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Technology Provider>>

# Service Level Agreement

between

**EGI-InSPIRE**

and

**Technology Provider Full Name**



**Service Level Agreement  
between  
EGI-InSPIRE and Short Name**

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## **1 COPYRIGHT NOTICE**

Copyright © Members of the EGI-InSPIRE Collaboration, 2010. See [www.egi.eu](http://www.egi.eu) for details of the EGI-InSPIRE project and the collaboration. EGI-InSPIRE (“European Grid Initiative: Integrated Sustainable Pan-European Infrastructure for Researchers in Europe”) is a project co-funded by the European Commission as an Integrated Infrastructure Initiative within the 7th Framework Programme. EGI-InSPIRE began in May 2010 and will run for 4 years. This work is licensed under the Creative Commons Attribution-NonCommercial 3.0 Unported License. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc/3.0/> or send a letter to Creative Commons, 171 Second Street, Suite 300, San Francisco, California, 94105, and USA. The work must be attributed by attaching the following reference to the copied elements: “Copyright © Members of the EGI-InSPIRE Collaboration, 2010. See [www.egi.eu](http://www.egi.eu) for details of the EGI-InSPIRE project and the collaboration”. Using this document in a way and/or for purposes not foreseen in the license, requires the prior written permission of the copyright holders. The information contained in this document represents the views of the copyright holders as of the date such views are published.



# Service Level Agreement between EGI-InSPIRE and **Short Name**

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## 2 PARTIES

This Service Level Agreement describes, which services to which level the Technology Provider commits to deliver to EGI-InSPIRE as the consumer of the services. For the remainder of this document this Service Level Agreement will be referred to as “the Agreement”.

### 2.1 EGI-InSPIRE

The EGI-InSPIRE project will support the transition from a project-based system to a sustainable pan-European e-Infrastructure, by supporting ‘grids’ of high-performance computing (HPC) and high-throughput computing (HTC) resources. EGI-InSPIRE will also be ideally placed to integrate new Distributed Computing Infrastructures (DCIs) such as clouds, supercomputing networks and desktop grids, to benefit the user communities within the European Research Area.

**Project EGI-InSPIRE**  
**c/o Stichting European Grid Infrastructure (EGI.eu)**  
**Science Park 105**  
**1098 XG Amsterdam**  
**The Netherlands**

For the remainder of this document EGI-InSPIRE will be referred to as “EGI”.

### 2.2 Service provider

<<Short text summarising the Technology Provider>>

**Technology Provider Full Name**  
**<<Address in provider’s Locale format>>**

For the remainder of this document the service provider will be referred to as “the Provider”.



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## 3 GOVERNANCE

### 3.1 Terms

The Agreement shall be binding if and only if the representatives of both the Provider and EGI have signed the Agreement.

The Agreement shall have the following date of enforcement:

**<<dd. MM. yyyy>> 00:00:00 GMT**

The Agreement will terminate at the following date:

**<<dd. MM. yyyy>> 00:00 GMT**

The Agreement will not terminate at a pre-defined date. A termination date may be defined at a review of the Agreement <<Delete appropriate section >>

### 3.2 Reviews

The Agreement may be regularly reviewed. Any part of the Agreement may be subject to review and change given that it is recorded in review minutes and a new revision of the Agreement is produced.

A review may take place any date and time agreed between the Provider and EGI. However, the Agreement shall be reviewed a minimum of once per year. In lieu of a review in any period, this Agreement shall remain in effect.

Any number of participants of either party may attend and are automatically accepted as soon as the review meeting is called to commence without objection. An agreed review date may only be cancelled with mutual agreement on a new date.

The review begins with appointing a minute taker, and ends with an agreement on the date of the next review meeting. The Provider and EGI may agree to not define a date of the next meeting.

Upon completion of the review a new version of the Agreement document is produced reflecting the changes agreed upon in the review meeting. Together with the recorded minutes this new version shall be circulated no later than 5 working days after the review meeting took place.



