**EGI-InSPIRE**

Operational Level Agreement

between NGI and sites

|  |  |  |
| --- | --- | --- |
|  | Document identifier: |  |
|  | Date: |  |
|  | Activity: |  |
|  | Lead Partner: |  |
|  | Document status: | **DRAFT** |
|  | Document link: |  |

|  |
| --- |
| Abstract: This document formalizes the services which a site provides to its National Grid Initiative, and vice-versa. |

**Table of contents**

1. Introduction 3

2. Reference to EGEE 3

3. PARTIES TO THE AGREEMENT 3

3.1. National grid initiatives 3

3.2. SITES (Resource Centres) 3

4. DURATION OF THE AGREEMENT 3

5. AMENDMENT PROCEDURE 3

6. SCOPE OF THE AGREEMENT 3

7. Responsibilities 5

7.1. national grid initiative (ngi) 5

7.2. Sites (RESOURCE CENTREs) 5

8. Hardware and connectivity criteria 6

9. Description of services covered 6

10. Service hours 6

11. Availability 6

12. Support 7

12.1. VO Support 7

13. Service reporting and reviewing 7

14. Performance INCENTIVES/PENALTIES 7

15. Table of metrics 8

16. SIGNATORIES 8

17. REFERENCED DOCUMENTS and web-sites 9

# Introduction

EGI makes a collection of hardware, software and support resources available to the European academic community and others. This Operational Level Agreement (OLA) is intended to specify the constraints imposed on National Grid Initiatives (NGIs) and sites (resource centres) in order to ensure an available and reliable grid infrastructure.

# Reference to EGEE

This OLA document is based on the “EGEE III Service Level Agreement between ROCs and Sites” [].

Throughout this document, terminology has been adjusted to meet EGI standards. More specifically, references to EGEE policies and bodies have been replaced with their EGI equivalents. ROCs have been replaced with NGIs, and references to regional bodies and services have been adjusted to their national incarnations.

References to EGEE central operational tools such as SAM, accounting tools, and availability calculations in this OLA have been updated to EGI/NGI employed tools wherever they are available, such as NGI Nagios and Project Metric store.

# PARTIES TO THE AGREEMENT

The parties to this agreement, which is not legally binding, are:

|  |  |
| --- | --- |
| **National Grid Initiative:** |  |
| **Site (Resource Centre):** |  |

## National grid initiatives

EGI is consisted of National Grid Initiatives, which are the national bodies representing all communities and institutions related to a national grid infrastructure. NGIs provide a framework of support, to both users and sites, in order to allow them to use the data and computational resources of the grid. The list of NGIs is maintained at [R 1]. All NGI must sign this Operational Level Agreement with their sites.

## SITES (Resource Centres)

All EGI sites that run grid middleware and are members of one of the afore-mentioned NGIs must sign this Operational Level Agreement with their NGI. Grid middleware is defined as being supported versions of EGI endorsed middleware [R 7].The Site (Resource Centre) provides the actual computational resources, such as Computing Elements (CE), Storage Elements (SE), and middleware services.

# DURATION OF THE AGREEMENT

This OLA is valid for as long as the site is part of the EGI production infrastructure, i.e. the site is registered in GOCDB as being certified for production.

# AMENDMENT PROCEDURE

The OLA may be amended at any time if there is mutual agreement by both parties. This will usually take the form of a signed and dated OLA addendum.

# SCOPE OF THE AGREEMENT

This Operational Level Agreement (OLA) covers the commitments made by a site with respect to its NGI and, correspondingly, the commitments that a NGI makes to its member sites. It does not cover specific core infrastructure services, such as GOCDB, GGUS, and Nagios. Neither does this OLA cover the relationship that specific VOs might have with sites; those should be detailed in VO-specific agreements.

# Responsibilities

This section defines the responsibilities of each party. The overall task for all concerned is to operate, support, and manage a production quality grid infrastructure across the European Research Area.

