

**EGI.eu**

**[service name]**

**OPERATIONAL LEVEL AGREEMENT**

|  |  |
| --- | --- |
| **Customer** | EGI.eu |
| **Provider** | **[provider name]** |
| **Start Date** | [start date] |
| **End Date** | [end date] |
| **Status** | [Draft/Final] |
| **Agreement Date** | [date of final agreement] |
| **OLA Link** | [link to grant in e-grant] |

**DOCUMENT LOG**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Issue*** | ***Date*** | ***Comment*** | ***Author*** |
|  |  |  | Małgorzata Krakowian |

**TERMINOLOGY**

The EGI glossary of terms is available at: [https://wiki.egi.eu/wiki/Glossary](https://wiki.egi.eu/wiki/Glossary%20)

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 Operational Level Agreement (“the Agreement’) is made between **EGI.eu (the Customer)** and **[provider name] (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 **[start date]** to **[end date]**.

The Agreement was discussed and approved by the Customer and the Provider **[date]**.

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

# The Services

The Services are defined by the following properties:

|  |  |
| --- | --- |
| Technical | Please describe |
| Coordination | Please describe |
| Operation | Please describe |
| Maintenance | Please describe |

# Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

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IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

The following exceptions apply:

* Planned maintenance windows or service interruptions (“scheduled downtimes”[[2]](#footnote-2)) will be notified via e-mail in a timely manner i.e. 24 hours before the start of the outage[[3]](#footnote-3), to the Customer through the Broadcast Tool[[4]](#footnote-4).
* Downtime periods exceeding 24 hours need justification.
* Human services are provided during support hours.

# Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk[[5]](#footnote-5) Support Unit: <specify>

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Support is provided via EGI Service Desk. Access requires a valid X.509 or the login via a EGI SSO account[[6]](#footnote-6).

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.

## Incident handling

As defined in Corporate-level EGI Operational Level Agreement.

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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:

**Base level** defines a response time of 5 working days regardless of the GGUS ticket priority.

**Medium level:**

|  |  |
| --- | --- |
| **Incident priority[[7]](#footnote-7)** | **Response time** |
| Less urgent | 5 working days |
| Urgent | 5 working days |
| Very Urgent, | 1 working day |
| Top Priority | 1 working day |

**Advanced level:**

|  |  |
| --- | --- |
| **Incident priority** | **Response time** |
| Less urgent | 5 working days |
| Urgent | 1 working days |
| Very Urgent, | 1 working day |
| Top Priority | 4 working hours |

Response time is provided as service level target.

## Service requests

As defined in Corporate-level EGI Operational Level Agreement.

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In addition to resolving incidents, standard service requests (e.g. change requests, information requests, documentation) will be fulfilled through the defined support channels in the same way as incidents. Service requests are classified as “Less urgent”.

# 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): XX%

**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): XX%

**Quality of Support level**

* Medium (Section 3)

# Limitations and constraints

As defined in Corporate-level EGI Operational Level Agreement.

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The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

* Support is provided in following language: English
* Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
* Force Majeure. A party shall not be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control. Means any
  + fire, flood, earthquake or natural phenomena,
  + war, embargo, riot, civil disorder, rebellion, revolution

which is beyond the Provider's control, or any other causes beyond the Provider's control

# Communication, reporting and escalation

## 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** | Małgorzata Krakowian  [sla@mailman.egi.eu](mailto:sla@mailman.egi.eu)  SLA Coordinator at EGI.eu |
| **Provider contact for the Customer** | [name]  [email]  [title] |
| **Service Support contact** | See Section 3 |

## 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** | **Delivery** |
| Service Performance Report | The document provides the overall assessment of service performance (per month) and OLA target performance achieved during last 6 months | Every 6 months starting from [Start date] | At least one page document submitted to the Executive Board for assessment and made publicly available at EGI Document server[[8]](#footnote-8) by  the Customer contact |

## Violations

As defined in Corporate-level EGI Operational Level Agreement.

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The Provider commits to inform the Customer, if this Agreement is violated or violation is anticipated. The following rules are agreed for communication in the event of violation:

* In case of violations of the Services targets for two consecutive months, the Provider will provide justifications and a plan for Services enhancement to the Customer. The Provider will produce a status report and a Service enhancement plan for the improvement of the Services within one month from the date of the first notification.
* The Customer will notify the supporting Resource Centres in case of suspected violation via the EGI Service Desk. The case will be analysed to identify the cause and verify the violation.

## 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](http://director@egi.eu) should be informed.

# Information security and data protection

As defined in Corporate-level EGI Operational Level Agreement

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The following rules for information security and data protection apply:

* Assertion of absolute security in IT systems is impossible. The Provider is making every effort to maximize security level of users’ data and minimalize possible harm in the event of an incident.
* The Provider must define and abide by an information security and data   
  protection policy related to the service being provided.
* This must meet all requirements of any relevant EGI policies or procedures[[9]](#footnote-9) and also must be compliant with the relevant national legislation.

# Responsibilities

## Of the Provider

Additional responsibilities of the Provider are as follow:

* Adhere to all applicable operational and security policies and procedures[[10]](#footnote-10) and to other policy documents referenced therein;
* Use communication channel defined in the agreement;
* Attend OMB[[11]](#footnote-11) 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[[12]](#footnote-12) as site entity under EGI.eu Operations Centre hosting EGI central operations tools[[13]](#footnote-13)

## 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.

# 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.

1. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-1)
2. <https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes> [↑](#footnote-ref-2)
3. <http://goc.egi.eu/> [↑](#footnote-ref-3)
4. <https://operations-portal.egi.eu/broadcast> [↑](#footnote-ref-4)
5. <http://helpdesk.egi.eu/> [↑](#footnote-ref-5)
6. <https://www.egi.eu/sso/> [↑](#footnote-ref-6)
7. <https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority> [↑](#footnote-ref-7)
8. <https://documents.egi.eu> [↑](#footnote-ref-8)
9. <https://www.egi.eu/about/policy/policies_procedures.html> [↑](#footnote-ref-9)
10. <https://www.egi.eu/about/policy/policies_procedures.html> [↑](#footnote-ref-10)
11. <https://wiki.egi.eu/wiki/OMB> [↑](#footnote-ref-11)
12. <http://goc.egi.eu/> [↑](#footnote-ref-12)
13. <https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4> [↑](#footnote-ref-13)