



EGI Foundation

Online CA - RCAuth

Underpinning Agreement

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|--------------------------------------|---|
| Service Provider | EGI Foundation |
| Component Provider | FOM-Nikhef, GRNET, UKRI |
| First day of service delivery | 1 st January 2019 |
| Last day of service delivery | 31 st December 2020 |
| Status | Final |
| Agreement finalization date | 21 st May 2019 |
| Agreement Link | https://documents.egi.eu/document/3254 |



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DOCUMENT LOG

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| | 2019/05/09 | addressed the comments by Yannick | Malgorzata Krakowian |
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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 Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **FOM-Nikhef, GRNET, and UKRI** (jointly referred to as **the Component Providers** or individually as the **Component Provider**) to define the provision and support of the provided component services as described hereafter. Representatives and contact information are defined in Section 6.

This Agreement is valid from **1st January 2019** to **31st December 2020**.

The Agreement was discussed and approved by EGI Foundation and the Provider on **21st May 2019**.

The Component Provider(s) is (are) bound by the terms and conditions of the Corporate-level EGI 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>The components that are part of this core activity are:</p> <ul style="list-style-type: none"> ● Delegation component : provides the actual token translation between SAML and X.509. <ul style="list-style-type: none"> ○ Highly sensitive component that requires a secure hardware setup including adequate physical security. ○ Based on the Clogon product, and the integration work done in AARC ● Certificates signing component: is the certificate-generation component <ul style="list-style-type: none"> ○ Certificate creations must be protected by hardware security modules ● The delegation component and certificate signing component must be run in accordance with the IGTF Guidelines for Online CAs² [1] and be capable of at least operations under model (A). <p>Policy requirements:</p> <ul style="list-style-type: none"> ● The Online CA must be certified as an IOTA CA in IGTF ● The delegation service must be R&S and Sirtifi compliant ● The service should be registered as a Service Provider in a national federation participating to eduGAIN |
| Coordination | The Online CA activity will have to coordinate with the following |

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

² <https://www.eugridpma.org/guidelines/online-cas/>

| | |
|--------------------|--|
| | <p>stakeholders:</p> <ul style="list-style-type: none"> ● IdPs: register where necessary new IdPs <ul style="list-style-type: none"> ○ IdPs must self-certify that they are fulfilling the Sirtifi requirements³ and must be confirmed by either their registrar federation or explicitly by agreement with RCauth that they fulfil the REFEDS R&S requirements ○ Online CA operator must collect the paperwork for the self-assessment ● SPs: integrate with one or multiple Master portals <p>In case the OnlineCA contributes to a multi-e-infrastructure OnlineCA service, this may require an additional level of coordination with other entities contributing to the OnlineCA service:</p> <ul style="list-style-type: none"> ● The EGI Online CA activity must accommodate and be able to act in unison with and under the control of any Policy Management Authority that hold the administrative control over the CA service, its Policy, and its relevant accreditations. ● The EGI Online CA activity must be able and willing to accommodate the technical means to securely communicate with other parties that jointly provide the same Online CA service. ● Use of the service component provided by the EGI Online CA activity shall be non-discriminatory and available to all eligible users of the Online CA activity as managed by its Policy Management Authority |
| Operation | <ul style="list-style-type: none"> ● Operation of the delegation component and the online CA in high availability and in compliance with the IGTF and EGI security policies. ● Implementation of all the measures for mitigating the risks listed in the Availability and Continuity Plan for the Online CA⁴ |
| Maintenance | <ul style="list-style-type: none"> ● Requirements gathering and ongoing maintenance of the service component ● Documentation |

³ <https://refeds.org/sirtfi>

⁴ https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans (in preparation)

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 Desk⁵ Support Unit: RAuth.eu Online CA

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): 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): 95%

Quality of Support level

- Medium (Section 3)

5 Limitations and constraints

As defined in Corporate-level EGI Operational Level Agreement.

⁵ <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.

| | |
|-----------------------------------|--|
| EGI Foundation contact | Matthew Viljoen operations@egi.eu EGI Foundation Operations manager |
| Component Provider contact | David Groep (FOM-Nikhef): davidg@nikhef.nl Kostas Koumantaros (GRNET): kkoum@grnet.gr Jens Jensen (UKRI): jens.jensen@stfc.ac.uk |
| 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 starting from July 2019 | Component Provider | Survey form prepared by EGI Foundation |

All reports shall follow predefined templates⁶.

6.3 Violations

As defined in Corporate-level EGI Operational Level Agreement.

⁶ <https://documents.egi.eu/document/2748>

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 Provider contact point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for two 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 Component Provider contact who will promptly address these concerns. Should the 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 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 procedures⁷ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁸ and other operations meeting when needed;

⁷ https://www.egi.eu/about/policy/policies_procedures.html

⁸ <https://wiki.egi.eu/wiki/OMB>

- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Service with associated roles is registered in GOC DB⁹ as site entity under EGI.eu Operations Centre hosting EGI central operations tools¹⁰.
- 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 the customer 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.

⁹ <http://goc.egi.eu/>

¹⁰ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4