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## 4 SCOPE OF THE AGREEMENT

The Provider agrees to deliver software components to EGI that, in total, implement the functionality of one or more capabilities defined in the UMD Roadmap [R 3]. The Provider is free in her choice as to which capability to implement and to provide to EGI. However, the Provider agrees to indiscriminately apply the service levels defined herein to all software components delivered to EGI. The detailed definition of which software components the Provider delivers to EGI is specified in section 9.

### 4.1 Management & Coordination

The Provider agrees to appoint fully authorised representatives and deputies to the relevant management boards of EGI-InSPIRE. The deputy temporarily takes over attendance, contribution and voting rights in the denominated boards at times of unavailability of the representative.

The following boards require regular attendance of Provider's representatives:

- Technology Coordination Board (TCB) [R 4]
- Deployed Middleware Support Unit (DMSU) [R 6]
- Risk Assessment Team (RAT) [R 9]

The respective board chair must be kept informed of any changes of roles of the Provider's representatives.

### 4.2 Software component delivery

#### 4.2.1 Component roadmap and release plan

The Provider will publish a roadmap for each component it wishes to release to EGI. The roadmap may be consolidated into one document with the roadmaps for other components if the Provider releases more than one component to EGI. The roadmap must contain:

- All planned major component releases
- All planned minor component releases
- Planned new features in the component
- Incompatibilities between releases

The Provider will update the roadmap(s) every half year (six calendar months) at least one calendar month before EGI publishes the UMD Roadmap on its scheduled dates [R 1].

The Provider will make available a release plan for each component registered in section 9. The Provider may consolidate release plans of more than one component into a consolidated series of one or more documents, for a better overview. The release plan must provide the planned release date for all maintained software components and must include the release dates for

- All major releases
- All minor releases



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## 4.2.2 Release delivery and format

The Provider agrees to deliver releases on a regular basis and provides electronic access to the release contents as described in [R 8]. The new release must be delivered by creating a tracker artefact in GGUS containing XML based technical description of the release [R 8].

## 4.3 Quality Assurance

The Provider understands and accepts the Software Provisioning Process as described in EGI-InSPIRE Milestone MS503 [R 7] and its designated successors.

### 4.3.1 Acceptance Criteria

The evolution of acceptance criteria is a normal process considering the settings within which EGI and the Provider operate.

Through active participation in the TCB the Provider advises EGI on the effort required to implement any changes to generic or specific acceptance criteria that may affect any of the maintained software components listed in section 9.

### 4.3.2 Test plans

The Provider agrees to formally provide or make available to EGI the complete test plans and results of continuous testing and integration of each maintainer software component.

The test plan for a given release of one particular component must include:

- All tests available, or at least an executive overview of all tests available
- The complete, detailed list of all tests executed for the given release of the component in question
- The complete, detailed result of each executed test
- Any required 3<sup>rd</sup> party software necessary to execute the test plans.

The test plan as described above must be made available to EGI prior to the planned release date for review:

- Major release: At least 20 working days
- Minor release: At least 15 working days
- Revision release: At least 10 working days
- Emergency release: N/A

Prior to entering EGI's Software Provisioning Process [R 7] and upon request of EGI's appropriate management unit, the Provider, in collaboration with EGI, agrees to the best of their ability to:

- Rerun the complete test plan for major releases
- Run a subset of the tests of the test plan (chosen by EGI) for minor releases

## 4.4 Issue management

The Provider has appointed personnel for technical issues concerning the maintained software components. Those technical contacts must be fully authorised to act as the Provider's



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representative in collaboration with EGI DMSU [R 6] regarding the triaging, assessment and resolution of any technical issues concerning the software components developed and maintained by the Provider.

### **4.4.1 Issue management infrastructure**

The Provider makes accessible to EGI an issue tracking system providing contemporary issue management and reporting means. The Provider is free in choice of such issue management infrastructure in as much as the chosen product fully integrates with GGUS. EGI exclusively uses GGUS for its issue management hence the Provider is fully liable for any delay or subsequent issues caused by lack of integration of their chosen issue management product with GGUS.