## national grid initiative (ngi)

The main responsibilities of the NGI are:

* provide Help Desk facilities (first-level support) either by using GGUS [R 6] support units to create a national Help Desk within GGUS, or by providing a national Help Desk which is interfaced with GGUS;
* register site administrators in the available Help Desk facilities;
* provide third-level support by helping in the resolution of advanced and specialized operational problems that cannot be solved by site administrators. If necessary, the NGI will propagate and follow-up problems with higher-level operational or development teams;
* ticket follow-up (ensure that sites work on tickets opened against them).
* respond to tickets from sites in a timely manner (see Section 11)

NGIs manage and support the deployment of UMD middleware on sites, and are also responsible for registering new sites. Their administrative tasks include:

* maintaining accurate GOCDB entries for the NGI manager and their deputies;
* to adhere to the Operational Procedures agreed between EGI, NGIs and sites. The Operational Procedures should be published in appropriate websites owned by EGI [] or the corresponding NGI.
* raising any issues deemed necessary by the sites to the attention of operational, development, deployment, monitoring, and/or certification teams, and ensuring that these issues are properly dealt with;

The NGI must provide, using GOCDB, details (name, phone number, e-mail address) of a set of contact points for security, operational and administrative matters. The NGI is responsible for ensuring the accuracy of the contact details in the GOCDB database.

## Sites (RESOURCE CENTREs)

Sites provide second-level level support, have one or several site administrators, and have a designated security officer. Sites are expected to:

* adhere to the Operational Procedures described in the Operations Procedures Manual [R 2];
* maintain accurate information on the services they provide in GOCDB [R 3];
* adhere to the Grid Site Operations Policy [R 4], and other policy documents referenced therein;
* adhere to the requirements stated in the Security and Availability Policy document [R 5];
* adhere to the criteria and metrics that are defined in this Operational Level Agreement (OLA);
* run supported versions of middleware [R 7][[1]](#footnote-1).
* respond to GGUS tickets in a timely manner (see Section 11)

The site must provide, using GOCDB, details (name, phone number, e-mail address) of a set of contact points for security, operational and administrative emergencies. The site is responsible for ensuring the accuracy of site contact details in the GOCDB database.

# Hardware and connectivity criteria

The site must ensure sufficient computational and storage resources and network connectivity to support the proper operation of its services, as indicated by consistently passing all relevant Nagios critical tests.

# Description of services covered

The services that are offered by a site must be specified in the GOCDB and be monitored by the NGI Nagios Monitoring System.

Sites are encouraged to provide both Computing Elements and Storage Elements[[2]](#footnote-2). However, the minimum requirements in terms of the resources that a site must provide are as follows:

* **one** site BDII;
* at least **one** CE **or** SE
  + CE must have a number of Worker Nodes totalling at least **eight** CPUs/cores attached to it
  + SE must have a capacity of **one TB** or more;
* an EGI-compatible Accounting Service.

# Service hours

The site should offer the services specified in Section 8 with an intended availability of 24/7. The site support service must be available during the regular business hours of the site’s host organization. A site’s service hours must be specified in GOCDB. Response times to trouble-tickets are expressed in service hours.

# Availability

Sites and NGIs must commit to achieve the availability and reliability of grid services specified in this OLA. Reasonable steps must be taken to ensure that scheduled downtimes are kept to the specified levels. Unplanned outages can have a considerable impact on availability figures, and will also adversely affect jobs that are running at the time. Careful monitoring of resources and the local fabric should help reduce the number of such outages, so sites are expected to take a proactive role in this domain.

Out of the list of site services monitored by the NGI Nagios Monitoring System, only the "CE, SRMv2 and Site-BDII" services are taken into account for site availability and reliability calculations. The GridView is used to calculate a site's SLA conformance, using data from GOCDB and Nagios. Details of the GridView algorithms are documented in[R 9].

For a site to be available, all of the afore-mentioned services must be available (logical AND of all service types). If a site has several instances of a service type (e.g. Computing Elements), the service is deemed to be available if any of the instances are available (logical OR). Availability figures include scheduled downtimes, which should be kept to a minimum.

1. **Site must be available (UP)at least 70% of the time per month**

**(Daily availability is measured over 24 hrs)**

1. **Site reliability must be at least 75%per month**

**(Reliability = Availability / (Availability + Unscheduled Downtime))**[[3]](#footnote-3)

Scheduled Downtime must be declared in advance in the GOCDB according to the procedure and deadlines specified in the Operational Procedures [R 2]. Note that Scheduled Downtimes negatively affect Availability figures, but not Reliability figures.

