

**EGI Foundation**

**[service name]**

**Operational level Agreement**

**Underpinning Agreement**

| **Service Provider** | EGI Foundation |
| --- | --- |
| **Service Supplier** | **[provider name]** |
| **First day of service delivery** | [start date] |
| **Last day of service delivery** | [end date] |
| **Status** | [Draft/Final] |
| **Agreement finalisation date** | [date of final agreement] |
| **Agreement Link** | [link to DocDB] |
| **Template Version** | **v 4.7** |

**DOCUMENT LOG**

| ***Issue*** | ***Date*** | ***Comment*** | ***Author*** |
| --- | --- | --- | --- |
|  |  |  | Giuseppe La Rocca  Małgorzata Krakowian |
| **4.2** | 16/06/2017 | First yearly review; added a reference to the availability and continuity plans if available | Alessandro Paolini |
| **4.2.1** | 27/06/2018 | Yearly review, only few minor corrections | Alessandro Paolini |
| **4.2.2** | 03/07/2018 | Some minor corrections, added a requirement for the CHM process in chapter 8.1 | Alessandro Paolini |
| **4.2.3** | 26/11/2018 | Fix in role definition | Małgorzata Krakowian |
| **4.3** | 08/08/2019 | Yearly review, some minor corrections in the roles, updated sections on Violations, Escalations, and Complaints in order to be more strict with the Core Services | Alessandro Paolini |
| **4.4** | 14/02/2020 | added in section 7 a rule about Data Controller and Data Processor roles, and the need to sign Data Processing Agreements (the section 7 actually refers to the EGI Default OLA)  added in section 9 the requirement about periodic supplier process audits conducted by EGI Foundation | Alessandro Paolini |
| **4.5** | 07/10/2020 | Updated section 7 on security requirements; renamed EGI Corporate Level as EGI Default OLA | Baptiste Grenier, Alessandro Paolini |
| **4.6** | 06/11/2020 | Updated section 7: security rules should be enforced when applicable. Added Software and ITSM compliance subsections in section 8 and a requirement on users access | Baptiste Grenier, Alessandro Paolini |
| **4.7** | 05/03/2021 | the requirement on users’ access has been removed; corrected the link to the report template; typos corrections | Alessandro Paolini, Tiziana Ferrari |
| **4.8** | 10/03/2022 | updated section 7; introduced the term Service Supplier; added a requirement in section 8 about the control of CIs | Alessandro Paolini, Baptiste Grenier |
| **4.9** | 28/03/2023 | Updated some links | Alessandro Paolini |

**TERMINOLOGY**

The EGI glossary of terms is available at: <http://go.egi.eu/glossary>

For the purpose of this Agreement, the following terms and definitions apply. The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", “MAY", and "OPTIONAL" in this document are to be interpreted as described in RFC 2119.

**Contents**

[1 The Services 5](#_30j0zll)

[2 Service hours and exceptions 5](#_1fob9te)

[3 Support 5](#_3znysh7)

[3.1 Incident handling 6](#_tyjcwt)

[3.2 Service requests 6](#_3dy6vkm)

[4 Service level targets 7](#_4d34og8)

[5 Limitations and constraints 7](#_2s8eyo1)

[6 Communication, reporting, and escalation 8](#_17dp8vu)

[6.1 General communication 8](#_3rdcrjn)

[6.2 Regular reporting 8](#_26in1rg)

[6.3 Violations 9](#_35nkun2)

[6.4 Escalation and complaints 9](#_44sinio)

[7 Information Security and data protection 10](#_2jxsxqh)

[8 Responsibilities 11](#_3j2qqm3)

[8.1 Of the Service Supplier 11](#_1y810tw)

[8.1.1 Software compliance 11](#_2xcytpi)

[8.1.2 IT Service Management compliance 12](#_n9rbybspir5z)

[8.2 Of the EGI Foundation 12](#_f6u85yn8vgk4)

[9 Review, extensions, and termination 12](#_1ci93xb)

The present Agreement (“the Agreement’) is made between **EGI Foundation (the Service Provider)** and **[service supplier name] (the Service Supplier)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

This Agreement is valid from **[start date]** to **[end date]**.

The Agreement was discussed and approved by EGI Foundationand the Service Supplier **[date]**.

