EGI

CORPORATE

SERVICE LEVEL AGREEMENT

Customer	EGI Foundation
Status	FINAL
Start Date	08/11/2016
Document Link	https://documents.egi.eu/document/2733

DOCUMENT LOG

Issue	*Date*	*Comment*	*Author*
FINAL	08/11/2016	Final version	Małgorzata Krakowian

TERMINOLOGY

The EGI glossary of terms is available at: https://wiki.egi.eu/wiki/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

This Corporate Level Service Level Agreement (SLA), the Agreement, is valid for all services provided to support business processes according to the current valid EGI service catalogue[1], if no other agreements are in place. The Agreement may be extended or replaced by specific SLAs.

1 Service hours and exceptions

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

The following exceptions apply:

- Customer will be notified via e-mail in a timely manner, (i.e. 24 hours before the start of the outage[2]), about the planned maintenance windows or service interruptions ("scheduled downtimes"[3]).
- Downtime periods exceeding 24 hours need justification.
- Human services are provided during support hours.

2 Support

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

Support is provided via EGI Service Desk[4]. Access requires a valid X.509[5] or the login via a EGI SSO account[6].

Support is available between:

- Monday and Friday.
- 9:00 and 17:00 CET/CEST time.

This excludes public holidays at the same time in all organizations providing the service.

[1] https://www.egi.eu/services/
[2] http://goc.egi.eu/
[3] https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes
[4] http://helpdesk.egi.eu/
[5] An X.509 certificate is a digital certificate that uses the widely accepted international X.509 public key infrastructure (PKI) standard to verify that a public key belongs to the user, computer or service identity contained within the certificate.
[6] https://www.egi.eu/sso/

2.1 Incident handling

The Quality of Support levels are defined as follow:

Base level defines a response time of 5 working days regardless of the GGUS ticket priority[7].

Medium level:

Incident priority	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 day
Very Urgent	1 working day
Top Priority	4 working hours

Response time is provided as service level target.

2.2 Service requests

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”.

[7] https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

3 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.
- Service level target (as a percentage per month): 90%
- Minimum (as a percentage per month): 80%

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.
- Service level target (as a percentage per month): 95%
- Minimum (as a percentage per month): 85%

Quality of Support level

- Medium[8]

4 Limitations and 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
- 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 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, revolution

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

5 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 violation:

[8] The incidents, based on their priority, will be responded to with the response times described in section 2.2

- In case of violations of the agreed Services targets for two consecutive months, the Provider will provide to the Customer justifications (status report) and a Services enhancement plan.
- This Service enhancement plan will contain some guidelines (actions) for the improvement of the Services within one month from the date of the first notification. The Customer 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.

6 Information security and data protection

The following rules for information security and data protection apply:

- Assertion of absolute security in IT systems is impossible. The Provider is making every effort to maximize security level of users' data and minimalize possible harm in the event of an incident.
- 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 procedures[9] and also must be compliant with the relevant national legislation.

[9] https://www.egi.eu/about/policy/policies_procedures.html