



EGi Foundation

Marketplace Services

Operational level Agreement

Service Provider	EGi Foundation
Component Providers	CYFRONET, VUB
First day of service delivery	23 November 2018
Last day of service delivery	31 st December 2020
Status	Final
Agreement finalization date	19 November 2018
Agreement Link	https://documents.egi.eu/document/3254



This work by EGI Foundation is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/)

This template is based on work, which was released under a Creative Commons 4.0 Attribution License (CC BY 4.0). It is part of the FitSM Standard family for lightweight IT service management, freely available at www.fitsm.eu.

DOCUMENT LOG

Issue	Date	Comment	Author
v0.1	8/11/2017	First draft	Alessandro Paolini
v0.2	1/03/2018	Changed “long tail of Science” into “Application on Demand”; deleted any reference to e-grant and access.egi.eu	Diego Scardaci
v0.3	25/05/2018	Changed the performance reports period to 9 months	Alessandro Paolini
V0.4	05/07/2018	Added HA configurations details; final version.	Alessandro Paolini
V0.5	13/11/2018	Review of the OLA for adaptation to the EOSC Portal marketplace delivery	Tiziana Ferrari
V0.8	15/11/2018	Review of the OLA after the changes by Tiziana and Tomasz, scoped the OLA to EGI/EOSC Marketplace, EOSC Portal, and Order Management	Alessandro Paolini, Tiziana Ferrari
V0.9	18/11/2018	Edits and corrections	Yannick Legre
V1.0	19/11/2018	Final Version, talking into account comments about incident management response and service request management response times	
v1.1	02/12/2019	yearly review, introduced the roles “Service Provider” and “Component Provider”, updated Violations, Escalations, and Complaints sections	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 Services	4
Service hours and exceptions	6
Support	6
Incident handling	7
Service requests	7
Service level targets	7
Limitations and constraints	8
Communication, reporting and escalation	8
General communication	8
Regular reporting	8
Violations	9
Escalation and complaints	9
Information security and data protection	9
Responsibilities	9
Of the Component Provider	9
Of EGI Foundation	10
Review, extensions and termination	10

The present Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **CYFRONET, VUB (the Component Providers)** 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 the **23rd November 2018** to **31st December 2020**.

The Agreement was discussed and approved by EGI Foundation and the Provider on **19th November 2018**.

The providers are bound by the terms and conditions of the EGI Default Operational Level Agreement¹, which supplements the terms and conditions of this specific Agreement.

1 The Services

The Services are defined by the following properties:

Marketplace Provisioning	<p>The Marketplace provides functionality necessary for bringing together offering and demand for making research. These functions include basic services for registering business entities, publishing and retrieving offerings and demands, search and discover offerings according to specific research communities’ requirements, submitting and managing service orders as well as lateral functions like review, rating and recommendation.</p> <p>The service provides access and ordering capabilities for the following scopes:</p> <ul style="list-style-type: none"> - Services of the EGI external service catalogue (EGI Marketplace). The definition of the services in scope is defined by the EGI Service Portfolio Management process and governed by the EGI Service and Solution Board. - Services of the EOSC-portal external service catalogue (EOSC Portal Marketplace). The definition of the services in scope is defined by the EOSC-hub project service portfolio management process. These services are publicized and offered through the EOSC Portal. - The EOSC Portal Marketplace is complemented by the EOSC Portal website, which provides information content about the EOSC initiative.
Support	<p>This activity is about running the business processes needed by the functionality of the Marketplace, this includes the workflow from service discovery to access:</p>