The Service Supplier(s) is (are) bound by the terms and conditions of the EGI Default Operational Level Agreement[[1]](#footnote-0) supplemented by the terms and conditions of this specific Agreement:

# The Services

The Services are defined by the following properties:

| **Technical** | Please describe |
| --- | --- |
| **Coordination** | Please describe |
| **Operation** | Please describe  [OPTIONAL, in case it has been agreed a Continuity and Availability plan for the services object of the OLA/UA, add this:]   * Creating an Availability and Continuity Plan for [name of the service](link to the plan) and implementing countermeasures to mitigate the risks defined in the related risk assessment |
| **Maintenance** | Please describe |

# Service hours and exceptions

As defined by the EGI Default Operational Level Agreement[[2]](#footnote-1).

--------------------------------------------------------------

IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

The following exceptions apply:

* Planned maintenance windows or service interruptions (“scheduled downtimes”[[3]](#footnote-2)) will be notified via email in a timely manner i.e. 24 hours before the start of the outage[[4]](#footnote-3), to the Customer through the Broadcast Tool[[5]](#footnote-4).
* Downtime periods exceeding 24 hours need justification.
* Human services are provided during support hours.

# Support

As defined by the EGI Default Operational Level Agreement[[6]](#footnote-5).

Support is provided via the EGI Helpdesk[[7]](#footnote-6) Support Unit: <specify>

--------------------------------------------------------------

Support is provided via the EGI Service Desk. Access requires a valid X.509 or the login via an EGI Check-in account[[8]](#footnote-7).

Support is available between:

* Monday and Friday
* 9:00 and 17:00 CET/CEST time

This excludes public holidays and site closures for the Component Providers.

## Incident handling

As defined in the EGI Default Operational Level Agreement [[9]](#footnote-8).

--------------------------------------------------------------

Incidents will be handled according to the Quality of Support level that is estimated according to the impact of the outage or service quality degradation.

The Quality of Support levels are defined as follows:

**Base level** defines a response time of 5 working days regardless of the GGUS ticket priority.

**Medium level:**

| **Incident priority[[10]](#footnote-9)** | **Response time** |
| --- | --- |
| Less urgent | 5 working days |
| Urgent | 5 working days |
| Very Urgent, | 1 working day |
| Top Priority | 1 working day |

**Advanced level:**

| **Incident priority** | **Response time** |
| --- | --- |
| Less urgent | 5 working days |
| Urgent | 1 working days |
| Very Urgent, | 1 working day |
| Top Priority | 4 working hours |

Response time is provided as a service level target.

## Service requests

As defined by the EGI Default Operational Level Agreement[[11]](#footnote-10).

--------------------------------------------------------------

In addition to resolving incidents, standard service requests (e.g. change requests, information requests, documentation) will be fulfilled through the defined support channels in the same way as incidents. Service requests are classified as “Less urgent”.

# Service level targets

**Monthly Availability**

* Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month.
* Minimum (as a percentage per month): XX%

**Monthly Reliability**

* Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month, excluding scheduled maintenance periods.
* Minimum (as a percentage per month): XX%

**Quality of Support level**

* Medium (Section 3)

# Limitations and constraints

As defined by the EGI Default Operational Level Agreement[[12]](#footnote-11).

--------------------------------------------------------------

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

* Support is provided in the following language: English
* Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
* Force Majeure. A party shall not be liable for any failure or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control. Means any
  + fire, flood, earthquake or natural phenomena,
  + war, embargo, riot, civil disorder, rebellion, revolution

which is beyond the Provider's control, or any other causes beyond the Provider's control

# Communication, reporting, and escalation

## General communication

The following contacts will be generally used for communications related to the Service component(s) in the scope of this Agreement.

| **EGI Foundation contact** | Alessandro Paolini  [operations@egi.eu](mailto:operations@egi.eu)  EGI Foundation Operations officer |
| --- | --- |
| **Service Supplier contact** | [name]  [email]  [title] |
| **Service Support contact** | See Section 3 |

## Regular reporting

As part of the fulfilment of this Agreement and provisioning of the Service component(s), the following reports will be provided:

| **Report title** | **Contents** | **Frequency** | **Produced by** | **Delivery** |
| --- | --- | --- | --- | --- |
| Service Performance Report | The document provides an overall assessment of service performance (per month) and OLA target performance achieved during the reference reporting period | Every 6 months (first report covering the period … ) | Service Supplier | Survey form prepared by EGI Foundation |

All reports shall follow predefined templates[[13]](#footnote-12).

## Violations

As defined by the EGI Default Operational Level Agreement[[14]](#footnote-13).

