



EGI Foundation

Argo Messaging Service (AMS)

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	GRNET, SRCE
Start Date	1 January 2018
End Date	31 December 2020
Status	FINAL
Agreement Date	18 th September 2018
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>
1.0	16/11/2017, 27/06/2018	New OLA covering 2018, 2019, 2020 years	Alessandro Paolini, Kostas Koumantaros
1.1	16/09/2019	Yearly review, introduced the roles Service Provider and Component Provider, 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.

Contents

Contents

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

The present Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **GRNET, SRCE (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 **18th September 2018**.

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 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>
Coordination	<p>This activity is responsible for:</p> <ul style="list-style-type: none"> ● 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 ● Requirements gathering
Operation	<ul style="list-style-type: none"> ● Daily running of the system in load balancing configuration ● Maintenance of probes to test the functionality of the service ● 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.

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

	<ul style="list-style-type: none"> Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan²
Maintenance	<ul style="list-style-type: none"> Bug fixing and proactive maintenance of the software

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: 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

- 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

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

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): 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.

Service Provider contact	Alessandro Paolini operations@egi.eu EGI Foundation Operations officer
Component Provider contact	Kostas Koumantaros: kkoum@grnet.gr Themis Zamani: themis@grnet.gr Emir Imamagic: eimamagi@srce.hr
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:

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

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