

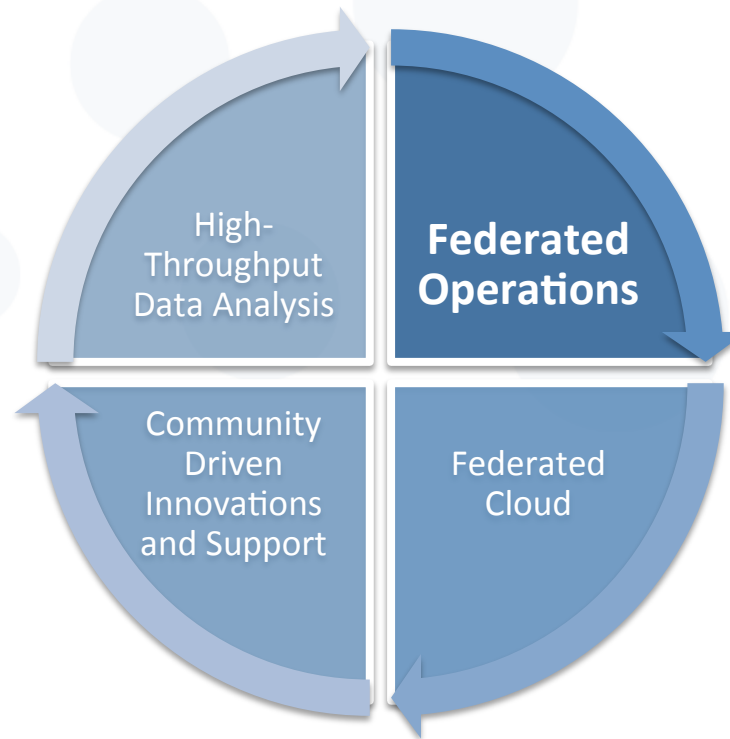
Introduction to EGI Federated Operations

Małgorzata Krakowian

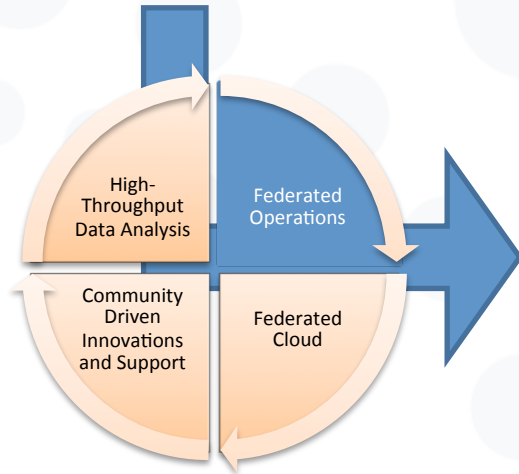
EGI.eu Senior Operations Officer



A *combination* of products, services, and intellectual property focused on *solving a problem* (opportunity) that *creates* and/or drives *value* (measurable) and *can be* significantly *standardised*



Federated Operations

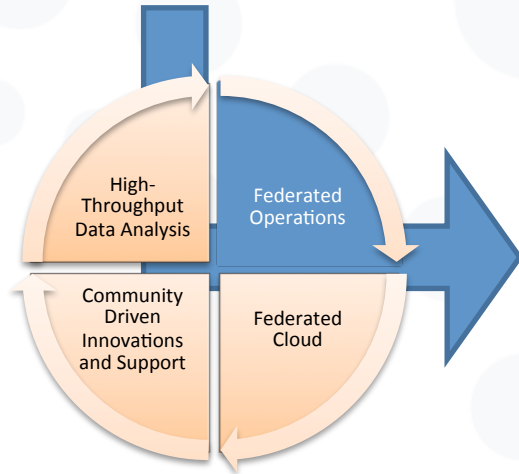


Purpose:

- To **manage operations** of heterogeneous distributed infrastructures
- To **integrate resources** from multiple independent providers with lightweight central coordination

Federated Operations

Target groups:



- Primarily at **Research Infrastructures and Resource Centres** already within the EGI community or those wishing to become part of it
- May also be used by other **IT service providers** that are **geographically and/or structurally dispersed**, but plan to organise themselves for federated service provision

Federated Operations

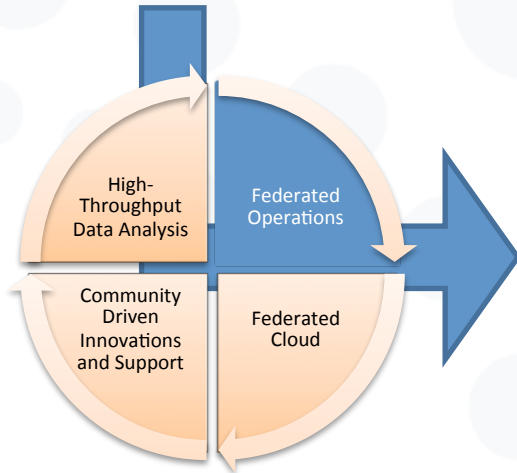
Problems to be solved:

1. Lack of integration

- A common core infrastructure platform based on standards, common interfaces and protocols, communication, planning and coordination

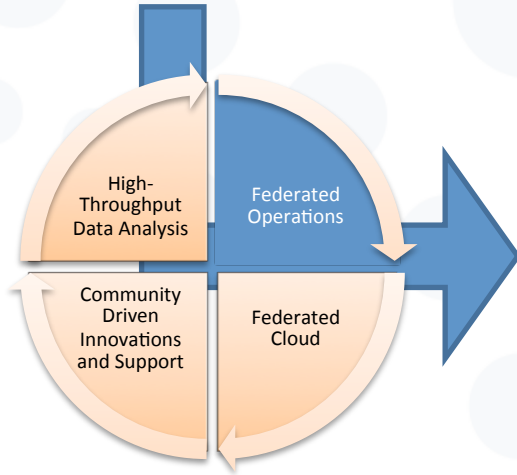
2. Lack of expertise and specific knowledge in integration or coordination, which leads to duplication of services or inefficient use of effort

- Centrally-provided expertise and streamlined best practices on how to set up and manage federation



Federated Operations

Problems to be solved:



3. Beta-testing of applications and services in production

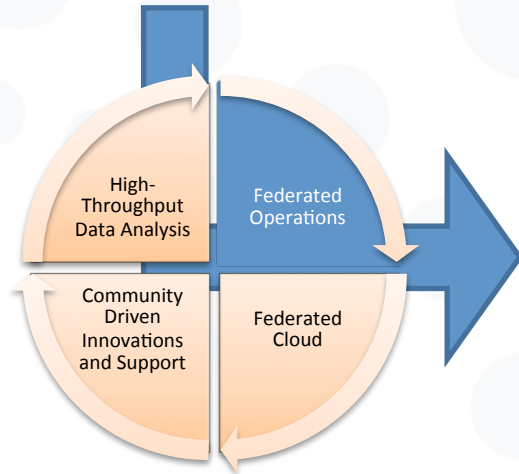
- Federated service management best practices, cost-effective sharing of services community expertise & re-use of tools/output from public funded projects

4. Loss of efficiency resulting from the diversion of resources to implement integration, duplication of services

- Existing technical solutions that can be adapted / re-used

Federated Operations

Components:



- Operations **tools**
- Operations, Technology and Security **coordination**
- Helpdesk **support**
- Technical **consultancy**

Federated Operations – core services

- The core services that **enable the EGI federation**.
 - **Human activates** and **operations tools**
 - **Supported by**
 - council fees (40%)
 - in-kind contributions of the partners.

