



CORPORATE-LEVEL TECHNOLOGY PROVIDER UNDERPINNING AGREEMENT

Customer	EGI.eu
Provider	Technology Provider
Service	Support
Version	1.3
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DOCUMENT LOG

Issue	Date	Comment	Author
v.1	11/09/2015	Initial version	Małgorzata Krakowian
V1.1	01/07/2016	Minor updates in formatting and corrected links	Małgorzata Krakowian Matthew Viljoen
V1.2	18/07/2016	Now more appropriate for Technology Providers – removed text in Section 6 relating to Service Providers. Now refers to CMD and UMD	Matthew Viljoen, Peter Solagna
V1.3	29/07/2016	In Section 4, removed the stipulation that support communication should be '8 hours a day' as the working day is not 8 hours in all countries	Matthew Viljoen

TERMINOLOGY

For the purpose of this document, 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. For a complete list of term definitions see the EGI Glossary (<http://wiki.egi.eu/wiki/Glossary>).

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1 Introduction

This agreement is made between the Technology Provider (the Provider) and EGI.eu (the Customer) to cover the provision and support of the service as described hereafter. The relevant contacts and representatives may be found in section 7.1.

Once approved, this Agreement is valid for as long as the Technology Provider is part of the UMD or CMD Release Team^{1, 2}, i.e. until the Provider registered in the Technology Provider wiki^{3, 4}.

The Provider retains the right to terminate the Agreement at any time. If parties agree to end the Agreement, then the Provider is no longer part of UMD or CMD Release Team.

The agreement is a document discussed and approved between the Customer, and the partner or consortium of partners (the Provider) selected for delivery of the service.

The agreement is a document discussed and approved by the EGI Operations Management Board (OMB) [OMB]. Amendments, comments and suggestions must be addressed by the Customer to the OMB by opening a GGUS⁵ ticket to the Operations support unit. The Customer will promptly inform the Provider about changes introduced to the requirements, service levels and targets defined in this document, and will ensure that the impact of the changes is understood.

Amendments, comments and suggestions must be addressed to the Customer contact given to the Provider (see section 7.1).

2 Scope of the services

This agreement applies to provision of support for software produced by the Provider.

3 Service hours

The service operates during support hours (see section 4).

4 Support

The services covered by the scope of this agreement are provided with the following level of support.

¹ https://wiki.egi.eu/wiki/UMD_Release_Team

² https://wiki.egi.eu/w/index.php?title=EGI_Cloud_Middleware_Distribution_providers

³ https://wiki.egi.eu/wiki/Technology_Providers

⁴ https://wiki.egi.eu/wiki/EGI_Cloud_Middleware_Distribution_products

⁵ <http://helpdesk.egi.eu/>

Support is provided via the GGUS portal⁶ which is the single point of contact for infrastructure users to access the EGI Service Desk. The EGI Service Desk within GGUS is organized in Support Units (SU). Every SU is responsible for one or more services. The number and definition of the EGI SUs in GGUS is not regulated by this agreement and can change at any time to fulfil the EGI Incident and Problem Management requirements.

The SU name related to services is documented at Technology Provider wiki page^{7, 8}.

Service communication support is available:

- between Monday and Friday
- during the regular working hours of supporting organization

This excludes public holidays of the supporting organization.

4.1 Incident handling

Request for technical support for the Software in scope for this agreement will be handled according to an appropriate Quality of Support level based on priority of the incident⁹. In this context, the following guidelines apply:

- Three GGUS Quality of Support (QoS) levels have been defined: base, medium and advanced¹⁰
- The QoS levels apply to the service is documented at Technology Provider wiki page¹¹.

Response time is provided as service level target (see section 5).

5 Service level targets

The following are the agreed service level targets for the service:

- QoS level (see section 4.1)

⁶ <http://helpdesk.egi.eu/>

⁷ https://wiki.egi.eu/wiki/Technology_Providers

⁸ https://wiki.egi.eu/wiki/EGI_Cloud_Middleware_Distribution_products

⁹ https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

¹⁰ https://wiki.egi.eu/wiki/FAQ_GGUS-QoS-Levels

¹¹ https://wiki.egi.eu/wiki/Technology_Providers

5.1 Targets for handling of security vulnerability

Security vulnerabilities affecting UMD or CMD software are assessed by the EGI Security Vulnerability Group. Requests for fixing security vulnerabilities affecting the software provided by the Provider will be handled accordingly to the Vulnerability Issue Handling Procedure¹².