# Support

GGUS [R 6] is the central support tool (Service Desk) used by EGI, and as such, provides the mechanism for entering problem reports, tracking and escalating them, and providing statistics. Statistics from GGUS will be used to determine the responsiveness of sites, and the efficiency of the NGI in problem tracking.

* the NGI must respond to tickets raised by its sites within **four hours** of the ticket having been assigned to it

In terms of support provided by sites, the following applies:

* the site will provide at least **one** system administrator who is reachable during service hours;
* the site must respond to GGUS tickets within **four hours** of the ticket having been assigned to it, and resolve incidents[[4]](#footnote-4)within **five working days**.

Missing any of these metrics on an incident constitutes a violation.

## VO Support

* The site must support the designated national VO for Nagios monitoring system.
* The site must support the “ops” VO (the “ops” VO is a pre-requisite for security monitoring to function correctly).

Each site must support at least **one** user-community VO, but sites are encouraged to support as many VOs as they reasonably can. Specific agreements between sites and individual VOs should be covered in a separate OLA.

# Service reporting and reviewing

Tracking of OLA conformance shall be done on a **monthly** basis. Site availability reports will be published by Project Metric Store[R 8], and sites are responsible to provide justifications for any OLA violations. Similarly, NGIs must justify any violations on their side, if any.

# Performance INCENTIVES/PENALTIES

Site performance results in accordance with the targets set by this Operational Level Agreement will be published openly.

In particular, sites found with availability less than 50% for three consecutive months will be removed from the Production Infrastructure.

# Table of metrics

|  |  |  |
| --- | --- | --- |
|  | **Value** | **Section** |
| Minimum number of site BDIIs | **one** | 8 |
| Minimum number of CEs or SEs | **one** | 8 |
| Minimum number of WN CPUs/cores | **eight** | 8 |
| Minimum capacity of SE(s) | **one TB** | 8 |
| Minimum site availability | **70%** | 10 |
| Minimum site reliability | **75%** | 10 |
| Period of availability/reliability/outage calculations | **per month** | 10 |
| Minimum number of system administrators | **one** | 11 |
| Maximum time to acknowledge GGUS tickets | **four hours** | 11 |
| Maximum time to resolve GGUS incidents | **five working days** | 11 |
| Minimum number of supported user-community VOs | **one** | 11 |
| Tracking of SLA conformance | **monthly** | 12 |

Nb. Ticket response times are measured in site office-hours as defined in the GOCDB

# SIGNATORIES

Authorized representatives of the parties to this Operational Level Agreement:

**For the NGI (NGI Manager or NGI Deputy Manager):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | Title: |  | Date: |  |

**For the Site:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name: |  | Title: |  | Date: |  |

# REFERENCED DOCUMENTS and web-sites

R 1 - List of NGIs

http://web.eu-egi.eu/partners/ngi/

R 2 - Operational Procedures

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

R 3 - GOCDB

<https://goc.gridops.org/>

R 4 - Grid Site Operations Policy

<https://edms.cern.ch/document/819783/1>

R 5 - Security and Availability Policy for LCG

https://edms.cern.ch/document/428008

R 6 - Global Grid User Support (GGUS)

<https://gus.fzk.de/pages/home.php>

R 7 - European Middleware Initiative

http://www.eu-emi.eu/

R 8 – Project Metric Store

https://twiki.cern.ch/twiki/bin/view/EGEE/MultiLevelMonitoringOverview#Project\_Metric\_Store

R 9 - GridView Availability and Reliability Calculations

<https://twiki.cern.ch/twiki/pub/LCG/GridView/Gridview_Service_Availability_Computation.pdf>

**R 10 -** “**EGEE III Service Level Agreement between ROCs and Sites”**

<https://edms.cern.ch/document/860386>

1. Sites are encouraged to stay abreast of grid middleware updates in order to benefit from the latest bug-fixes. [↑](#footnote-ref-1)
2. Classic SE, SRMv1 or SRMv2 [↑](#footnote-ref-2)
3. In the extreme case of a site being in scheduled downtime over the whole period, reliability is considered to be undefined. [↑](#footnote-ref-3)
4. We use the ITIL distinction between incidents and problems. An incident can be resolved (quickly) by a site, whereas a problem needs to be escalated and requires more time. The metric pertains only to incidents. [↑](#footnote-ref-4)