### **4.4.2 Issue Resolution**

The Provider constructively works in close collaboration with EGI DMSU on jointly investigating issues raised against software components maintained by the Provider. The investigation includes triaging the issue or incident, the problem and any known impacts. The details of the process of collaboration with the DMSU are outlined in [R 6].

In case the triage resolves to the production of a new release of the affected software component DMSU and the service provider jointly agree on an Estimated Time of Availability (ETA) of the necessary new release of that software component.

The Provider agrees to prioritise the effort to resolve and fix reported issues according to their priority as set in GGUS, in the following order, while respecting the constraint of the agreed ETA:

1. Top priority
2. Very urgent
3. Urgent
4. Less Urgent

## **4.5 Vulnerability management**

The Provider has appointed personnel for vulnerability issues concerning the maintained software components. Those security contacts must be fully authorised to act as the Provider's representative in collaboration with EGI SVG [R 9] and related boards regarding the triaging, assessment and resolution of any vulnerability issues concerning the software components developed and maintained by the Provider.

Any appointed security contact for any delivered software component must respond to any request by the EGI SVG and associated groups (e.g. RAT). The response must be as soon as possible, or at least within 2 working days.

### **4.5.1 Vulnerability Resolution**

The Provider agrees that any software vulnerability found in their delivered software while running on EGI production infrastructure must be handled using the SVG process [R 5].





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The Provider agrees that any software vulnerability in their delivered software found otherwise must be reported to the EGI SVG. If the vulnerability is reported before a fix is available, the vulnerability must be treated and resolved as if found on EGI production infrastructure, i.e. it must be handled using the SVG process. If the vulnerability is reported after a fix is available, the Provider coordinates with SVG to make available the new release including an appropriate advisory for SW release on EGI production infrastructure.

The Provider agrees to prioritise vulnerability resolution according to their risk assessment, in the following order:

1. Critical
2. High
3. Moderate
4. Low

For any vulnerability found in any software component delivered by the Provider, the Provider agrees to the best of their ability that no information about the vulnerability shall be disclosed to the public without consent of the SVG.



## 5 PERFORMANCE MEASUREMENT

The performance of the Provider shall be monitored against the metrics and objectives described in this section. The metrics and objectives are standing agenda items of each Agreement review conducted.

### 5.1 Definition of terms

#### TD – Target Date

The Target Date is the agreed date of availability to EGI of a release of a software component that fixes one or more reported vulnerabilities. Once agreed, the Target Date cannot be negotiated.

#### ETA – Estimated Time of Availability

The ETA is the agreed date of availability to EGI of a release of a software component that fixes one or more reported issues. The ETA may be revised between DMSU and the Provider.

### 5.2 Metrics

Each metric is a positive integer number, including 0 (zero). “Secondary” metrics (i.e. metrics with an ID counter larger than 1) are constrained in that they cannot reach numbers greater than the pertinent “main” metrics (i.e. M.\*.1).

Metric ID	Metric	Explanation
M.SVG.1	Number of confirmed new vulnerabilities per month	The total number of vulnerabilities discovered in all maintained software components, whether within EGI activities or outside, are collected and published. Aggregated during the reporting month.
M.SVG.2	Number of fixes delivered within TD	All fixes that are delivered within TD <i>and</i> have passed the SW Rollout process are counted. Aggregated during the reporting month.
M.SVG.3	Number of fixes delivered after TD	All fixes that are delivered <i>after</i> TD <i>and</i> have passed the SW Rollout process are counted. Aggregated during the reporting month.
M.SVG.4	Number of confirmed open vulnerabilities which have exceeded the TD	Number of confirmed vulnerabilities, which have not been fixed and have passed the TD at the time of calculating. Current value taken at the end of the reporting month on the last working at 18:00 CE(S)T.
M.SVG.5	Total number of open vulnerabilities	Current value taken at the end of the reporting month on the last working day at 18:00 CE(S)T.
M.SVG.6	Number of requests to Provider	The total number of vulnerability related requests to the appointed component contact are counted. Aggregated during the reporting month.



