



EGI Foundation

CheckIn

Operational level Agreement

Customer	EGI Foundation
Provider	GRNET
First day of service delivery	01/02/2016
Last day of service delivery	31/12/2017
Status	FINAL
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DOCUMENT LOG

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FINAL	2/02/2017	Final version approved by Peter Solagna and Christos Kanellopoulos	Małgorzata Krakowian

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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The present Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **GRNET (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 **1.02.2017** to **31.12.2017**.

The Agreement was discussed and approved by EGI Foundation and the Provider **02/02/2017**.

The Agreement extends the Corporate-level EGI Operational Level Agreement¹ with following information:

1 The Services

The Services are defined by the following properties:

Technical	<ul style="list-style-type: none"> • SP proxy: providing connection with the IdPs • IdP proxy: providing authentication information to EGI service providers • User enrolment: Service to allow users to register in EGI, and to link multiple credentials under the EGI account • Database: CheckIn needs to store information about users accounts to enable account-linking and to keep attributes such as the X.509 certificate DN • Master portal for the integration with RC Auth
Coordination	<ul style="list-style-type: none"> • With IDPs for the technical integration • With VOs for the aggregation of authz information from user communities membership services. • With service providers to integrate services and provide information on the attributes released • With RC Auth online-CA • With eduGAIN to maintain the service federated and compliant to requirements (R&S and Sirtifi) • With EGI Operations to plan and prioritize activities on the AAI platform
Operation	<ul style="list-style-type: none"> • Operations of the technical components with the defined quality goals • Integration of new VO membership services, IDPs and SPs • Provide support through the defined support channels to EGI SPs and Users

¹ <https://documents.egi.eu/document/2752>

Maintenance

- Maintenance of the documentation
- Maintenance of the components / bug fixing / deployment of new releases as necessary

2 Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk² Support Unit: AAI support

Support is provided via EGI Service Desk. Access requires a valid X.509 or the login via a EGI SSO account³.

Support is available between:

- Monday and Friday
- 9:00 and 17:00 EET/EEST time

This excludes public holidays at the same time in all organizations providing the service.

3.1 Incident handling

As defined in Corporate-level EGI Operational Level Agreement.

3.2 Service requests

As defined in Corporate-level EGI Operational Level Agreement.

4 Service level targets

Monthly Availability

² <http://helpdesk.egi.eu/>

³ <https://www.egi.eu/sso/>

- 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)

5 Limitations and constraints

As defined in Corporate-level EGI Operational Level Agreement.

6 Communication, reporting and escalation

6.1 General communication

The following contacts will be generally used for communications related to the service in the scope of this Agreement.

EGI Foundation contact	Peter Solagna operations@egi.eu EGI Foundation Operations manager
Provider contact	Christos Kanellopoulos skanct@admin.grnet.gr Nicolas Liampotis nliam@grnet.gr
Service Support contact	See Section 3

6.2 Violations

As defined in Corporate-level EGI Operational Level Agreement.

6.3 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 Foundation Director director@egi.eu should be informed.

7 Information security and data protection

As defined in Corporate-level EGI Operational Level Agreement

8 Responsibilities

8.1 Of the Provider

Additional responsibilities of the Provider are as follow:

- Adhere to all applicable operational and security policies and procedures⁴ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁵ 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 DB⁶ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁷

⁴ https://www.egi.eu/about/policy/policies_procedures.html

⁵ <https://wiki.egi.eu/wiki/OMB>

⁶ <http://goc.egi.eu/>

⁷ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

8.2 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.

9 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.