EGI.eu

xGUS

OPERATIONAL LEVEL AGREEMENT

Customer	EGI.eu
Provider	**KIT**
Start Date	1/01/2016
End Date	31/12/2017
Status	FINAL
Agreement Date	7/04/2016
OLA Link	https://documents.egi.eu/document/2782

DOCUMENT LOG

Issue	Date	Comment	Author
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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.

Contents

The present Operational Level Agreement ("the Agreement') is made between **EGI.eu (the Customer)** and **KIT (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 **1/01/2016** to **31/12/2017**.

The Agreement was discussed and approved by the Customer and the Provider **7/04/2016**

The Agreement extends the Corporate-level EGI Operational Level Agreement[1] with following information:

1 The Services

The Services are defined by the following properties:

Technical	The xGUS portal is a template framework for a helpdesk system. It is based on the BMC Remedy Action Request system with an Oracle database for tickets, news, portal and user administration. These xGUS instances are covered by the Agreement: • NGI-DE helpdesk https://helpdesk.ngi-de.eu/ • NGI_CH helpdesk https://xgus.ggus.eu/ngi_ch/ • NGI_AEGIS helpdesk https://helpdesk.aegis.rs/ • NGI_SI helpdesk https://xgus.ggus.eu/ngi_si/index.php?mode=index • NGI_IT helpdesk https://xgus.ggus.eu/ngi_it/ • MAPPER helpdesk https://xgus.ggus.eu/mapper/index.php?mode=index • FRANCE_GRILLES helpdesk https://xgus.ggus.eu/france_grilles/index.php?mode=index
Operation	• Daily running of the system • Updating of the service components
Maintenance	• Bug fixing, proactive maintenance, improvement of the system • Documentation

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[1] https://documents.egi.eu/document/2752

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 Desk[2] Support Unit: GGUS

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): 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)

5 Limitations and constraints

As defined in Corporate-level EGI Operational Level Agreement.

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[2] 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.

Customer contact for the Provider	Peter Solagna operations@egi.eu
Provider contact for the Customer	Guenter Grein guenter.grein@kit.edu Deputy: Helmut Dres helmut.dres@kit.edu
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.eu 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 procedures[3] and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB[4] and other operations meeting when needed;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.

(if software service)

- Service with associated roles are registered in GOC DB[5] as site entity under EGI.eu Operations Centre hosting EGI central operations tools[6]

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.

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[3] https://www.egi.eu/about/policy/policies_procedures.html
[4] https://wiki.egi.eu/wiki/OMB
[5] http://goc.egi.eu/
[6] https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4