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M.SVG.7	Number of contact responses below 2 day target	Each request made by the SVG or associated boards that were not reacted upon within 2 working days are counted. Aggregated during the reporting month.
M.DMSU.1	Number of issues assigned to the Provider	The total numbers of confirmed issues that require the Provider's effort to produce a new release are counted. Aggregated during the reporting month.
M.DMSU.2	Number of issues with revised ETA	The total number of issues for which the Provider changed the ETA are counted. Aggregated during the reporting month.
M.DMSU.3	Number of fixes delivered within ETA	All fixes that are delivered within ETA <i>and</i> have passed the SW Rollout process are counted. Aggregated during the reporting month.
M.DMSU.4	Number of fixes delivered within ETA + 1 week	All fixes that are delivered within ETA + 1 calendar week <i>and</i> have passed the SW Rollout process are counted. Aggregated during the reporting month.
M.DMSU.5	Number of fixes delivered within ETA + 1 month	All fixes that are delivered within ETA (+ 1 calendar month) <i>and</i> have passed the SW Rollout process are counted. Aggregated during the reporting month.
M.REPO.1	Number of releases delivered to EGI	The total number of releases made available to EGI through the SW Rollout process is counted. Aggregated during the reporting month.
M.REPO.2	Number of releases that passed the quality criteria verification.	All releases that passed the quality criteria verification process are counted. Release submissions that result in changes of quality criteria applicable to the pertinent component are not counted in this metric. Aggregated during the reporting month.
M.REPO.3	Number of releases that passed StageRollout verification	All releases that passed the StageRollout phase of the SW rollout process hence are accepted for production use, are counted. Aggregated during the reporting month.

### 5.3 Objectives

Objectives are decimal numbers with a precision of 2 decimals rounded. In case of any main metric, at the point of collection, has the value 0 (zero) the related objective shall have the value "0.00%"

Objective ID	Objective	Calculation	Target
O.SVG.1	Proportion of issues fixed within TD	$100 * M.SVG.2 / (M.SVG.2 + M.SVG.3 + M.SVG.4)$	100.00%



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O.SVG.2	Proportion of open issues beyond TD	$M.SVG.4 / M.SVG.5 * 100$	0.00%
O.SVG.3	Responsiveness of security contacts to vulnerability issues	$(M.SVG.7 / M.SVG.6) * 100$	100.00%
O.DMSU.1	Success rate of timely delivery within ETA	$(M.DMSU.3 / M.DMSU.1) * 100$	100.00%
O.DMSU.2	Success rate of timely delivery within ETA + 1 week	$(M.DMSU.4 / M.DMSU.1) * 100$	0.00%
O.DMSU.3	Success rate of timely delivery within ETA + 1 month	$(M.DMSU.5 / M.DMSU.1) * 100$	0.00%
O.REPO.1	Formal quality of component releases	$(M.REPO.2 / M.REPO.1) * 100$	100.00%
O.REPO.2	Functional quality of component releases	$(M.REPO.3 / M.REPO.1) * 100$	100.00%



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## **6 PROBLEM MANAGEMENT & REMEDY**

### **6.1.1 Agreement provisioning**

Any failures during the provisioning of the Agreement itself must be reported to the EGI CTO ([cto@egi.eu](mailto:cto@egi.eu)) and the Provider's contact person appointed for provisioning the Agreement.

Likewise, any perceived failure of the SLA document itself must be reported to the parties signing this Agreement.

### **6.1.2 Escalation**

EGI and the Provider agree in a practical and benevolent approach in resolving any disputes or disagreements over any operational aspect of this agreement, or any process included herein or referenced externally.

Any reasonable and feasible attempt should be undertaken to resolve disagreements and disputes in the relevant activities on the operational day-to-day level (e.g. DMSU, RAT).

Issues that remain unresolved shall be brought to the attention of the TCB within reasonable time. The TCB then shall attempt to resolve the issue through common communication means as described in the TCB Terms of Reference [R 4]. Any issue discussed at the TCB will be handled openly and indiscriminately.

