

Defining Operating Principles for the Central Service “Producers” and “Consumers”

Example Consumer Questions

Operations/Development (Service Consumers)

- Scoping:
 - Contacts
 - Who will be the technical contact(s) for the services that will be integrating with Vault?
 - Geography:
 - In which geographic areas will the service need to be consumed?
 - Are there special considerations that will need to be made for certain locations, such as Europe or China?
 - Are there plans to deploy applications/services in geographic locations that we don't currently support?
 - Will certain secrets need to be replicated to multiple locations?
 - SLAs:
 - Is there potential for this service to impact SLAs you have in place with other teams or external customers?
 - Are certain levels of response time or availability required by the applications/service that Vault will integrate with?
 - How do you define "degraded" and "unavailable"?
 - What are your expectations around the handling of service disruptions?
 - What are your preferred methods of notification for planned/unplanned service disruptions?
- Capabilities Required:
 - What platform(s) will you be integrating Vault with?
 - Which authentication methods will be used?
 - Which secrets engines will be used?
 - Summarize the use case(s) for which the service will be consumed.
 - What is the definition of "successful integration" for the listed use case(s)?
 - Which services, tools, and users will be interacting with the service?
 - How will each service, tool, and user integrate with and interact with Vault?

Example Producer Questions

Security Engineering (Policy Owners)

- What is the password lifecycle/rotation requirement?
- What are the requirements around the encryption of customer data?
- What are the prescribed authentication methods?
- What secrets engines should be used/supported?
- What are the retention requirements for audit data?

Operations (Service Owners)

- In which geographic areas will the service need to be consumed?

- Which clouds will the service need to be provided in?
- Are there network boundaries or configurations that would inhibit use of the service in any given location?
- What infrastructure is available to deploy the Vault service on?
- Is there infrastructure parity between clouds that would allow consistent deployment of the service across clouds?