

**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**

|  |  |  |  |
| --- | --- | --- | --- |
| ***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.

**Contents**

[1 The Services 4](#_Toc443560631)

[2 Service hours and exceptions 4](#_Toc443560632)

[3 Support 5](#_Toc443560633)

[3.1 Incident handling 5](#_Toc443560634)

[3.2 Service requests 6](#_Toc443560635)

[4 Service level targets 6](#_Toc443560636)

[5 Limitations and constraints 7](#_Toc443560637)

[6 Communication, reporting and escalation 7](#_Toc443560638)

[6.1 General communication 7](#_Toc443560639)

[6.2 Regular reporting 8](#_Toc443560640)

[6.3 Violations 8](#_Toc443560641)

[6.4 Escalation and complaints 9](#_Toc443560642)

[7 Information security and data protection 9](#_Toc443560643)

[8 Responsibilities 9](#_Toc443560644)

[8.1 Of the Provider 9](#_Toc443560645)

[8.2 Of the Customer 10](#_Toc443560646)

[9 Review, extensions and termination 10](#_Toc443560647)

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:

|  |  |
| --- | --- |
| Technical | All the products released in UMD must be verified against the relevant acceptance criteria. Products must be deployed in a controlled environment. Every product in UMD must have a verification report associated, with the results of the verification process. The verifiers must be familiar with the core products used in EGI, the most common site configurations and third parties components such as DBMS and LRMS. The software to be verified involves user facing services, HTC services, storage services, cloud services, and all the products that are critical for EGI communities and are part of UMD.  This task will also test the release candidates to check the dependencies and installability of the packages before the official release.  UMD releases are expected to be 6-10 minor releases per year, distributed in two major releases, and supporting three operating system platforms.  Staged Rollout is performed by Early Adopter (EA) sites who volunteer to deploy products fulfilling the acceptance criteria in the production infrastructure, exposing them to real users and real use cases. |
| Coordination | The task must coordinate the verifications when the process is outsourced to developers or user communities, this means: overview to advancements in the process and collect the reports produced during verification, making sure that the relevant information (GGUS tickets opened, known issues) are properly propagated to the UMD release.  During staged rollout this task is responsible for the coordination of the Early Adopters activity, namely assign and monitor the progress of each individual product and corresponding EA teams, collect and analyze the reports provided by the EA team and in case of issues found make sure that relevant information is properly handled. |
| Operation | This task will operate a cloud infrastructure to be used as a testbed for the verification of the UMD products. The size of the infrastructure should allow the deployment of several VM in parallel to test also for service interoperability. Verification of products should be outsourced only when the effort required would be too high (for example for lack of expertise), or for technical limitations that prevent to deploy the service in the testbed.  UMD Release candidates must be tested for the installation of all the components, new and already available in the repositories. The test, possibly automated, must be able to generate a report in few hours (less than one working day, possibly 2-4 hours).  This task is also responsible for producing and maintaining the UMD release notes and known issues wiki pages. The task leader must participate the periodic EGI Operations meetings and report about the status of the UMD releases. Together with those activities it also includes:   * maintenance of the EA tables * contribute in handling the PPAs advancement in the software provisioning process |
| Maintenance | The task should also review the set of quality criteria and add/remove criteria based on the requirements of the final users and service providers. This activity is on-request. |

# 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

Estimated number of products to verify in one year is 200 PPA

**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.

## 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)