Human activities

1. Operations support
2. Security coordination
3. Acceptance criteria
4. Staged Rollout
5. 1st and 2nd level support

Operational tools

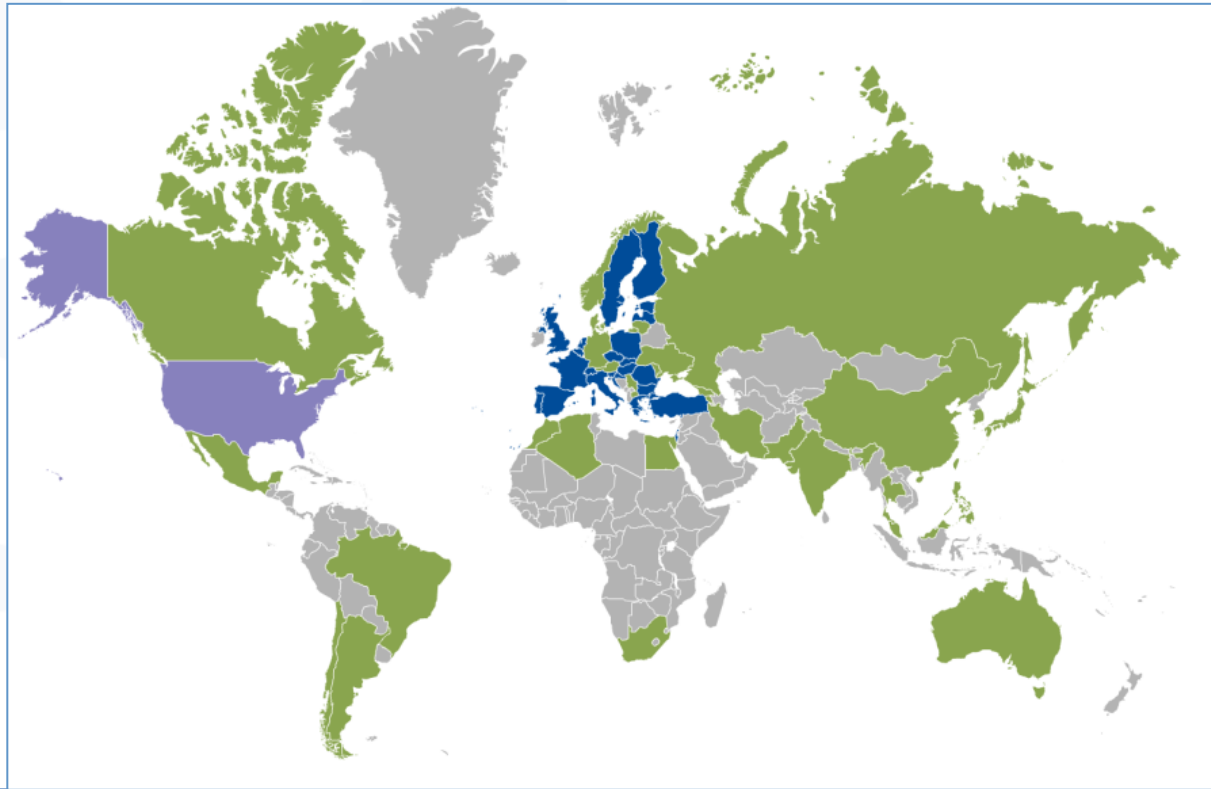
1. Message Broker Network
2. Operations Portal
3. **Accounting Repository**
4. Accounting and Metric Portal
5. **SAM central services**
6. Monitoring central services
7. Security monitoring and related support tools
8. **Service registry (GOCDB)**
9. Catchall services
10. **Incident management helpdesk**
11. Collaboration tools/IT support
12. Software provisioning infrastructure

Federated Operations

- **The provisioning of Federated Operations is regulated by dedicated agreements**
 - Operational Level Agreements (OLAs) between the providers and EGI.eu
 - Service Level Agreement (SLA) between EGI.eu and the consumers of the services.
- **The performance** monitored and reported based on the agreed level targets
 - Availability
 - Reliability
 - Quality of support
- Relies on **the best practices for IT service management.**



EGI Infrastructure – Success Story



Metrics (May 2015)	Value
Countries	54
Operations Centres	39
Resource Centres	341

EGI Council members

Integrated Infrastructures

Peer Infrastructures

Contact: operations@egi.eu

Thank you for your attention.

Questions?



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