--------------------------------------------------------------

The Service Supplier commits to inform the EGI Foundation, if this Agreement is violated or violation is anticipated. The following rules are agreed for communication in the event of violation:

* In case of any violations of the Services targets, the Service Supplier will provide justifications and a plan for Services component enhancement to the EGI Foundation. The Service Supplier will produce a status report and a Service enhancement plan for the improvement of the Services within one month from the date of the first notification.
* The EGI Foundation will notify the supporting Resource Centres in case of suspected violation via the EGI Service Desk. The case will be analysed to identify the cause and verify the violation.

## Escalation and complaints

For escalation and complaints, the Service Supplier contact point shall be used, and the following rules apply.

* In case of repeated violation of the Services targets for **two consecutive months** or **four months over a period of 12 months**, a review of the Agreement and of the Services component enhancement plan will take place involving the parties of the Agreement.
* Complaints or concerns about the Services component(s) provided should be directed to the Service Supplier contact who will promptly address these concerns. Should the EGI Foundation still feel dissatisfied, about either the result of the response or the behaviour of the Service Supplier, EGI Foundation Director [director@egi.eu](http://director@egi.eu) should be informed.

# Information Security and data protection

As defined by the EGI Default Operational Level Agreement[[15]](#footnote-14).

-------------------------------------------------------

The following rules for Information Security and data protection should be enforced by the Component Provider:

* The Service Supplier must make every effort to maximise the security level of users’ data and minimise possible harm in the event of an incident. Security Incidents affecting the services described in Section 1 must be immediately reported to the EGI Foundation using [ism@mailman.egi.eu](mailto:ism@mailman.egi.eu) and will have to be reported to EGI CSIRT using [abuse@egi.eu](mailto:abuse@egi.eu) within 4 hours after their discovery and handled according to the SEC01[[16]](#footnote-15) procedure.
* EGI Foundation holds the role of the Data Controller while the Service Supplier holds the role of Data Processor. Data Processing Agreements[[17]](#footnote-16) covering the Services aforementioned must be signed between EGI Foundation (the Data Controller) and the Service Supplier (the Data Processor).
* The Service Supplier must comply with the EGI Policy on the Processing of Personal Data[[18]](#footnote-17) [and](https://documents.egi.eu/public/ShowDocument?docid=2732) provide a Privacy Policy. This Privacy Policy must be prepared together with EGI Foundation and must be based on the Privacy Policy template provided by the AARC Policy Development Kit (PDK)[[19]](#footnote-18).
* The Service Supplier must enforce the EGI WISE Acceptable Usage Policy[[20]](#footnote-19).
* The Service Supplier shall comply with all principles set out by the GÉANT Data Protection Code of Conduct[[21]](#footnote-20) in its most current version, which will be made available to the Component Provider by EGI Foundation upon request.
* The Service Supplier must meet all requirements of any relevant EGI policies or procedures[[22]](#footnote-21) and also must be compliant with the relevant national legislation. Regarding EGI requirements, please refer to the following reference documentation:
  + [EGI-doc-3015: e-Infrastructure Security Policy](https://documents.egi.eu/public/ShowDocument?docid=3015)
  + [EGI-doc-3601: Service Operations Security Policy](https://documents.egi.eu/public/ShowDocument?docid=3601)
  + [EGI-doc-2732: Policy on the Processing of Personal Data](https://documents.egi.eu/public/ShowDocument?docid=2732)
  + [EGI-doc-3600: Acceptable Use Policy and Conditions of Use](https://documents.egi.eu/public/ShowDocument?docid=3600)
  + [EGI-doc-2934: Security Traceability and Logging Policy](https://documents.egi.eu/public/ShowDocument?docid=2934)
  + [EGI-doc-2935: Security Incident Response Policy](https://documents.egi.eu/public/RetrieveFile?docid=2935)

# Responsibilities

## Of the Service Supplier

Additional responsibilities of the Service Supplier include:

* Using the communication channels defined in this Agreement.
* Attending OMB[[23]](#footnote-22) and other operations meetings when needed.
* Accepting EGI monitoring services provided to measure fulfilment of agreed service level targets.

(if delivering software as service, not only human)

* The service endpoints with associated roles are registered in GOC DB[[24]](#footnote-23) as site entity under the EGI.eu Operations Centre hosting EGI central operations tools[[25]](#footnote-24).
* Changes in the system must be rolled in production in a controlled way in order to avoid service disruption.
* Putting in place an effective way to manage and control configuration items and changes such that they can meet the CHM requirements coming from EGI as a customer including making risk assessments and considering high risk changes.

