EGI Foundation

DIRAC4EGI

Operational level Agreement

Customer	EGI Foundation
Provider	CNRS, CYFRONET
First day of service delivery	01st January 2018
Last day of service delivery	31st December 2020
Status	Final
Agreement finalization date	26th July 2018
Agreement Link	https://documents.egi.eu/document/3254

DOCUMENT LOG

Issue	Date	Comment	Author
			Giuseppe La Rocca Małgorzata Krakowian
0.2	27/06/2017	Draft under discussion	Alessandro Paolini
1.0	09/11/2017	Final version valid until 31/12/2017	Alessandro Paolini
2.0	30/05/2018	New OLA covering 2018, 2019, 2020	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

The present Agreement ("the Agreement') is made between **EGI Foundation (the Customer)** and **CNRS, CYFRONET (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 **January 1st 2018** to **31st December 2020**.

The Agreement was discussed and approved by EGI Foundation and the Provider **July 26th 2018**.

The providers are bound by the terms and conditions of the Corporate-level EGI Operational Level Agreement[1] supplemented by the terms and conditions of this specific Agreement:

1 The Services

The Services are defined by the following properties:

Technical	The DIRAC4EGI service is a cluster of instances to allow the users to submit computational tasks to the HTC and Cloud services, monitor the status and retrieve the results. Users interact with DIRAC both using GUI and API. The component of the DIRAC service are: • DIRAC WMS server (multiple high performance machines) • DIRAC DB (MySQL) server (high performance, large memory machine) • DIRAC REST server (medium sized machine) • DIRAC Web server (low CPU, high memory machine) • DIRAC configuration server (low CPU, high memory machine) • DIRAC data manager service (low CPU, high memory machine)
Coordination	With the virtual organizations: • to support the technical configuration and training With EGI user support team and Operations: • to gather requirements and use cases
Operation	• Operate the technical services • Configure new VOs in the DIRAC4EGI service • Handle security requests

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

	• Provision usage statistics upon request • Provisioning of a high availability configuration ○ The physical nodes are connected with two separate network links to two different switches. The DIRAC machines are run as VMs, and all are located on different physical nodes. The underlying virtualisation solution allows performing live migration of the VMs between the physical nodes. In daily operations, this feature is used in the maintenance of the physical nodes, without interruption of running services in the VMs. The block devices attached to the VMs are served by a SAN. The SAN solution used in Cyfronet is designed to ensure high performance and availability by using redundant devices and access paths. The setup is resistant to fail of a SAN switch, RAID controller, disk loop and the power supply. Data stored on the VMs are daily archived by making snapshots and creating incremental backups. In the case of a failure, the DIRAC machines and the MySQL DB can be restored within 1 hour • Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for the DIRAC4EGI service[2]
Maintenance	• Bug fixing, proactive maintenance, improvement of the system • Requirements gathering • Documentation

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[3] Support Unit: DIRAC

Additional support is provided on best effort basis by DIRAC team.

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[2] https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans (to prepare)
[3] http://helpdesk.egi.eu/

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): 99%

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.

EGI Foundation contact	Alessandro Paolini
	operations@egi.eu
Provider contact	Andrei Tsaregorodtsev (CPPM/IN2P3/CNRS)
	atsareg@in2p3.fr
	Tomasz Szepieniec (CYFRONET)
	t.szepieniec@cyfronet.pl
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
Platform Service report	The document provides usage records (resources used, users) of the Customer service during last 6 months	Yearly and with the Agreement ending.	Customer	Email to EGI Foundation contact

All reports shall follow predefined templates[4].

6.3   Violations

As defined in Corporate-level EGI Operational Level Agreement.

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[4] https://documents.egi.eu/document/2748

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 procedures[5] and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB[6] 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[7] as site entity under EGI.eu Operations Centre hosting EGI central operations tools[8]
- 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:

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[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

- 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.