

**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:

|  |  |
| --- | --- |
| Technical | Monitoring (SAM) is distributed system supporting EGI/NGI operations. It provides remote monitoring of services, visualization of the service status, dashboard interfacing, notification system and generation of availability and reliability reports. The central monitoring services are needed to ensure the aggregation of all EGI metric results and the access to the data at a EGI-wide scope through the central ARGO user interface. These results are exposed through the central ARGO web service and its programmatic interface (XML & JSON supported). On top of that, the ARGO Reporting System generates monthly availability reports about sites and operational tools for use of the service owners. In addition to the central services described above, the activity provides also:   * Monitoring of EGI.eu technical services: a centralised SAM installation is currently running in production to monitor the performance of EGI.eu operations tools and user community support tools. * A central Nagios service is provided to support specific operations activities like User DN publishing in accounting records, GLUE information validation and monitoring of deployed software versions. New specific monitoring needs will emerge depending on the operations technical activities, and the central monitoring Nagios will be configured to address them. The Nagios infrastructure needs to be scaled accordingly. * When the monitoring infrastructure of EGI will move to a full central deployment, the Monitoring service will include a high availability deployment of Nagios services to monitor the entire EGI Federation (more than 5000 services). The deployment must support the size of the infrastructure. * Development of nagios probes:   + Maintenance of existing operations probes   + Development of new probes as required to support operations activities   + Requirements gathering |
| Coordination | This activity is responsible for the coordination of the system operations and upgrade activities with those partners that are in charge of operating other systems that depend on it. |
| Operation | * Daily running of the system * Provisioning of a high availability configuration   + Min. three Nagios boxes for the monitoring of the services. The Nagios’es cannot be deployed all in the same site.   + Multiple consumers of monitoring data * A test infrastructure to verify interoperability and the impact of software upgrades on depending systems * Deployment in production of the releases of the monitoring system (ARGO) produced in EGI-Engage |
| Maintenance | This activity includes:   * bug fixing, proactive maintenance, improvement of the system * maintenance of probes to test the functionality of the service * integration (configuration and packaging) of new probes into SAM * coordination of software maintenance activities with other technology providers that provide software for the EGI Core Infrastructure or remote systems deployed by integrated and peer \*infrastructures that interoperate with the central EGI components of the system. * maintenance of probes to test the functionality of the service * Producing the monthly reports on the performances of the resource centres, NGI central services and EGI central tools * requirements gathering * documentation |

# 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): 99%

**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): 99%

**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)