

**EGI VO**

**OPERATIONAL LEVEL AGREEMENT**

|  |  |
| --- | --- |
| **Customer** | EGI.eu |
| **Provider** | **[provider name]** |
| **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*** |
|  |  |  | Małgorzata Krakowian |

**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 **[provider name] (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**.

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

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

# The Services

The Services are defined by the following properties:

|  |  |
| --- | --- |
| IT components | The software provisioning infrastructure is composed by the following components:   * Integration with RT, a new product release (the tuple Product, Platform, Architecture) is associated with a RT ticket, which tracks the status of the product in the software provisioning process. * Submission of new products with XML. * Repository Back-end: responsible unit for handling the movement of packages between repositories, validating the individual product releases submissions, building accumulative as well as per-product YUM/APT repositories (multiple per OS/Arch case) and the other automations needed to perform the UMD operations. It also provide a RESTful API for external integrations (e.g. with the UMD portal/frontend) * Composer: a web-based interface for bundling versioned software products that have successfully passed the UMD verification process, into a robust UMD release ready to be deployed either to the production or the candidate repositories. * ReleaseXML editor: a web interface to create a new entry in the UMD release process, it is connected with the RT and the bouncer * Repositories: the following repositories must be maintained for every operating system and major release supported:   + Untested: contains the packages to be installed during the verification   + Testing: contains the packages to be installed during staged rollout   + Base: contains the packages released in the first major release   + Update: contains the packages released in the update releases   + Release Candidate: it is generated before a UMD release, to simulate the production repositories after the UMD release under preparation. This is used to test the installability of the newly released components, as well as the products already in production. * The processes to move products between repositories and to create releases must be as automated as possible. * The task must provide statistics about the repository usage in terms of downloads, aggregated by packages and time. * Front-end, the information about UMD releases (release notes, list of components, configuration) must be available in a web frontend.   Note: the architecture of the internal components is not mandatory, but the services provided must be equivalent.  The software provisioning infrastructure must support multiple operating system (EL based, and Debian based) and major releases (at least two major releases).  The infrastructure should also support a “Preview” repository where products are quickly released without verification; this is not an official UMD repository, but it follows the same procedures and has the same features. |
| Coordination | The task must coordinate with the UMD quality assurance task as well as EGI Operations when necessary, and with the AppDB provider to support the community repository. |
| Operation | The task must operate all the technical services described before:   * Repositories (production, testing, untested and RC, community repositories) * Repositories back-end (including UMD composer) * Web pages (repository front-end, Release XML editor)   The task must support the UMD release creation, creating the release candidates and the actual releases. |
| Maintenance | Please describe |

# Service hours and exceptions

As defined in Corporate-level EGI Operational Lever Agreement.

# Support

As defined in Corporate-level EGI Operational Lever Agreement.

Support is provided via EGI Service Desk[[2]](#footnote-2) Support Unit: <specify>

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 Lever Agreement.

## Service requests

As defined in Corporate-level EGI Operational Lever 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):
  + UMD repositories, web front-end, the community repository: 90% (as a percentage per month)
  + The other components: 75% (as a percentage per month)

**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): 90%

**Quality of Support level**

* Medium (Section 3)

# Limitations and constraints

As defined in Corporate-level EGI Operational Lever 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 Provider** | Małgorzata Krakowian  [sla@mailman.egi.eu](mailto:sla@mailman.egi.eu)  SLA Coordinator at EGI.eu |
| **Provider contact for the Customer** | [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 last 6 months | Every 6 months starting from 1 May 2016 | At least one page document submitted to the Executive Board for assessment and made publicly available at EGI Document server[[3]](#footnote-3) by  the Customer contact |

## Violations

As defined in Corporate-level EGI Operational Lever 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) should be informed.

# Information security and data protection

As defined in Corporate-level EGI Operational Lever 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)