



RESOURCE CENTRE OPERATIONAL LEVEL AGREEMENT

Customer	Resource infrastructure Provider
Provider	Resource Centre
Service	High-Throughput Computing Platform and/or Cloud Computing Platform services
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This OLA is based on FitSM Template: SLA v1.0.

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1 INTRODUCTION

This agreement is made between Resource Centre (the Provider) and Resource Infrastructure Provider (the Customer) to cover the provision and support of the service as described hereafter. The relevant contacts and representatives may be found in section 8.1.

Once approved, this Agreement is valid for as long as the Provider is part of the EGI production infrastructure, i.e. until the Provider registered in the central configuration repository GOCDDB with 'Infrastructure' status equal to "Production", is not turned into "Closed" status [GOC].

The Provider retains the right to terminate the Agreement at any time. If parties agree to end the Agreement, then the Provider is no longer part of EGI Infrastructure.

The OLA is a document discussed and approved by the EGI Operations Management Board (OMB) [OMB]. Amendments, comments and suggestions must be addressed by the Customer to the OMB by opening a GGUS [GGUS] ticket to the Service Level Management (SLM) support unit. The Customer will promptly inform the Provider about changes introduced to the requirements, service levels and targets defined in this document, and will ensure that the impact of the changes is understood.

2 SCOPE AND DESCRIPTION OF THE SERVICES

This OLA applies to High-Throughput Computing Platform and/or Cloud Computing Platform services.

3 SERVICE HOURS AND EXCEPTIONS

The service operates during the following hours:

Twenty four hours a day, seven days a week, 365 days a year.

The following exceptions apply:

- Planned maintenance windows or interruptions.
To be communicated in a timely manner i.e. 24 hours before, to the Customer through the Broadcast Tool [BT]. Duration must not exceed period of 1 month, otherwise justification needs to be provided.

4 SERVICES COMPONENTS

This service includes the following components:

High-Throughput Computing Platform

- Grid compute - allows scientists to run computational tasks on high quality IT resources, accessible via a standard interface and supporting authentication/authorisation based on a membership within a virtual organisation.
- Grid storage - allows files to be stored in and retrieved from high quality IT resources, accessible via a standard interface and supporting authentication/authorisation based on a membership within a virtual organisation.

Cloud Computing Platform

- Cloud compute - is an Infrastructure-as-a-Service for the scientific community. The service allows scientists to allocate virtual servers on demand, with customisable set of hardware, network and storage resources.
- Cloud storage - is an Infrastructure-as-a-Service for the scientific community. It allows end-users and service providers to store files, images and other generic objects that can be accessed from any device with integrated basic processing capabilities.

5 SUPPORT

Support is provided via the GGUS portal [GGUS], which is the single point of contact for infrastructure users to access the EGI Service Desk. The EGI Service Desk within GGUS is organized in Support Units. Every Support Unit is responsible for one or more services.

Service communication support is available:

- between Monday and Friday
- 8h a day during the regular working hours of supporting organization

This excludes public holidays of the supporting organization.

5.1 Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate Quality of Support level based on the impact and urgency of the incident. In this context, the following guidelines apply:

- Three GGUS Quality of Support (QoS) levels have been defined: base, medium and advanced.
- The following QoS level applies to the service: Medium

The Provider SHOULD endeavour to resolve incidents within five working days.

Medium level:

Ticket Priority	Response time
Less urgent	5 working days
Urgent	5 working days
Very Urgent,	1 working day
Top Priority	1 working day

5.2 Fulfilment of service requests

In addition to resolving incidents, standard service requests (e.g. change or information request, documentation) will be fulfilled through the defined support channels in section 5. Response and fulfilment times are provided as service level targets (see section 6).

6 SERVICE LEVEL TARGETS

All targets are per month if not stated otherwise.

The following are the agreed service level targets:

Service parameter	level	Target
Availability		Minimum 80% (as a percentage per month)
Reliability		Minimum 85% (as a percentage per month)
Unknown		Maximum 10% (as a percentage per month)
QoS level		Medium (as defined in 5.1)

7 LIMITATIONS & CONSTRAINTS

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 OLA violations.
- Failures in the normal operation of the service caused by failures in service provided by the Customer are not considered OLA 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, including but not limited to acts of God, war,

strikes or labor disputes, embargoes, government orders or any other force majeure event

8 COMMUNICATION, REPORTING & ESCALATION

8.1 General communication

The following contacts will be generally used for communications related to the service in the scope of this OLA:

- **Customer contact for the Provider:** NGI Operations manager in respective NGI [NGOC]
- **Provider contact for the Customer:** Site Operations manager in respective Site [SGOC]

8.2 Regular reporting

Reports of the Provider availability, reliability and unknown statistics will be performed on a monthly basis at [AVREL].

The Provider violating the service parameters specified in Section 6 will be requested to provide justifications by the Customer. The violating provider **MUST** provide a report. Information is exchanged through GGUS [GGUS] ticket.

8.3 OLA violations

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

In case of violating the service targets specified in this document for three consecutive months it is requested to provide justifications and a plan for service enhancement. The Provider must submit a status report and a plan for the improvement of the service within 10 working days from the date of notification to the Customer. In case of no or not satisfactory justification EGI.eu can remove (suspend) the Provider from infrastructure.

