



# EGI Foundation

## DIRAC4EGI

### Operational level Agreement

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<b>Customer</b>	EGI Foundation
<b>Provider</b>	CNRS, CYFRONET
<b>First day of service delivery</b>	01 <sup>st</sup> July 2017
<b>Last day of service delivery</b>	31 <sup>st</sup> December 2017
<b>Status</b>	Final
<b>Agreement finalization date</b>	17/11/2017
<b>Agreement Link</b>	<a href="https://documents.egi.eu/public/ShowDocument?docid=2782">https://documents.egi.eu/public/ShowDocument?docid=2782</a>

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## DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
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<b>0.2</b>	27/06/2017	Draft under discussion	Alessandro Paolini
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## 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 **CNRS, 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 **July 1<sup>st</sup> 2017** to **31<sup>st</sup> December 2017**.

The Agreement was discussed and approved by EGI Foundation and the Provider **17<sup>th</sup> November 2017**.

The Agreement extends the Corporate-level EGI Operational Level Agreement<sup>1</sup> with following information:

## 1 The Services

The Services are defined by the following properties:

<b>Technical</b>	1) hosting: platform + mysql backend 2) DIRAC4EGI services: dirac.egi.eu backend services + Web portal + Support Support includes: software maintenance and integration of new VOs in the DIRAC4EGI service.
<b>Coordination</b>	This activity is responsible for the coordination of the system operation in collaboration with those partners that are in charge of operating other systems
<b>Operation</b>	<ul style="list-style-type: none"><li>• Daily running of the system</li><li>• Updating of the service components</li></ul>
<b>Maintenance</b>	<ul style="list-style-type: none"><li>• Bug fixing, proactive maintenance, improvement of the system</li><li>• Documentation</li></ul>

## 2 Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

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

## 3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk<sup>2</sup> Support Unit: DIRAC

Additional support is provided on best effort basis by DIRAC team. 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.

### 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

- 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.

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<sup>2</sup> <http://helpdesk.egi.eu/>

## 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.

<b>EGI Foundation contact</b>	Alessandro Paolini <a href="mailto:operations@egi.eu">operations@egi.eu</a>
<b>Provider contact</b>	Andrei Tsaregorodtsev atsareg@in2p3.fr Head of the DIRAC Master Project of IN2P3/CNRS
<b>Service Support contact</b>	See Section 3

### 6.2 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	Produced by	Delivery
Platform Service report	The document provides usage records (resources used, users) of the Customer service during last 6 months	Yearly and with the Agreement ending.	Customer	Email to EGI Foundation contact

All reports shall follow predefined templates<sup>3</sup>.

### 6.3 Violations

As defined in Corporate-level EGI Operational Level Agreement.

<sup>3</sup> <https://documents.egi.eu/document/2748>

## 6.4 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](mailto: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 procedures<sup>4</sup> and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB<sup>5</sup> 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<sup>6</sup> as site entity under EGI.eu Operations Centre hosting EGI central operations tools<sup>7</sup>

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<sup>4</sup> [https://www.egi.eu/about/policy/policies\\_procedures.html](https://www.egi.eu/about/policy/policies_procedures.html)

<sup>5</sup> <https://wiki.egi.eu/wiki/OMB>

<sup>6</sup> <http://goc.egi.eu/>

<sup>7</sup> [https://goc.egi.eu/portal/index.php?Page\\_Type=NGI&id=4](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.