



EGI Foundation

Collaboration tools

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	CESNET
Start Date	1 st January 2018
End Date	31 st December 2020
Status	FINAL
Agreement Date	6 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	21/03/2016	Final version	Małgorzata Krakowian
1.1	18/05/2017	Yearly review, no changes	Alessandro Paolini
2.0	17/11/2017	New OLA covering 2018, 2019, 2020	Alessandro Paolini
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	14/12/2018	New provider contact: Martin Kuba	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

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	6
6.1	General communication	6
6.2	Regular reporting	7
6.3	Violations	7
6.4	Escalation and complaints	7
7	Information security and data protection	7
8	Responsibilities	8
8.1	Of the Provider	8
8.2	Of the Customer	8
9	Review, extensions and termination	8

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **CESNET (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 **6th December 2017**

The Agreement extends the Corporate-level EGI Operational Level Agreement¹ with following information:

1 The Services

The Services are defined by the following properties:

Technical	<p>The task provides the following services for the EGI collaboration, all the services requiring authentication must interface with SSO:</p> <ul style="list-style-type: none"> • EGI Web site hosting and other web servers related to EGI activities • EGI SSO, including shibboleth access for third party services using SSO as ID provider • Wiki (Mediawiki, Confluence) • Mailing list management • Document Repository • Eduroam for EGI.eu • IdP federated in SURFConext and eduGAIN • Agenda management via Indico • Actions and requirements tracking (RT). RT must interface with the UMD software provisioning system. Tight cooperation with the provider of the UMD infrastructure is expected • Main DNS for egi.eu domain • Provisioning of a few VM to allow EGI.eu team to test services and workflows (max. 6cores/6GB RAM total). This service is provided ad hoc, and therefore it is not subject to monitoring and availability and reliability reporting. Only responses to support requests will be monitored. • Other collaboration platforms on a need be basis
Operations	<ul style="list-style-type: none"> • Hosting and daily operations the services • Creation of new SSO groups, mailing lists and Wiki namespaces

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

	<ul style="list-style-type: none"> • Provisioning of usage statistics upon request • Creation of dedicated web spaces for the main EGI events • Regular deployment of relevant software patches and new releases in order to keep the services up to date to the newest available version • Adapt RT Scripts and dashboards upon request • Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for the Collaboration Tools²
Maintenance	<ul style="list-style-type: none"> • Extension of the SSO to be ID provider for new services, upon request • Creation of new queues in RT and new metadata • Support of new use cases for the capabilities of the collaboration tools, e.g. by creating a new SSO group with mailing list.

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: EGI Collaboration Tools

Support is available between:

- Monday and Friday
- 9:00 and 17:00 CET/CEST 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.

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

³ <http://helpdesk.egi.eu/>

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):
 - DNS: 99% (as a percentage per month)
 - Other: 95% (as a percentage per month)

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): 99%

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.

Customer contact for the Provider	Alessandro Paolini operations@egi.eu
Provider contact for the Customer	Martin Kuba makub@ics.muni.cz

	Michal Štava Michal.Stava@cesnet.cz
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

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 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 procedures⁴ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁵ and other operations meeting when needed;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Service with associated roles are registered in GOC DB⁶ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁷
- 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.

⁴ https://www.egi.eu/about/policy/policies_procedures.html

⁵ <https://wiki.egi.eu/wiki/OMB>

⁶ <http://goc.egi.eu/>

⁷ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4