EGI.eu

Catania Science Gateway Framework

OPERATIONAL LEVEL AGREEMENT

Customer	EGI.eu
Provider	**INFN Catania**
Start Date	1/01/2016
End Date	30/09/2017
Status	FINAL
Agreement Date	24/03/2016
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DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	**24/03/2016**	Final version	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.

Contents

The present Operational Level Agreement ("the Agreement') is made between **EGI.eu (the Customer)** and **INFN Catania (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 **30/09/2017**.

The Agreement was discussed and approved by the Customer and the Provider **24/03/2016**

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	Science Gateway (SG) addresses the requirements coming from the Long Tail of Science (LToS) platform. This SG is based on the Catania Science Gateway Framework (CSGF)[2], the framework that INFN has been developed since 2010 and is now being reengineered in the context of the INDIGO-DataCloud project[3].
Coordination	This activity is responsible for the coordination of the system operation in collaboration with those partners that are in charge of operating other systems (e.g.: GrIDP, eToken servers)
Operation	- Daily running of the system - Updating of the service components
Maintenance	- Bug fixing, proactive maintenance, improvement of the system - Documentation

2 Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

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[1] https://documents.egi.eu/document/2752
[2] http://www.catania-science-gateways.it/
[3] https://www.indigo-datacloud.eu/

3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk[4] Support Unit: Catania Science Gateway

3.1   Incident handling

Incidents will be handled according to the Quality of Support level that is estimated according to the impact of the outage or service quality degradation.

The Quality of Support levels are defined as follow:

Medium level:

Incident priority[5]	Response time
Less urgent	5 working days
Urgent	5 working days
Very Urgent,	1 working day
Top Priority	1 working day

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 (Section 3)

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[4] http://helpdesk.egi.eu/
[5] https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

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	Roberto Barbera Roberto.barbera@ct.infn.it, sg-licence@ct.infn.it
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[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.

(if software service)

- 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.