZ (Intranet / Internal TIFR servers) and not to the internet.
7. After the firewall operation is successfully completed, an email is sent to the end user and the department representatives on the details of the IP allotted and also the IPAM database is updated.
8. Any specific access request for the IP other than the default permitted / denied ports in SI.no. 6a has to be through SRS.

Workflow for IP recovery:

Any IP allotted to a user has to be recovered on employee's resignation / retirement from TIFR. Also the firewall exposure for the originally registered IP has to be withdrawn and the IP released to the free pool.

1. Process of reclamation for

a. Academic Staff:

An email is sent to the faculty and department representative for ten days before the actual record expiry date / date of retirement for information on IP recovery. The faculty has to request CC for extension through SRS if (s)he wants to retain the IP for official use beyond 30 days after retirement. In the absence of such a request, the IP will be automatically reclaimed on 30th day after retirement date.

b. Non-academic staff:

- Ten days before retirement date, an informational email is sent to the end user, CC and department representative from the IPAM system about the recovery process of IP allotted to the user who is about to retire.
- On the 30th day after the date of retirement / resignation, SRS ticket will be generated by the IPAM system for IP deletion.
- In the event of staff not coming to office immediately from the next day of retirement, dept. representative should raise a request to block the IP through IPAM. The CC service engineer will delete the IP through IPAM. Firewall permissions for the IP will be removed.
- After the firewall operation is successfully completed, an email is sent to the department representative and CC for information and the IPAM database is updated.

c. Students / Post-docs:

On the 30th day after the date of retirement / resignation,

- If expiry is updated within 30 days of retirement / resignation, the IP and the firewalling is left as is.
- If no expiry updates are triggered from datanet, till the 30th day, IPAM system generates the automatic SRS ticket and the CC service engineer will remove the firewall permissions for the IP through the IPAM and the

IP gets released to the free pool for further allocation. After the firewall operation is successfully completed, an email is sent to the department representatives on the details of the IP reclaimed and also the IPAM database is updated.

- If expiry update comes after 30 days of retirement / resignation, a new IP has to be requested for the user using the regular procedure of IP request.