EGI Foundation

Helpdesk service (GGUS)

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	**KIT**
Start Date	1st January 2018
End Date	31st December 2020
Status	FINAL
Agreement Date	14th December 2017
OLA Link	https://documents.egi.eu/document/3254

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	**12/12/2017**	New OLA covering 2018, 2019, 2020	Alessandro Paolini, Helmut Dres, Guenter Grein

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 Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Customer)** and **KIT (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 **14ᵗʰ December 2017**

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

1 The Services

The Services are defined by the following properties:

Technical	The GGUS system is divided into three environments: development, test and production environment. Every environment includes three layers: - Presentation - web frontend to provide the entry point for the graphical user interface; - Logic - AR Server which executes the workflow rules and performs the main tasks. AR Server is providing the communication interface between external systems and is accompanied by the email-engine to provide the additional mail-based interface into the helpdesk system; - Backend - Oracle DBMS
Coordination	This activity is responsible for the coordination of the system operation and upgrade activities with those partners that are in charge of operating other systems that depend on it. Coordination with user communities, technology providers and operators is provided by dedicated Advisory Board meetings.
Operation	- Service operations - Daily running of the system - Support Unit maintenance - Provisioning of a high availability configuration - Two identical stacks at two locations - F5 load balancer that distributes network or application traffic across the two stacks

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

	▪ Presentation and Logic on virtual machines ▪ Backend (Oracle Database Appliance, a physical system consisting of 2 real servers and a disk system on which 2 virtual servers built a RAC) ▪ Tape backup (IBM Tivoli Storage Manager) ▪ Stacks being monitored by ICINGA and integrated into a 24/7 on-call duty service. ○ A test infrastructure to verify interoperability and the impact of software upgrades on depending systems • Ticket oversight ○ This activity includes the administrative and reporting functions of the helpdesk infrastructure, e.g. collecting ticket statistics, and internal and external reporting of statistics for SLAs monitoring and other reporting duties. Ticket follow-up includes notifying supporters when the reaction to high-priority tickets is not fast enough, requesting information from ticket submitters when they do not react, and ensuring assigners/resolvers will react sufficiently fast when the submitter provides additional information.
Maintenance	This activity includes: • bug fixing, proactive maintenance, improvement of the system • coordination of software maintenance activities with other technology providers that provide software for the EGI Core Infrastructure or remote systems deployed by integrated and peer *infrastructures that interoperate with the central EGI components 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[2] Support Unit: GGUS

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.

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

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	Andreas Heiss: andreas.heiss@kit.edu
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 6 months (first report covering the period Jan – Jun 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 procedures[3] and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB[4] 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[5] as site entity under EGI.eu Operations Centre hosting EGI central operations tools[6]
- 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.

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[3] https://www.egi.eu/about/policy/policies_procedures.html
[4] https://wiki.egi.eu/wiki/OMB
[5] http://goc.egi.eu/
[6] https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

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.