



RESOURCE CENTRE OPERATIONAL LEVEL AGREEMENT

Customer	Resource infrastructure Provider
Provider	Resource Centre
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DOCUMENT LOG

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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

1	The Services	4
2	Service hours and exceptions	5
3	Support	5
3.1	Incident handling	5
3.2	Service requests	6
4	Service level targets	6
5	Limitations and constraints	6
6	Communication, reporting and escalation	7
6.1	General communication	7
6.2	Regular reporting	7
6.3	Violations	7
6.4	Escalation and complaints	8
7	Information security and data protection	8
8	Responsibilities	8
8.1	Of the Provider	8
8.2	Of the Customer	9
9	Review, extensions and termination	10

The present Operational Level Agreement (“the Agreement”) is made between **Resource Infrastructure Provider (the Customer)** and **Resource Centre (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

Once approved, **this Agreement is valid for as long as the Provider is part of the EGI production infrastructure**, i.e. as long as the Provider is registered in the EGI Configuration Database GOCDB¹ with ‘Infrastructure’ status equal to “Production” and is not turned into “Closed” status.

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 and it is decommissioned² or alternatively all its services are either not in production status.

The Agreement is a document discussed and approved by the EGI Operations Management Board (OMB)³.

Amendments, comments and suggestions must be addressed by the Customer to the OMB by opening a GGUS⁴ ticket to the Operations 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.

1 The Services

The Services operated by the Provider in scope for the Agreement are defined by the following properties:

- registered in GOCDB as production services, monitored and in the “EGI” scope.
 - All services not in GOCDB, local services or registered without the “EGI” scope are not considered production and are out of scope.
- at least one Functional Capability (e.g. Cloud Computing, File Transfer, Storage Management, Data Access, Metadata Catalogue, HTC Compute, additional Information Discovery capability).

¹ <http://goc.egi.eu/>

² <https://wiki.egi.eu/wiki/PROC11>

³ <https://wiki.egi.eu/wiki/OMB>

⁴ <http://ggus.eu/>

2 Service hours and exceptions

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”⁵) will be notified via e-mail in a timely manner i.e. 24 hours before the start of the outage⁶, to the Customer through the Broadcast Tool⁷.
- The provider must provide justification for downtime periods exceeding 24 hours
- Human services are provided during support hours.

3 Support

Support is provided via EGI Service Desk. Access requires a valid X.509⁸ or the login via a EGI SSO account⁹.

Support is available between:

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

This excludes public holidays at the same time in all organizations providing the service.

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 Medium¹⁰:

⁵ https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes

⁶ <http://goc.egi.eu/>

⁷ <https://operations-portal.egi.eu/broadcast>

⁸ <https://www.eugridpma.org/members/worldmap/>

⁹ <https://www.egi.eu/sso/>

¹⁰ https://wiki.egi.eu/wiki/FAQ_GGUS-QoS-Levels

Incident priority ¹¹	Response time
Less urgent	5 working days
Urgent	5 working days
Very Urgent,	1 working day
Top Priority	1 working day

Response time is provided as service level target.

3.2 Service requests

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”.

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. As reported by EGI monitoring services.
- Minimum (as a percentage per month): 80%

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. As reported by EGI monitoring services.
- Minimum (as a percentage per month): 85%

Quality of Support level

- Medium (Section 3)

5 Limitations and constraints

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

¹¹ https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

- 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

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. The authoritative contacts information are available in the EGI configuration database GOCDB.

Customer contact for the Provider	NGI Operations manager in respective NGI
Provider contact for the Customer	Site Operations manager in respective Resource Center
Service Support contact	See Section 3

6.2 Regular reporting

Reports of the Provider availability, reliability and unknown statistics will be performed on a monthly basis¹².

The Provider violating the service level targets will be requested to provide justifications by the Customer. The violating provider MUST provide a report. Information is exchanged through GGUS ticket.

6.3 Violations

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

¹² https://wiki.egi.eu/wiki/Performance#Resource_Centre_performance

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 and plan for improvement, EGI.eu can remove (suspend) the Provider from infrastructure.

6.4 Escalation and complaints

For complaints, the defined Provider contact point shall be used, and the following rules apply:

- Complaints should be directed to the customer contact
- The provider contact will be contacted in case of received complaints.

7 Information security and data protection

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 minimize 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 procedures¹³ and also must be compliant with the relevant national legislation.

8 Responsibilities

8.1 Of the Provider

Additional responsibilities of the Provider are as follow:

- Adhere to all applicable operational and security policies and procedures¹⁴ and to other policy documents referenced therein applicable to "Infrastructure" scope.
- Use communication channel defined in the agreement.
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Ensure the accuracy of the information in EGI Configuration Database GOCDDB
 - The Provider contact details (name, phone number, e-mail address) of a set of contact points for security, operational and administrative emergencies.

¹³ https://www.egi.eu/about/policy/policies_procedures.html

¹⁴ https://www.egi.eu/about/policy/policies_procedures.html

- Components of the service are registered and in the EGI scope.
 - The services that are offered by the Provider must be specified.
- All services with information system or accounting capabilities, must have at least one local or remote endpoint to publish information:
 - Being provided into the site information system.
 - Being delivered to the EGI accounting infrastructure.
- 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 EGI Operations Portal.
 - The Provider is encouraged to support as many user groups as possible. Specific agreements between the Provider and individual user groups are covered in separate agreements.
- Enable
 - Operational service monitoring, provided centrally by the Customer and (if deemed necessary by the Resource Infrastructure Provider) 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.

8.2 Of the Customer

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 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 and ensure their interoperation with the EGI.eu ones as applicable.
 - 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.
- The Customer must timely handle helpdesk incident tickets when notified by the Helpdesk system.

All responsibilities of the Customer are listed in Resource infrastructure Provider Operational Level Agreement document¹⁵.

9 Review, extensions and termination

There will be reviews of the service performance against service level targets and of the Agreement 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

¹⁵ <https://documents.egi.eu/public/ShowDocument?docid=463>