8.4 Complaints

For complaints, the defined Provider contact (see section 8.1) point shall be used, and the following rules apply:

- Complaints should be directed to the customer contact (see section 8.1).
- The provider contact (see section 8.1) will be contacted in case of received complaints.

9 INFORMATION SECURITY & DATA PROTECTION

The following rules for information security and data protection apply:

- 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 [POL] and also must be compliant with the relevant national legislation.

10 ADDITIONAL RESPONSIBILITIES OF THE PROVIDER

Additional responsibilities of the Provider are as follow:

- Adhere to all applicable operational and security policies and procedures defined in [POL] and to other policy documents referenced therein;
- Use communication channel defined in the agreement (see section 8.1);
- Provide access to a minimum set of Capabilities as follows:
 - at least one local or remote service to publish information on the Functional Capabilities provided into the site Information Discovery System (e.g. site-BDII);
 - at least one Functional Capability (e.g. Cloud Computing, File Transfer, Storage Management, Data Access, Metadata Catalogue, Compute, additional Information Discovery capability).
 - If the Compute Capability is provided, then also Storage Management (either local or off-site) is needed. (Not applicable for Cloud Platform);
 - Accounting Capability to be accounted centrally.
- Ensure the accuracy of the information in GOCDB [GDB]:
 - The Provider contact details (name, phone number, e-mail address) of a set of contact points for security, operational and administrative emergencies;
 - Components of the service are registered;
 - The services that are offered by the Provider must be specified;
- Enable and support
 - the OPS VO and DTEAM VO;
 - at least one either national or global non-monitoring/troubleshooting user group (e.g. managed using an interoperable VO management service), which must be registered in the Operations Portal [OP].
 - The Provider is encouraged to support as many user groups as needed. Specific agreements between the Provider and individual user groups are covered in separate agreements.
- Enable
 - service monitoring, performed by the Resource Infrastructure Provider,
 - central security monitoring, performed centrally by EGI.eu,
 - testing and troubleshooting from outside.
- Ensure

- at least one system administrator reachable during working hours of supporting organization;
- sufficient computational and storage resources and network connectivity to support the proper operation of its services, as indicated by passing all relevant Monitoring Service tests.
- the provisioning of services in itself not create any intellectual property rights in software, information and data provided to the services provided by the Provider, or in data generated by the services provided;
- Operate UMD-compliant Middleware supported by the Customer – applicable for High-Throughput Computing Platform.
 - The Provider is encouraged to stay abreast of updates in order to benefit from the latest improvements and features.

11 CUSTOMER RESPONSIBILITIES

The responsibilities of the Customer are:

- Collect requirements from the Provider and raise any issues deemed necessary by the Provider to the attention of EGI and to ensure that these issues are properly dealt with;
- Raise any issues deemed necessary to the attention of the Provider;
- Register the Provider and its administrators in GOCDB and in the available helpdesk facilities as applicable;
- Provide first and second-level support by helping in the resolution of advanced and specialised operational problems that cannot be solved by the Provider;
 - If necessary, the Customer will propagate and follow-up problems with higher-level operational or development teams;
- Monitor progress of incident and problem records and to ensure that the Provider works on records opened against them;
- Respond to incident and problem records from the Provider in a timely manner;
- Provide the operational services defined in Resource infrastructure Provider OLA [RPO] and ensure their interoperation with the EGI.eu ones as applicable;
- Provide monitoring to measure fulfilment of agreed service level targets.
- Coordinate and support the deployment of UMD-compliant middleware by the Provider;
- Coordinate local operational security activities and provide operational security support;
- Support coordination with other Providers;

All responsibilities of the Customer are listed in Resource infrastructure Provider Operational Level Agreement document [RPO].

12REVIEW

There will be reviews of the service performance against service level targets and of this OLA at planned intervals with the Customer according to the following rules:

- At least on yearly basis (more frequently if required);
- At the Operations Management Board (OMB) meeting

13 GLOSSARY OF TERMS

For the purpose of this OLA, 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. For a complete list of term definitions see the EGI Glossary (<http://wiki.egi.eu/wiki/Glossary>).

14 REFERENCES

[AVREL]	Monthly reports of the Provider availability and reliability statistics https://wiki.egi.eu/wiki/Availability_and_reliability_monthly_statistics
[BT]	Broadcast Tool https://operations-portal.egi.eu/broadcast
[GDB]	GOC DB http://goc.egi.eu/
[GGUS]	EGI Helpdesk http://helpdesk.egi.eu/
[GLO]	EGI Glossary http://wiki.egi.eu/wiki/Glossary
[NGOC]	List of National Grid Initiatives in GOC DB https://goc.egi.eu/portal/index.php?Page_Type=NGIs
[OMB]	Operations Management Board https://wiki.egi.eu/wiki/Operations_Management_Board
[OP]	Operations Portal http://operations-portal.egi.eu/
[POL]	EGI policies and procedures https://www.egi.eu/about/policy/policies_procedures.html
[RPO]	Resource infrastructure Provider OLA https://documents.egi.eu/public/ShowDocument?docid=463
[SGOC]	List of Sites in GOC DB https://goc.egi.eu/portal/index.php?Page_Type=Sites