EGI

User Registration Portal (URP)

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	**CYFRONET**
First date of service delivery	04/01/2016
Last date of service delivery	30/09/2017
Status	FINAL
Agreement finalization date	06/09/2016
OLA Link	https://documents.egi.eu/document/2782

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	06/09/2016	Final version of the OLA	Małgorzata Krakowian
1.1	27/01/2017	Yearly review of the OLA, involved Peter Solagna and Giuseppe La Rocca, no changes needed, only a typo correction in the table of contents.	Alessandro Paolini

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 Foundation (the Customer)** and **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 **04/01/2016** to **30/09/2017**.

The Agreement was discussed and approved by the Customer and the Provider 06/09/2016.

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 User Registration Portal (URP) is composed by a website (access.egi.eu) which allows users to authenticate using either social credentials or EGI SSO IdP[2] and to provide information about their contacts, institutions, and research topic. The website is the initial user-facing interface for both the end users and the support team who will approve and manage the registrations and requests.
	The user registration portal has also an interface for the services, such as the science gateways, in the form of an identity provider (IdP) that is used by the science gateways to get user authorization data and attributes. The user interface has been designed and developed specifically for the LTOS use case, the forms used by the user to describe the type of research and the expected usage of resources use the interfaces developed for e-grant (the EGI resource allocation tool)[3]. The IdP interface is using Unity[4], a pre-existing authentication and authorization management solution using OpenID Connect as standard interface, allowing the use of social accounts as valid user credentials.
Coordination	This activity is responsible for the coordination of the system operation.
Operation	- Daily running of the system. - Provisioning of a high availability configuration. - Updating of the service components.

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[1] https://documents.egi.eu/document/2752
[2] https://www.egi.eu/sso/
[3] http://e-grant.egi.eu/
[4] http://www.unity-idm.eu/

Maintenance	• Bug fixing, proactive maintenance, improvement of the system. • 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 Desk[5] Support Unit: LTOS

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): 90%

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 (see in the Corporate-level EGI Operational Level Agreement).

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[5] http://helpdesk.egi.eu/

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.

Customer contact for the Provider	Peter Solagna operations@egi.eu
Provider contact for the Customer	Roksana Dobrzańska r.rozanska@cyfronet.pl
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 procedures[6] and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB[7] 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[8] as site entity under EGI.eu Operations Centre hosting EGI central operations tools[9].

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 users of the LToS platform, share and discuss these on a regular basis with the provider;
- Provides presentation opportunities for the provider at events (workshops, conferences, tutorials) organised for users about the EGI LToS;
- Facilitate the acknowledgement of the provider in scientific publications written by users of this service of the EGI LToS;
- Support coordination with other EGI services;
- Provide monitoring to measure fulfilment of agreed service level targets.

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

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.