The software free from the vulnerability should be made available for releasing in UMD or CMD within a deadline determined by the risk category:

- Critical : timeline agreed ad hoc between EGI SVG and the Provider
- High : 6 weeks
- Moderate : 4 months
- Low :1 year

6 Limitations & constraints

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

- Support is provided in following language: English
- Failures in the normal operation of the service caused by failures in Federated Operations service components (i.e. GGUS) are not considered UA violations.
- Force Majeure. A party shall not be liable for any failure of 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, revolutionwhich is beyond the Provider's control, or any other causes beyond the Provider's control

7 Communication, reporting & escalation

7.1 General communication

The following contacts will be generally used for communications related to the service in the scope of this agreement.

Customer contact for the Provider	Documented at Technology Provider wiki page ^{13, 14} .
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¹² <https://documents.egi.eu/document/2538>

¹³ https://wiki.egi.eu/wiki/Technology_Providers

¹⁴ https://wiki.egi.eu/wiki/EGI_Cloud_Middleware_Distribution_products

Provider contact for the Customer	Peter Solagna operations@egi.eu EGI.eu NGI Operations Manager ¹⁵
Contact for service users	According to defined support channels

7.2 Agreement violations

The Provider commits to inform the Customer, if this agreement is violated or violation is anticipated. The following rules are agreed for communication in the event of agreement violation:

In case of violating the service targets specified in this document for two consecutive months it is requested to provide justifications and a plan for service enhancement. The violating party must provide to the EGI.eu contact (see section 7) a status report and a plan for the improvement of the service within one month from the date of notification. The Customer will be notified of this situation.

7.3 Escalation & complaints

For escalation and complaints, the defined Provider contact (see section 7.1) point shall be used, and the following rules apply:

- In case of violating the service targets for four consecutive months, review of the Agreement will be taken by customer contact (see section 7.1) and reported to parties of the Agreement.
- Complaints should be directed to the customer contact (see section 7.1).
- The provider contact (see section 7.1) will be contacted in case of received complaints.

8 Information security & data protection

The following rules for information security and data protection apply:

- The Provider must define and abide by an information security and data protection policy related to the service being provided.
- This must meet all requirements of any relevant EGI policies or procedures¹⁶ and also must be compliant with the relevant national legislation.

9 Additional responsibilities of the provider

Additional responsibilities of the Provider are as follow:

¹⁵ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

¹⁶ https://www.egi.eu/about/policy/policies_procedures.html

- Adhere to all applicable operational and security policies and procedures¹⁷ and to other policy documents referenced therein;
- Use communication channel defined in the agreement (see section 7.1);
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets;
- Handle security issues in timely manner;
- Deliver service components according to EGI Software Component Delivery procedure¹⁸.

10 Customer responsibilities

The responsibilities of the Customer are:

- Raise any issues deemed necessary to the attention of the Provider;
- Provide monitoring to measure fulfilment of agreed service level targets.
- Provide the EGI Service Desk, through the GGUS portal
- Provide the Unified Middleware Distribution (UMD) or Cloud Middleware Distribution (CMD), that integrates Provider services, after successfully passed through the UMD or CMD Software Provisioning Process¹⁹ and is deployed on the EGI's production e-infrastructure
- Provide the UMD or CMD software provisioning infrastructure composed of:
 - UMD or CMD repositories, supporting multiple operating systems
 - Community repositories - through AppDB²⁰ Provider has access to a repository-as-a-service platform to upload their software release
 - Web front-end – containing information about UMD or CMD releases (release notes, list of components, configuration configuration)
- Communicate collected and prioritized requirements and use cases from EGI community.
- Define generic and specific acceptance criteria related to all software components contributed to EGI.
- Involve the Provider in the triaging of the issues mentioned above through the appointed EGI second level support team.
- Provide access to boards, process and knowledge of EGI's Software Vulnerability Group²¹ to the Provider in order to develop and contribute corrections necessary to the maintained software components.

¹⁷ https://www.egi.eu/about/policy/policies_procedures.html

¹⁸ https://wiki.egi.eu/wiki/EGI_Software_Component_Delivery

¹⁹ https://wiki.egi.eu/wiki/EGI_Software_Provisioning

²⁰ <http://appdb.egi.eu>

²¹ https://www.egi.eu/about/policy/groups/Software_Vulnerability_Group_SVG

11 Review

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

- Content of the agreement and targets will be reviewed on a yearly basis.