



EGI DEFAULT OPERATIONAL LEVEL AGREEMENT

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Component Provider	EGI Federation member
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DOCUMENT LOG

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FINAL	17/02/2016	Final version	Małgorzata Krakowian
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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.

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This Default Level operational level agreement (OLA), the Agreement, is valid for all services provided to support business processes according to the current valid service catalogue, if no other agreements are in place. The Agreement may be extended or replaced by specific OLAs.

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 (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”¹) will be notified via email in a timely manner i.e. 24 hours before the start of the outage², to the Customer through the Broadcast Tool³.
- 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 Desk⁴. Access requires a valid X.509 or the login via an EGI Check-in account⁵.

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.

2.1 Incident handling

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.

¹ https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes

² <http://goc.egi.eu/>

³ <https://operations-portal.egi.eu/broadcast>

⁴ <http://helpdesk.egi.eu/>

⁵ <https://wiki.egi.eu/wiki/AAI>

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 ⁶	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.

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”.

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.
- Minimum (as a percentage per month): 80%

Monthly Reliability

⁶ https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

- 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): 85%

Quality of Support level

- Medium

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 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 Component Provider's control, or any other causes beyond the

Component Provider's control.

5 Violations

The Component Provider commits to inform the Service Provider, 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 violation of the Services targets, the Component Provider will provide justifications and a plan for Services enhancement to the Service Provider. The Component Provider 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 Service Provider 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 Component Provider is making every effort to maximize security level of users' data and minimise possible harm in the event of an incident.
- The Component 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 procedures⁷ and also must be compliant with the relevant national legislation.

⁷ https://www.egi.eu/about/policy/policies_procedures.html