Service Provider Shibboleth Request Form

Submitted: Thu May 24 2018 17:59:59 GMT-0700 (PDT)

1. Name and contact information for UCTrust Member or Sponsor completing this form	Vijay Aswani UCLA CFS IT 3109833281
2. Email address of the person completing this form	vaswani@finance.ucla.edu
3. Name of your application	CFSIT Customer Service Management Tool
4. Please briefly describe your application. Please include your relationship with UC.	CFS is in the process of implementing Salesforce Service Cloud to help serve its customers. This tool will enable to gather customer requests, route those requests to appropriate groups within, help improve internal communication, help improve case/queue management, measure and improve customer service.
5. What is the URL for QA (if applicable) and for Production, AND what is the go-live date for each?	Production: https://ucla-cfs.my.salesforce.com The website is already live with UCLA Shibboleth. Require to accept Federated Scope with the following UC Campus Locations UC Los Angeles UC Office of the President UC Merced UC Berkeley UC San Francisco UC Santa Barbara UC Riverside UC Irvine UC Davis UC San Diego
6. Who is your UCTrust sponsor?	UC Los Angeles
7. Which organization/department within the above UCTrust Sponsor organization is sponsoring this application?	UC Los Angeles
8. Who is the functional or administrative contact for this application? Please provide:	Hemkant Patil hpatil@finance.ucla.edu

● Name ● E-mail ● Telephone	3107948515
9. Who is responsible for operating this application and website?	This application is hosted on the cloud. Salesforce.com
10. Who is the technical contact for this application? Please provide: ● Name ● E-mail ● Telephone	Vijay Aswani vaswani@finance.ucla.edu 3109833281
11. Who is the helpdesk contact for this application in case of problems? Please provide: ● Name ● E-mail ● Telephone ● Support Hours	Jami Vernon jvernon@finance.ucla.edu 310-794-8686
12. When is the application expected to be up, e.g., 8x5, 7x24, etc?	7*24
13. What are your scheduled maintenance windows?	None
14. What is your InCommon SP entity ID?	https://service.finance.ucla.edu/saml2
15. What group(s) on each campus are likely to use the application? Staff? Faculty? Students? Affiliates?	Staff, Students. Federated to accept from the following UC

	Campus Location
	  UC Los Angeles
	  UC Office of the President
	  UC Merced
	  UC Berkeley
	  UC San Francisco
	  UC Santa Barbara
	  UC Riverside
	  UC Irvine
	  UC Davis
	  UC San Diego

16. Attributes Requested (please specify where each is "Required" or "Desired")	urn:oid:2.16.840.1.113916.1.1.6 (ucCampusEmployeeID) - Required urn:oid:0.9.2342.19200300.100.1.3 (email) - Required EmplID (UC Path ID)?
17. What "provisioning" data must be provided to the application in addition to attributes released via Shibboleth? Please attach a file layout if appropriate and describe how this data will be provided.	NameID to contain urn:oid:2.16.840.1.113916.1.1.6 in urn:oasis:names:tc:SAML:2:nameid-format:persistent.
18. Who will be able to see the Shibboleth-provided attribute data provided to your application? For example, Administrators? Users? Public?	Administrators