



EGI Foundation

Helpdesk human support

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	CESNET
Start Date	1 st January 2018
End Date	31 st December 2020
Status	FINAL
Agreement Date	11 th December 2017
OLA Link	https://documents.egi.eu/document/3254



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DOCUMENT LOG

Issue	Date	Comment	Author
			Małgorzata Krakowian
1.1	18/05/2017	Yearly review, added the provider contacts	Alessandro Paolini
2.0	11/12/2017	New OLA covering 2018, 2019, 2020 years	Alessandro Paolini
2.1	27/06/2018	Changed the reporting period to 9 months	Alessandro Paolini
2.2	16/12/2019	yearly review; introduced the Service Provider and the Component Provider roles; updated Violations, Escalation, and Complaints sections; Corporate-level EGI OLA renamed to EGI Default OLA	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.

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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 2017** to **31st December 2020**.

The Agreement was discussed and approved by EGI Foundation and the Component Provider **11th December 2017**

The provider is bound by the terms and conditions of the EGI Default 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>First level support is responsible for ticket triage and assignment. Ticket triage must be regularly and continuously provided during business days. The first-level assigner is responsible for initial analysis of the incoming ticket, requesting additional information from the submitter, and assigning the ticket to 2nd level experts to resolve, to NGIs or specific service managers in case of operational incidents, to VO managers in case of VO membership issues, etc.</p> <p>Tickets should be reassigned mostly when there is a clear action for a specific support unit, when the analysis of the issue identified a software bug, or when after the initial support to the user no solution can be found. If reassigned, the helpdesk support must ensure that the issue is clear and that the user provided all the information needed.</p> <p>The support should be provided for the user facing services, such as HTC services, cloud, storage and authentication issues. Second level support is provided through the DMSU support unit for software services comprising the EGI Core, Cloud and Community platforms. Second level support deals with configuration and deployment issues or suspected software defects. In case a software defect is indeed confirmed, the ticket is reassigned to the appropriate 3rd level support unit to fix. Otherwise, the issue is resolved at 2nd level.</p>
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¹ <https://documents.egi.eu/document/2752>

Coordination	This activity is also responsible for liaison with support teams in charge of 2nd level and 3rd level support aiming at timely and effective incident resolution.
Operation	n.a.
Maintenance	n.a.

2 Service hours and exceptions

As defined in the EGI Default Operational Level Agreement.

3 Support

As defined in the EGI Default Operational Level Agreement.

Support is provided via EGI Service Desk² Support Unit:

- For 1st level of support: TPM
- For 2nd level of support: DMSU

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 the EGI Default Operational Level Agreement.

3.2 Service requests

As defined in the EGI Default Operational Level Agreement.

² <http://helpdesk.egi.eu/>

4 Service level targets

Quality of Support level for the TPM SU

- Maximum time to assign a ticket to a support unit within support hours: 1h
- Maximum response time to tickets that are internally handled by 1st level support: 1 h

Quality of Support level for the DMSU SU

- Medium

5 Limitations and constraints

As defined in the EGI Default 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
Component Provider contacts	DMSU: Zdeněk Šustr sustr4@cesnet.cz TPM: Petr Hanousek petr.hanousek@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	Every 9 months (first report covering the period Jan – Sep 2018)	Component Provider	Survey form prepared by EGI Foundation

	(per month) and OLA target performance achieved during reporting			
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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 Component Provider 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 by the same support unit 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 EGI Foundation 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 the EGI Default 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 procedures³ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁴ and other operations meeting when needed;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.

8.2 Of the Service Provider

The responsibilities of EGI Foundation 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 EGI Foundation according to the following rules:

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

³ https://www.egi.eu/about/policy/policies_procedures.html

⁴ <https://wiki.egi.eu/wiki/OMB>