



EGI Foundation

Perun

Operational level Agreement

Customer	EGI Foundation
Provider	CESNET
First day of service delivery	1/01/2017
Last day of service delivery	31/12/2018
Status	FINAL
Agreement finalization date	9/11/2016
Agreement Link	https://documents.egi.eu/document/2782



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	1.09.2016	Final version	Giuseppe La Rocca 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 **CESNET (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 **1/01/2017** to **31/12/2018**.

The Agreement was discussed and approved by EGI Foundation and the Provider **9/11/2016**.

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	<p>The Perun provides different capabilities:</p> <ul style="list-style-type: none"> • Complete VO management supporting whole user life-cycle. • Importing users/groups from external sources like VOMS. • Exporting users/groups/access control lists to the services like VOMS, cloud middlewares, web servers, wikis, ... • Auditing of all operations made in Perun. • Access control for VO and group managers. • Making authorization data available through different protocols and API like LDAP and REST. • Notifications about any operation made in Perun. <p>The architecture is composed of these modules:</p> <ul style="list-style-type: none"> • A Perun which is Java enterprise application run under the Tomcat. • A Apache web server which protects Tomcat • A database – to store information related to the users or the VO - namely PostgreSQL • A web module – graphical user interface based on GWT
Coordination	<p>This activity is responsible for the coordination of the system operation and upgrade activities with those partners that are in charge of operating other systems that depend on it.</p>
Operation	<ul style="list-style-type: none"> • Daily running of the system.

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

	<ul style="list-style-type: none"> • Provisioning of a high availability configuration.
Maintenance	<ul style="list-style-type: none"> • Bug fixing, proactive maintenance, improvement of the system. • Maintenance of probes to test the functionality of the service. • Requirements gathering and development based on such requirements. • Documentation

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: Perun

Additionally support is provided via: perun@cesnet.cz

Support is available between:

- Monday and Friday
- 9:30 and 16:30 CET/CEST time

This excludes public holidays at the same time in all organizations providing the service. During holidays of supporting staff, support will be provided on a best effort basis.

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/>

- 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.

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	Michal Prochazka michalp@ics.muni.cz
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 procedures³ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁴ 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 DB⁵ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁶
- Whilst the responsibility to maintain a master copy of the repository relies with the repository maintainers, the Provider should have in place a backup mechanism of the repository, so it could, at maintainers' request, provide a copy no older than 14 days of the repository

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

- Shall ensure protection against data corruption at CVMFS Uploader and Stratum-0 server level
- Due to the specifics of the CernVM File System, there is no read protection of the data as the repository has to be configured world-readable.

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.