Further escalation if required, must be directed to the EGI Director and appointed overall managerial contact of the Provider.

If a resolution and consensus cannot be reached at this level, escalation may be directed to the EGI Executive Board. The EGI EB is the last instance that may reach a resolution to an escalated dispute. In case negotiations at this level fail to produce a resolution to the dispute, either party of this Agreement may initiate an extraordinarily, yet orderly, termination of the agreement and Memorandum of Understanding of the signed parties. The process of an orderly termination of the agreement is defined in section 8.



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## **7 EGI DUTIES**

To support the Provider in fulfilling the duties described above, EGI agrees to the following.

EGI will communicate requirements and use cases collected from its end user and operations communities to the Provider through the Technology Coordination Board. These prioritised requirements may span new or existing features related to the maintained software components, and are communicated publicly and indiscriminately to any technology provider partaking in the TCB.

EGI will define and publish the environment (or environments) that the maintained software components are required to work in.

EGI will provide generic acceptance criteria related to all software components contributed to EGI.

EGI will provide specific acceptance criteria related to all software components maintained by the Provider.

EGI will inform the Provider of issues reported to EGI related to the maintained software components in use on EGI's production infrastructure.

EGI will include the Provider in the triaging of the issues mentioned above through the appointed DMSU.

EGI will provide access to boards, process and knowledge of EGI's SVG to the Provider in order to develop and contribute corrections necessary to the maintained software components.

EGI will provide contact points for issue management, vulnerability management and general roadmap and requirements issues. The respective personnel will respond within 2 working days to issues raised by the Provider.



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## **8 TERMINATION AND RELEASE FROM AGREEMENT**

The Agreement may terminate at a date defined at the Agreement's inception (see section 3.1) or at a date agreed upon in a review. In some circumstances the Agreement may terminate because of breach of the Agreement.

Under all circumstances the termination of the Agreement must maintain productivity of EGI infrastructure at all times.

Upon termination of the Agreement, the Provider is liberated from the obligation to provide any update on roadmaps, test plans or new releases to the agreed list of software components, except for already existing, confirmed issues and vulnerabilities reported against maintained software components.

Upon termination of the Agreement EGI retains the right to operate the software components under the auspices of this Agreement at the current version running in the production infrastructure. To ensure continuous availability EGI may decide to roll back any delivered software component to a version EGI deems stable and suitable for production use on its infrastructure.

EGI and the Provider agree to phase out any software component specified in this Agreement according to EGI's procedures for Software Lifecycle Management in case an alternative complete implementation of the respective UMD capability is available to EGI.

### ***8.1 Conditions of premature Agreement termination***

EGI retains the right to terminate the Agreement whenever any of the following events occurs:

- The Provider persistently fails to meet the service levels defined in section 5.3. Persistent failure is defined as not meeting the defined objective targets for 3 consecutive months.
- The Provider persistently fails to contribute to the TCB, RAT or DMSU management bodies of EGI-InSPIRE. Failure to contribute includes representatives not joining F2F meetings or conference calls, and no contribution towards determining a Target Date for Vulnerability fixes or Estimated Times of Availability for bug fixes, respectively.



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## 9 SOFTWARE COMPONENTS

This section provides a detailed list of software components the Provider agrees to deliver to EGI under the terms and conditions defined in this Agreement. The list of components is provided in a series of tables aligned with the capabilities outlined with the UMD Roadmap [R 3].

The Provider is responsible for keeping the contact details up to date, and immediately communicates any changes to EGI.

The security contact is the main contact point for any vulnerabilities related to maintained software components. The appointed person serves as the first and main contact point; if requested, the Provider will communicate contact information of engineers directly involved in the development and maintenance of the pertinent software component with the best of their abilities.

Likewise, the technical contact is the main contact point for any issues related to maintained software components. The same responsibilities and roles as described for the security contact apply to the technical contact.

