



EGI Foundation

Operations portal

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	CNRS
Start Date	1 st January 2018
End Date	31 st December 2020
Status	FINAL
Agreement Date	20 th December 2017
OLA Link	https://documents.egi.eu/document/3254



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DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	17/03/2016	Final version	Małgorzata Krakowian
2.0	05/01/2018	New OLA covering 2018, 2019, 2020	Alessandro Paolini, Cyril L'Orphelin
2.1	27/06/2018	Changed the reporting period to 9 months; added the requirement for the availability and continuity plan.	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; mentioned SOMBO in the technical description	Alessandro Paolini, Cyril L'Orphelin

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 **CNRS (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 2018** to **31st December 2020**.

The Agreement was discussed and approved by EGI Foundation and the Component Provider **20th December 2017**.

The Component 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>The Operations Portal provides different capabilities:</p> <ul style="list-style-type: none"> ● The detection and the follow-up of incidents on the different resource centre of the EGI infrastructure ● The repository for the static information related to Virtual Organizations ● The broadcast tool ● A visualisation (charts) and notification (emails or rss) system related to the downtimes impacting the services, the sites, the NGIs or the VO ● A reporting and computing system giving the availabilities and reliabilities of the NGI Core services, of the sites and of the services of a VO ● A user tracking tool ● Metrics and charts ● The Service Order Management Back Office [SOMBO]: <ul style="list-style-type: none"> ○ track all the orders received by the EOSC marketplace and to propose different actions on these orders ● Aggregation by VO, RC, and OC of the BDII information <ul style="list-style-type: none"> ○ several tools to see Glue2 information ○ detailed information about resources that support a site or a VO ○ track the storage data by scanning the VOs catalog (detect dark data and lost files) <p>The architecture is composed of three modules:</p> <ul style="list-style-type: none"> ● A database – to store information related to the users or the VO - namely MySQL ● A web module – graphical user interface – which is currently integrated into the Symfony and bootstrap frameworks ● A Data Aggregation and Unification Service named Lavoisier
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¹ <https://documents.egi.eu/document/2752>

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 the EGI Operations is necessary to support the production of reports and to provide data views not available in the portal standard interfaces.
Operation	<ul style="list-style-type: none"> ● Daily running of the system ● Provisioning of a high availability configuration: <ul style="list-style-type: none"> ○ MySQL and the web module are clustered to provide High Availability. ○ Different instances of Lavoisier are running to cover a high availability configuration. ● A testing infrastructure to verify interoperability and the impact of software upgrades on depending systems ● Deployment in the testing infrastructure and in production of the developments produced by EGI-Engage ● Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for the Operation Portal²
Maintenance	<p>This activity includes:</p> <ul style="list-style-type: none"> ● 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 Operations Portal. ● Maintenance of probes to test the functionality of the service ● Requirements gathering ● Documentation

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 Desk³ Support Unit: Operations Portal

Additionally, support is provided via: cic-information@cc.in2p3.fr

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

³ <http://helpdesk.egi.eu/>

Support is available between:

- Monday and Friday
- 9:30 and 17:30 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.

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 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.

EGI Foundation contact	Alessandro Paolini operations@egi.eu
Component Provider contact	Cyril L'Orphelin cyril.lorphelin@cc.in2p3.fr
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 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 procedures⁴ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁵ 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 DB⁶ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁷
- 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 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.

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

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