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

	<ul style="list-style-type: none"> ● Gathering and maintenance of an up to date information for the services in the scope of the Marketplace, including services of the EGI external service catalogue and other services from service providers willing to participate to the EOSC enlisted through the EOSC Portal, and services from the EOSC-portal consortium and collaborations. ● Handling of support to service providers and users, including the handling of service quote requests, and the support to providers that require the enlisting of their services (service definition, service validation, service registration). ● For service of the EGI service catalogue: <ul style="list-style-type: none"> ▪ Management of communications with the user during service activation. ▪ The configuration of the EGI infrastructure necessary to support access depending on the service selected ▪ Brokering and matchmaking of compute/storage resources to meet the service request ▪ SLA/OLA negotiation and reporting ● Accountability of CYFRONET is limited to: <ul style="list-style-type: none"> ▪ Delivering technical services within the agreed service level targets; ▪ Operations activity related strictly to technical services. ▪ Software maintenance. ▪ Support related to technical services issues and services request. ● Accountability of VUB is limited to: <ul style="list-style-type: none"> ▪ Support services and order management.
<p>Coordination</p>	<p>The activity will coordinate with:</p> <ul style="list-style-type: none"> ● In the EOSC Portal context: the operators of other components of the EOSC Portal, e.g. partners of the e-InfraCentral project and follow-on projects, for coordinated joint support to users and service providers. ● In the EGI context: the managers of relevant EGI Service Management System Processes like Service Portfolio Management, SLA Management, Service Report Management, Customer Relationship Management, and Supplier, Federation Member Relationship Management. ● Service providers and technology providers for the integration of services into the Marketplace.

<p>Operations</p>	<p>The activity will take care of the daily running and maintenance of the Marketplace.</p> <p>These services may require sub-components: e.g. authentication modules, database back-end, therefore services require multiple hosts (a good approximation is 2 for each service).</p> <p>The operational requirements include for the Marketplace and the EOSC Portal Website</p> <ul style="list-style-type: none"> ● The provisioning of a high availability configuration for all the service configuration items: there are three VMs served in the data centre zone dedicated for production services, spread on more than one physical nodes. The physical nodes are connected with two separate network links to two different switches. ● Storage is provided from datacentre HSM solutions: this supports failover on various levels. A standard daily backup policy is applied and includes all relevant data. ● Installation (both hardware and software services) is under monitoring including performance and capacity monitoring. In case of growing usage upgrade of capacity and/or new instances under load balancer can be provided. ● Implementation of all the measures for mitigating the risks listed in the Availability and Continuity Plan for the Marketplace²
<p>Software Maintenance</p>	<ul style="list-style-type: none"> ● Requirements gathering ● Documentation ● Bug fixing, proactive maintenance, and deployment of software updates

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.

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

Support is provided via EGI Service Desk³ Support Units “Marketplace”:

- For service incidents and service requests that concern the Marketplace and the EOSC Portal Website, the support contact is: marketplace-support@mailman.egi.eu
- For the management of service orders received through the marketplace, the contact is: orders@mailman.eosc-hub.eu

Support is available between:

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

This excludes common public holidays of all organizations involved in the provisioning of the services.

3.1 Incident handling

The response to incidents will be handled according to the following response times:

Incident Priority	Response Time
Less urgent	5 working days
Urgent	1 working day
Very urgent and Top Priority	4 hours

3.2 Service requests

The response to service requests will be handled according to the following response times:

Service request Priority	Response Time
Less urgent	5 working days
Urgent	1 working day
Very urgent and Top Priority	4 hours

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): 90%

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.

³ <http://helpdesk.egi.eu/>

- Minimum (as a percentage per month): 95%

Quality of Support level

- See Section 3

5 Limitations and constraints

As defined in 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.

EGI Foundation contact	Alessandro Paolini operations@egi.eu
Component Providers contact	CYFRONET: Tomasz Szepieniec t.szepieniec@cyfronet.pl VUB: Stéphane Gérard stephane.gerard@vub.be
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 the reporting period	Every 9 months (first report covering the period Nov – June 2018)	Component Provider	Survey form prepared by EGI Foundation

All reports shall follow predefined templates⁴.

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 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 procedures⁵ and to other policy documents referenced therein;

⁴ <https://documents.egi.eu/document/2748>

⁵ https://www.egi.eu/about/policy/policies_procedures.html

- Use communication channel defined in the agreement;
- Attend OMB⁶ 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 GOCD⁷ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁸
- Changes in the system must be rolled in production in a controlled way in order to avoid service disruption

8.2 Of EGI Foundation

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 DNS records and certificates required to run the 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.

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