Managerial contacts are involved in any process related issues (i.e. non-day to day issues) related to the maintained software component, such as dispute resolution and escalation. Section 6 defines the process of dispute resolution and escalation.

### 9.1 Functional Capabilities

The following table outlines all software component that implement functional capabilities described in the UMD Roadmap the Provider wishes to release to EGI under the auspices of this Agreement.

Instead of appointing individual contacts for issues concerning the delivered components the Provider wishes to appoint the following contacts for respective issues: <<Delete if not applicable>>

Management contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Technical contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Security contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Name	First version	UMD Capability	Technical	Security	Management
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	delivered		Contact	Contact	Contact
Component name	1.0	One functional capability from UMD Roadmap	Full Name E-Mail Mobile	Full Name E-Mail Mobile	Full Name E-Mail Mobile

### 9.2 Security Capabilities

The following table outlines all software component that implement security capabilities described in the UMD Roadmap the Provider wishes to release to EGI under the auspices of this Agreement.

Instead of appointing individual contacts for issues concerning the delivered components the Provider wishes to appoint the following contacts for respective issues: <<Delete if not applicable>>

Management contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Technical contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Security contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Name	First version delivered	UMD Capability	Technical Contact	Security Contact	Management Contact
Component name	1.0	One functional capability from UMD Roadmap	Full Name E-Mail Mobile	Full Name E-Mail Mobile	Full Name E-Mail Mobile

### 9.3 Operational Capabilities

The following table outlines all software component that implement operational capabilities described in the UMD Roadmap the Provider wishes to release to EGI under the auspices of this Agreement.



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Instead of appointing individual contacts for issues concerning the delivered components the Provider wishes to appoint the following contacts for respective issues: <<Delete if not applicable>>

Management contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Technical contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Security contact: Full Name <<Delete if no overall management contact is appointed>>  
E-Mail  
Mobile

Name	First version delivered	UMD Capability	Technical Contact	Security Contact	Management Contact
Component name	1.0	One functional capability from UMD Roadmap	Full Name E-Mail Mobile	Full Name E-Mail Mobile	Full Name E-Mail Mobile



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## 10 REFERENCES

The following table lists all references made throughout the Agreement. EGI agrees to make available to the Provider copies of any referenced document listed herein.

<b>R 1</b>	EGI-InSPIRE Description of Work, Part A, WT3, Work package 5 <a href="https://documents.egi.eu/document/10">https://documents.egi.eu/document/10</a>
<b>R 2</b>	EGI Technology Roadmap To be published
<b>R 3</b>	D1.1 UMD Roadmap: <a href="https://documents.egi.eu/document/100">https://documents.egi.eu/document/100</a>
<b>R 4</b>	Technology Coordination Board Terms of Reference <a href="https://documents.egi.eu/document/109">https://documents.egi.eu/document/109</a>
<b>R 5</b>	MS405: Incident Response Procedure & The software vulnerability issue handling process: <a href="https://documents.egi.eu/document/47">https://documents.egi.eu/document/47</a>
<b>R 6</b>	MS502: DMSU Operations Procedures <a href="https://documents.egi.eu/document/69">https://documents.egi.eu/document/69</a>
<b>R 7</b>	MS503: Software Provisioning Process <a href="https://documents.egi.eu/document/68">https://documents.egi.eu/document/68</a>
<b>R 8</b>	MS504: EGI Software Repository Architecture and Plans <a href="https://documents.egi.eu/document/89">https://documents.egi.eu/document/89</a>
<b>R 9</b>	Security Vulnerability Group Terms of Reference <a href="https://documents.egi.eu/document/108">https://documents.egi.eu/document/108</a>



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IN WITNESS WHEREOF, the Parties have caused their duly authorised representatives to sign two originals of this Service Level Agreement, in the English language.

The following agree to the terms and conditions of this SLA:

\_\_\_\_\_  
Dr. Steven Newhouse  
Director, EGI-InSPIRE

\_\_\_\_\_  
Name of representative  
equivalent function, Short Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date