EGI Foundation

Monitoring services

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	**GRNET, SRCE,CNRS**
Start Date	1 January 2018
End Date	31 December 2020
Status	FINAL
Agreement Date	18th September 2018
OLA Link	https://documents.egi.eu/document/3254

Issue	Date	Comment	Author
			Małgorzata Krakowian
			Peter Solagna
1.1	13/06/2017	First review, added a reference to the availability and continuity plans	Alessandro Paolini
2.0	17/11/2017, 27/06/2018	New OLA covering 2018-2020 Period	Alessandro Paolini, Kostas Koumantaros
2.1	07/10/2019	yearly review: introduced the roles Service Provider and Component Provider, updated sections on Violations, Escalations, and Complaints	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 **GRNET, SRCE, CNRS (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 **1st January 2018** to **31st December 2020**.

The Agreement was discussed and approved by the Service Provider and the Component Provider **18th September 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	ARGO Monitoring is a distributed system supporting EGI/NGI operations. It provides remote monitoring of services, visualization of the service status, Operations portal interfacing and generation of availability and reliability reports. The central monitoring services are needed to ensure the aggregation of all EGI metric results and the access to the data at an EGI-wide scope through the central ARGO user interface. These results are exposed through the central ARGO web service and its programmatic interface (JSON supported). On top of that, the ARGO Reporting System generates monthly availability reports about sites and operational tools for use of the service owners. In addition to the central services described above, the activity provides also:
	
	 ● Monitoring of EGI.eu technical services: a centralised installation in high availability is currently running in production to monitor the performance of EGI.eu operations tools and user community support tools.
	 ● Maintenance and Deployment of probes as required to support operations activities as requested by EGI Operations coordination:
	     o Maintenance of existing operations probes
	     o Requirements gathering
	 ● A notification service to inform Service Providers for possible errors/problems.

Coordination	The activity will have to coordinate with:

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

	• EGI Operations for the support of the operational activities with monitoring data, and for the planning of new releases and updates of the monitoring system • With the service developers to support them in the development of probes for their services • With the other operational tools where interaction is necessary (for example messaging network, GOCDB)
Operation	• Daily running of the system 　o Monitor Services (Site, NGIs, Service_Groups) 　o Availability/Reliability computation engine 　o User interface to browse the data • Provisioning of a high availability configuration 　o Min. two ARGO Monitoring boxes for the monitoring of the services. The ARGO Monitoring boxes are deployed all in two different sites. • Implementing all the measures to mitigate the risks listed in the Availability and Continuity Plan for the Service Monitoring document[2] • The monitoring infrastructure must allow to test new probes without affecting the production monitoring • Deployment in production of the releases of the monitoring system (ARGO). At least 2 per year, given that there are new versions of ARGO released.
Maintenance	This activity includes: • bug fixing • maintenance of probes to test the functionality of the service • integration (configuration and packaging) of new probes into ARGO • coordination of software maintenance activities with other technology providers of the Operational tools part of the EGI Core Infrastructure or remote systems deployed by integrated and peer infrastructures that interoperate with the central EGI components of the system (on a best effort basis for the peer infrastructures providers interoperability). • Producing the monthly reports on the performances of the resource centres, NGI central services and EGI central tools requirements gathering • documentation

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

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: ARGO/SAM EGI Support

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) for the ARGO Monitoring Engine: 99%
- Minimum (as a percentage per month) for the ARGO User Interface: 95%

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) for the ARGO Monitoring Engine: 99%
- Minimum (as a percentage per month) for the ARGO User Interface: 95%

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

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.

| Service Provider contact | Alessandro Paolini

operations@egi.eu |
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| Component Provider contact | Kostas Koumantaros: kkoum@grnet.gr

Themis Zamani: themis@grnet.gr

Emir Imamagic: eimamagi@srce.hr |
| 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)	Component Provider	Survey form prepared 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[4] and to other policy documents referenced therein;
- Use communication channel defined in the agreement;

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[4] https://www.egi.eu/about/policy/policies_procedures.html

- Attend OMB[5] 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[6] as site entity under EGI.eu Operations Centre hosting EGI central operations tools[7]
- 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 Service Provider 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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[5] https://wiki.egi.eu/wiki/OMB

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

[7] https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4