

**EGI.eu**

**Activities and services for the long tail of science (services hosting and technical operations)**

**OPERATIONAL LEVEL AGREEMENT**

|  |  |
| --- | --- |
| **Customer** | EGI.eu |
| **Provider** | **CYFRONET** |
| **Start Date** | 1 May 2016 |
| **End Date** | 31 December 2017 |
| **Status** | DRAFT |
| **Agreement Date** | [date of final agreement] |
| **OLA Link** | <https://documents.egi.eu/document/2770>  |

**DOCUMENT LOG**

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| ***Issue*** | ***Date*** | ***Comment*** | ***Author*** |
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**TERMINOLOGY**

The EGI glossary of terms is available at: [https://wiki.egi.eu/wiki/Glossary](https://wiki.egi.eu/wiki/Glossary%20)

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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The present Operational Level Agreement (“the Agreement’) is made between **EGI.eu (the Customer)** and **Cyfronet (the Provider)** 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 **1 May 2016** to **31 December 2017,** unless any communication is sent by the Provider to the Customer before **5 December 2016**. In any case the Provider is committing to not terminate this Agreement before **31 March 2017**.

The Agreement was discussed and approved by the Customer and the Provider **[date]**.

The Agreement extends the Corporate-level EGI Operational Level Agreement[[1]](#footnote-1) with following information:

# The Services

The Services are defined by the following properties:

|  |  |
| --- | --- |
| Technical | This activity will host and technically operate the services to support the resource allocation. In addition to the central services described above, the activity provides also:* Development of nagios probes as required to support operations activities as requested by EGI Operations coordination:
* Requirements gathering
 |
| Human components | The Provider will provide technical support to the team who operates the processes supported by the tool. |
| Operation  | Operation of the e-grant tool |
| Maintenance | * bug fixing
* documentation
 |

# Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

# Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk[[2]](#footnote-2) Support Unit: e-grant RA tool

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.

## Incident handling

As defined in Corporate-level EGI Operational Level Agreement.

## Service requests

As defined in Corporate-level EGI Operational Level Agreement.

# 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): 95%

**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): 95%

**Quality of Support level**

* Medium (Section 3)

# Limitations and constraints

As defined in Corporate-level EGI Operational Level Agreement.

# Communication, reporting and escalation

## 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 Customer** | Peter Solagnaoperations@egi.eu  |
| **Provider contact for the Provider** |  [name][email] [title] |
| **Service Support contact** | See Section 3 |

## Regular reporting

As part of the fulfilment of this Agreement and provisioning of the service, the following reports will be provided:

|  |  |  |  |
| --- | --- | --- | --- |
| **Report title** | **Contents** | **Frequency** | **Delivery** |
| Service Performance Report | The document provides the overall assessment of service performance (per month) and OLA target performance achieved during reporting  | May-Aug 2016: 4 Months reportSept-Dec 2016: 4 Months reportJan-June 2017: 6 Months reportJuly-Dec 2017: 6 Months report3 | At least one page document submitted to the Executive Board for assessment and made publicly available at EGI Document server[[3]](#footnote-3) bythe Customer contact |

## Violations

As defined in Corporate-level EGI Operational Level Agreement.

## Escalation and complaints

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

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

# Information security and data protection

As defined in Corporate-level EGI Operational Level Agreement

# Responsibilities

## Of the Provider

Additional responsibilities of the Provider are as follow:

* Adhere to all applicable operational and security policies and procedures[[4]](#footnote-4) and to other policy documents referenced therein;
* Use communication channel defined in the agreement;
* Attend OMB[[5]](#footnote-5) and other operations meeting when needed;
* Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
* Service with associated roles are registered in GOC DB[[6]](#footnote-6) as site entity under EGI.eu Operations Centre hosting EGI central operations tools[[7]](#footnote-7)

## Of the Customer

The responsibilities of the customer are:

* Raise any issues deemed necessary to the attention of the Provider;
* Collect requirements from the Resource infrastructure Providers;
* Support coordination with other EGI services
* Provide monitoring to measure fulfilment of agreed service level targets.

# 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 Customer according to the following rules:

* Technical content of the agreement and targets will be reviewed on a yearly basis.
1. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-1)
2. <http://helpdesk.egi.eu/> [↑](#footnote-ref-2)
3. <https://documents.egi.eu> [↑](#footnote-ref-3)
4. <https://www.egi.eu/about/policy/policies_procedures.html> [↑](#footnote-ref-4)
5. <https://wiki.egi.eu/wiki/OMB> [↑](#footnote-ref-5)
6. <http://goc.egi.eu/> [↑](#footnote-ref-6)
7. <https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4> [↑](#footnote-ref-7)