



EGi Foundation

Operations portal

OPERATIONAL LEVEL AGREEMENT

Customer	EGi Foundation
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



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

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	17/03/2016	Final version	Małgorzata Krakowian
2.0	05/01/2018	New OLA covering 2018, 2019, 2020	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.

Contents

1	The Services	4
2	Service hours and exceptions	5
3	Support	5
3.1	Incident handling	6
3.2	Service requests	6
4	Service level targets	6
5	Limitations and constraints	6
6	Communication, reporting and escalation	6
6.1	General communication	6
6.2	Regular reporting	7
6.3	Violations	7
6.4	Escalation and complaints	7
7	Information security and data protection	8
8	Responsibilities	8
8.1	Of the Provider	8
8.2	Of the Customer	8
9	Review, extensions and termination	9

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **CNRS (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 **20th December 2017**.

The Agreement extends the Corporate-level EGI Operational Level Agreement¹ with following information:

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● 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
------------------	---

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

	<ul style="list-style-type: none"> • A web module – graphical user interface – which is currently integrated into the Symfony and bootstrap frameworks • A Data Aggregation and Unification Service named Lavoisier
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"> o MySQL and the web module are clustered to provide High Availability. o 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
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 Corporate-level EGI Operational Level Agreement.

3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk² Support Unit: Operations Portal

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

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 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.

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	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 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 procedures³ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁴ 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 DB⁵ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁶
- 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.

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.