



# EGI Foundation

## Argo Messaging Service (AMS)

### OPERATIONAL LEVEL AGREEMENT

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|                       |   |
|-----------------------|---|
| <b>Customer</b>       | EGI Foundation  |
| <b>Provider</b>       | <b>GRNET, SRCE</b>  |
| <b>Start Date</b>     | 1 January 2018  |
| <b>End Date</b>       | 31 December 2020  |
| <b>Status</b>         | FINAL   |
| <b>Agreement Date</b> | 18 <sup>th</sup> September 2018   |
| <b>OLA Link</b>       | <a href="https://documents.egi.eu/document/3254">https://documents.egi.eu/document/3254</a> |

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## DOCUMENT LOG

| <i>Issue</i> | <i>Date</i>               | <i>Comment</i>                          | <i>Author</i>                             |
|--------------|---------------------------|---|---|
| <b>1.0</b>   | 16/11/2017,<br>27/06/2018 | New OLA covering 2018, 2019, 2020 years | Alessandro Paolini,<br>Kostas Koumantaros |
|              |                           |   |   |

## 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 Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **GRNET, SRCE (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 **1st January 2018** to **31st December 2020**.

The Agreement was discussed and approved by the Customer and the Provider **18<sup>th</sup> September 2018**

The provider(s) is (are) bound by the terms and conditions of the Corporate-level EGI Operational Level Agreement<sup>1</sup> supplemented by the terms and conditions of this specific agreement:

## 1 The Services

The Services are defined by the following properties:

|                     |  |
|---------------------|--|
| <b>Technical</b>    | <p>The ARGO Messaging Service (AMS) is a Publish/Subscribe Service, which implements the Google PubSub protocol. It provides an HTTP API that enables Users/Systems to implement message oriented service using the Publish/Subscribe Model over plain HTTP. AMS is a backend service for EGI operational tools that need to use a messaging functionality for message communications purposes (i.e. Argo monitoring, APEL, the Operations Portal, EGI Fedcloud etc.).</p> <p>The service component to be provided needs to provide scalability and redundancy with its topology in order to keep up with the message load produced by the operations tools. The scalability of the service should be adjusted to support the amount of monitoring and accounting data produced by the sites that are part of the EGI Federation of High Throughput Computing, storage and cloud services.</p> |
| <b>Coordination</b> | <p>This activity is responsible for:</p> <ul style="list-style-type: none"> <li>• the coordination of the system operations and upgrade activities with those partners that are in charge of operating other systems that depend on it to ensure continuity of the service</li> <li>• Requirements gathering</li> </ul>  |
| <b>Operation</b>    | <ul style="list-style-type: none"> <li>• Daily running of the system in load balancing configuration</li> <li>• Maintenance of probes to test the functionality of the service</li> </ul>  |

<sup>1</sup> <https://documents.egi.eu/document/2752>

|                    |   |
|--------------------|---|
|                    | <ul style="list-style-type: none"> <li>• Provisioning of a high availability configuration which includes at least 3 instances running behind a HAproxy configuration in High Availability Mode. A backup instance will also be setup by SRCE in Croatia.</li> <li>• Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan<sup>2</sup></li> </ul> |
| <b>Maintenance</b> | <ul style="list-style-type: none"> <li>• Bug fixing and proactive maintenance of the software</li> </ul>  |

## 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 Desk<sup>3</sup> Support Unit: Messaging

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

<sup>2</sup> Plan to be created [https://wiki.egi.eu/wiki/Services\\_Availability\\_Continuity\\_Plans](https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans)

<sup>3</sup> <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.
- Minimum (as a percentage per month): 98%

#### 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): 98%

#### 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.

|  |  |
|--|--|
| <b>Customer contact for the Provider</b> | Alessandro Paolini<br><a href="mailto:operations@egi.eu">operations@egi.eu</a>   |
| <b>Provider contact for the Customer</b> | Kostas Koumantaros: <a href="mailto:kkoum@grnet.gr">kkoum@grnet.gr</a><br>Themis Zamani: <a href="mailto:themis@grnet.gr">themis@grnet.gr</a><br>Emir Imamagic: <a href="mailto:eimamagi@srce.hr">eimamagi@srce.hr</a> |
| <b>Service Support contact</b>           | 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 |
|----------------------------|---|--|----------|--|

## 6.3 Violations

As defined in Corporate-level EGI Operational Level Agreement.

## 6.4 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 Foundation Director [director@egi.eu](mailto: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 Provider

Additional responsibilities of the Provider are as follow:

- Adhere to all applicable operational and security policies and procedures<sup>4</sup> and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB<sup>5</sup> and other operations meeting when needed;

<sup>4</sup> [https://www.egi.eu/about/policy/policies\\_procedures.html](https://www.egi.eu/about/policy/policies_procedures.html)

- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Service with associated roles are registered in GOC DB<sup>6</sup> as site entity under EGI.eu Operations Centre hosting EGI central operations tools<sup>7</sup>
- Changes in the system must be rolled in production in a controlled way in order to avoid service disruption.

## 8.2 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.

## 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 Customer according to the following rules:

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

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<sup>5</sup> <https://wiki.egi.eu/wiki/OMB>

<sup>6</sup> <http://goc.egi.eu/>

<sup>7</sup> [https://goc.egi.eu/portal/index.php?Page\\_Type=NGI&id=4](https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4)