



EGI Foundation

Appliances and software database (AppDB)

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	IASA
Start Date	1 st January 2018
End Date	31 st December 2020
Status	FINAL
Agreement Date	19 th December 2017
OLA Link	https://documents.egi.eu/document/3254



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	18/04/2016	Final version	Małgorzata Krakowian
1.1	18/05/2017	Yearly review, no changes	Alessandro Paolini
2.0	05/01/2017	New OLA covering 2018, 2019, 2020 years	Alessandro Paolini, Marios Chatziangelou
2.1	27/06/2018	Changed the reporting period to 9 months; added the requirement for the availability and continuity plan.	Alessandro Paolini
2.2	16/09/2019	Introduced the roles Service Provider and Component Provider; updated contacts; updated sections on Violations, Escalations, and Complaints	Alessandro Paolini

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.

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The present Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **IASA (the Component 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 **1st January 2018 to 31st December 2020**.

The Agreement was discussed and approved by EGI Foundation and the Component Provider **19th December 2017**.

The Component Provider(s) is (are) bound by the terms and conditions of the Corporate-level EGI Operational Level Agreement¹ supplemented by the terms and conditions of this specific Agreement:

1 The Services

The Services are defined by the following properties:

Technical	<p>The service is composed by the following components:</p> <ul style="list-style-type: none">● Software marketplace: a registry to manage software items as applications, tools, utilities, etc. The software marketplace supports the following categories: Application, Tool, Science gateway, Workflow, Middleware product.● Cloud marketplace: bundles a set of features that are part of the EGI Collaboration platform as:<ul style="list-style-type: none">○ Virtual and software appliances catalogue: open library of virtual appliances (bundle of one or more VM images) for use on a cloud or for personal download, supporting VM image management operations like: registration of new instances, reuse of existing ones and contextualization.○ VO-wide image list management: a mechanism that allows to link a list of virtual and software appliances to a VO, which can be automatically and securely distributed to any resource provider supporting the VO.○ Sites / Resources providers view: list of cloud RPs with information on endpoints, supported VOs, available VM images, flavours and etc.○ Integration with the EGI Information System: information retrieved by the IS are used to enrich VA, SA and RP views with information useful to interact with the infrastructures.● People registry: list of people involved in EGI with links to items registered on the AppDB.● Database of VMI queried by the vmcatcher clients at site level, used to store the information about the VMI endorsed by the
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¹ <https://documents.egi.eu/document/2752>

	<p>Federated cloud communities.</p> <ul style="list-style-type: none"> ● Software items: registry of software items in terms of applications, middleware products, science gateways and tools, with capability of generating and maintaining associative binary repositories. ● Registry for reference datasets: the service offers capabilities in order to expose information about reference datasets (mainly on biology domain) and their replicas, across EGI. ● VM Operations Dashboard, a GUI for the Federated cloud users to create and operate virtual machines in fedcloud sites, VM based on VMI stored in AppDB
Coordination	<p>The service providers must coordinate with the EGI Federated cloud working group, the EGI security for the requirements on VM endorsement and the VO Managers to support the distribution of VMIs through AppDB.</p>
Operation	<p>The activity includes the daily operations of the following user facing services:</p> <ul style="list-style-type: none"> ● AppDB Portal <ul style="list-style-type: none"> ○ Rest API ○ VMcaster ○ Community Repository ○ Gadgets ○ VM Ops Dashboard ● Deployment in production of the developments released in EGI-Engage ● Maintenance of the services ● Infrastructure Setup incl. HA and Backup: <p>At the moment (as it keeps evolving), the AppDB consists of 7 Virtual Machines and 6 physical servers.</p> <p>Virtual Machines:</p> <ul style="list-style-type: none"> ● vm1:appdb-main & vmcaster, ● vm2:dahsboard, ● vm3:vmops, ● vm4:appdb-infosys, ● vm5:appdb-bdii, ● vm6:appdb-wiki, ● vm7:appdb-harvester <p>Physical servers: 3 servers for VM hosting, 2 db servers, 1 Infrastructure manager server (offering 10 IM docker instances). Everything on RAID 1.</p> <p>Backup: VMs weekly, data daily.</p> <ul style="list-style-type: none"> ● Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for the Application Database²
Maintenance	<ul style="list-style-type: none"> ● Requirements gathering ● Documentation ● Filesystem checks and disk usage scans

² https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans

	<ul style="list-style-type: none"> ● Database management (auditing, updating, performance tuning, backup etc.). ● Operating system upgrades, updates, and patches ● Security management and log auditing ● Hardware inspection related tasks
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2 Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk³ Support Unit: AppDB

Support is available between:

- Monday and Friday
- 9:00 and 17:00 EET/EEST time

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

3.1 Incident handling

As defined in Corporate-level EGI Operational Level Agreement.

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): 95%

Monthly Reliability

³ <http://helpdesk.egi.eu/>

- 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)

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.

Service Provider contact	Alessandro Paolini operations@egi.eu EGI Foundation Operations officer
Component Provider contact	Alexander Nakos: nakos.al@iasa.gr William Karageorgos : wvkarageorgos@iasa.gr Contact email: umd-support@iasa.gr
Service Support contact	See Section 3

6.2 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	Produced by	Delivery
Service Performance Report	The document provides the overall assessment of service performance (per month) and OLA target performance achieved during reporting period	Every 9 months (first report covering the period Jan – Sep 2018)	Provider	Survey form prepared by EGI Foundation

All reports shall follow predefined templates⁴.

6.3 Violations

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

- In case of any violations of the Services targets, the Component Provider will provide justifications and a plan for Services enhancement to the Service Provider. The Component 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 Service Provider 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.

6.4 Escalation and complaints

For escalation and complaints, the Component Provider contact point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for two consecutive months or four months over a period of 12 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 Component Provider contact who will promptly address these concerns. Should the Service Provider still feel dissatisfied, about either the result of the response or the behaviour of the Component Provider, EGI Foundation 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 Component Provider

Additional responsibilities of the Component Provider are as follows:

- Adhere to all applicable operational and security policies and procedures⁵ and to other policy documents referenced therein;

⁴ <https://documents.egi.eu/document/2748>

- Use communication channel defined in the agreement;
- Attend OMB⁶ and other operations meeting when needed;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Service with associated roles is registered in GOC DB⁷ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁸.
- Changes in the system must be rolled in production in a controlled way in order to avoid service disruption.

8.2 Of the Service Provider

The responsibilities of the Service Provider are:

- Raise any issues deemed necessary to the attention of the Component Provider;
- Collect requirements from the Resource infrastructure Providers;
- Support coordination with other EGI services
- Provide monitoring to measure fulfilment of agreed service level targets.

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 Service Provider according to the following rules:

- Technical content of the agreement and targets will be reviewed on a yearly basis.

⁵ https://www.egi.eu/about/policy/policies_procedures.html

⁶ <https://wiki.egi.eu/wiki/OMB>

⁷ <http://goc.egi.eu/>

⁸ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4