### Software compliance

Unless explicitly agreed, software being used and developed to provide the service should:

* Be licensed under an open source and permissive licence (e.g., MIT, BSD, Apache 2.0, ...).
* Unless otherwise agreed, be licensed to provide unlimited access and exploitation rights to the EGI Federation.
* Have source code publicly available via a public source code repository (if needed a mirror can be put in place under the EGI organisation in GitHub[[26]](#footnote-25).) All releases should be appropriately tagged.
* Adopt best practises:
  + Defining and enforcing code style guidelines.
  + Using Semantic Versioning.
  + Using a Configuration Management frameworks such as Ansible.
  + Taking security aspects into consideration at every point in time.
  + Having automated testing in place.
  + Using code reviewing.
  + Treating documentation as code.
  + Making the documentation to be available for Developers, administrators and end users.

### IT Service Management compliance

* Key staff who deliver services should have foundation or basic level ITSM training and certification
  + ITSM training and certification could include standards and best practises such as FitSM, ITIL, ISO 20000 etc.
* Key staff and service owners should have advanced/professional training and certification covering the key service management processes for their services.
* Service Suppliers should have clear interfaces with the EGI Service Management System processes and provide the required information.
* Service Suppliers should commit to the continuous improvement of their management system used to support the services they provide.

## Of the EGI Foundation

The responsibilities of the EGI Foundation are:

* Delivering and planning the Services component according to an ISO 20000 compliant manner.
* Raising any issues deemed necessary to the attention of the Service Supplier.
* Collecting requirements from the Resource infrastructure Providers.
* Supporting coordination and integration with other EGI services.
* Providing monitoring to measure fulfilment of agreed service level targets.
* Providing clear interfaces to the EGI SMS processes.

# Review, extensions, and termination

There will be reviews of the service performance against service level targets and of this Agreement at planned intervals with the Service Provider according to the following rules:

* Technical content of this Agreement and targets will be reviewed on a yearly basis
* EGI Foundation shall be entitled to conduct audits or mandate external auditors to conduct audits of suppliers and federation members at a reasonable frequency. These will aim to evaluate the effective provision of the agreed service or service components and the execution of activities related to providing and managing the service prior to the commencement of this Agreement and then on a regular basis. EGI Foundation will announce audits at least one month in advance. The Component Provider / supplier shall support EGI Foundation and all auditors acting on behalf of EGI Foundation to the best of their ability in carrying out the audits. The Component Provider / supplier is obliged to provide the auditors, upon request, with the information and evidence necessary. Efforts connected to supporting these audits by the provider / federation member will not be reimbursed.

1. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-0)
2. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-1)
3. <https://docs.egi.eu/internal/configuration-database/downtimes/> [↑](#footnote-ref-2)
4. <http://goc.egi.eu/> [↑](#footnote-ref-3)
5. <https://operations-portal.egi.eu/broadcast> [↑](#footnote-ref-4)
6. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-5)
7. <http://helpdesk.egi.eu/> [↑](#footnote-ref-6)
8. <https://docs.egi.eu/providers/check-in/> [↑](#footnote-ref-7)
9. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-8)
10. <https://docs.egi.eu/internal/helpdesk/features/ticket-priority/> [↑](#footnote-ref-9)
11. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-10)
12. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-11)
13. <https://documents.egi.eu/document/2881> [↑](#footnote-ref-12)
14. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-13)
15. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-14)
16. <https://go.egi.eu/sec01> [↑](#footnote-ref-15)
17. <https://documents.egi.eu/document/3755> [↑](#footnote-ref-16)
18. <https://documents.egi.eu/public/ShowDocument?docid=2732> [↑](#footnote-ref-17)
19. <https://aarc-project.eu/policies/policy-development-kit/> [↑](#footnote-ref-18)
20. <https://documents.egi.eu/public/ShowDocument?docid=3600> [↑](#footnote-ref-19)
21. <https://wiki.refeds.org/display/CODE/Data+Protection+Code+of+Conduct+Home> [↑](#footnote-ref-20)
22. <https://confluence.egi.eu/display/EGIPP/EGI+Policies+and+Procedures+Home> [↑](#footnote-ref-21)
23. <https://confluence.egi.eu/display/EGIBG/Operations+Management+Board> [↑](#footnote-ref-22)
24. <http://goc.egi.eu/> [↑](#footnote-ref-23)
25. <https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4> [↑](#footnote-ref-24)
26. <https://github.com/EGI-Federation> [↑](#footnote-ref-25)