EGI Foundation

Collaboration tools

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**CESNET**
Start Date	1st January 2018
End Date	31st December 2020
Status	FINAL
Agreement Date	6th December 2017
OLA Link	https://documents.egi.eu/document/3254

DOCUMENT LOG

Issue	Date	Comment	Author
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	Removed Petr Macháček from the provider contacts	Alessandro Paolini
2.3	16/09/2019	Added requirement of separate machines; updated the Service Level Targets, updated Violation, Escalation and Complaints sections; changed component provider contact	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

The present Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Service Provider)** and **CESNET (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 the Service Provider and the Component Provider **6 December 2017**

The Agreement extends the Corporate-level EGI Operational Level Agreement[1] with the following information:

1 The Services

The Services are defined by the following properties:

Technical	The task provides the following services for the EGI collaboration, all the services requiring authentication must interface with SSO: ● 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) ● Jira ticketing system ● Mailing lists 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

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[1] https://documents.egi.eu/document/2752

Operations	- Hosting and daily operations the services - Creation of new SSO groups, mailing lists and Wiki namespaces - 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 Scrips and dashboards upon request - The services must run on separate machines (or VMs) in order to minimise the risk of incidents affecting multiple services at the same time - Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for the Collaboration Tools[2]
Maintenance	- 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

IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

The following exceptions apply:

- Planned maintenance windows or service interruptions ("scheduled downtimes"[3]) will be notified via e-mail in a timely manner i.e. 24 hours before the start of the outage[4], to the Customer through the Broadcast Tool[5].
- Downtime periods exceeding 24 hours need justification.
- Human services are provided during support hours.

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

[3] https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes

[4] http://goc.egi.eu/

[5] https://operations-portal.egi.eu/broadcast

3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk[6] 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.

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: 99.99% (as a percentage per month)
  - Other: 99% (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):
  - DNS: 99.99%
  - Other: 99%

Quality of Support level

- Advanced (Section 3):

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[6] http://helpdesk.egi.eu/

Incident priority	Response time
Less urgent	5 working days
Urgent	1 working days
Very Urgent,	1 working day
Top Priority	4 working hours

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.

EGI Foundation contact	Alessandro Paolini operations@egi.eu
Component Provider contact	Denis Varga Denis.Varga@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	The document provides the overall	Every 9 months (first report covering the	Component Provider	Survey form prepared

Report	assessment of service performance (per month) and OLA target performance achieved during reporting period	period Jan – Sep 2018)		by EGI Foundation

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 follow:

- Adhere to all applicable operational and security policies and procedures[7] and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB[8] 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 DB[9] as site entity under EGI.eu Operations Centre hosting EGI central operations tools[10]
- 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 customer 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.

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[7] https://www.egi.eu/about/policy/policies_procedures.html
[8] https://wiki.egi.eu/wiki/OMB
[9] http://goc.egi.eu/
[10] https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4