



EGI Foundation

Service registry (GOCDB)

OPERATIONAL LEVEL AGREEMENT

| | |
|-----------------------|---|
| Customer | EGI Foundation |
| Provider | STFC |
| Start Date | 1 st January 2018 |
| End Date | 31 st December 2020 |
| Status | FINAL |
| Agreement Date | 18 th September 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

| <i>Issue</i> | <i>Date</i> | <i>Comment</i> | <i>Author</i> |
|--------------|---------------------------|---|----------------------|
| FINAL | 23/03/2016 | Final version | Małgorzata Krakowian |
| 2.0 | 17/11/2017, 04/07/2018 | New OLA covering the 2018, 2019, 2020 years | 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

| | | |
|-----|--|---|
| 1 | The Services | 4 |
| 2 | Service hours and exceptions | 5 |
| 3 | Support | 5 |
| 3.1 | Incident handling | 5 |
| 3.2 | Service requests | 5 |
| 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 | 7 |
| 8 | Responsibilities | 7 |
| 8.1 | Of the Provider | 7 |
| 8.2 | Of the Customer | 8 |
| 9 | Review, extensions and termination | 8 |

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **STFC (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 **18th September 2018**

The 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 | GOcdb is a central registry to record information about the topology of an e-Infrastructure. This includes entities such as Operations Centres, Resource Centres, service endpoints and their downtimes, contact information and roles of users responsible for operations at different levels. The service enforces a number of business rules and defines different grouping mechanisms and object-tagging for the purposes of fine-grained resource filtering. |
| 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. |
| Operation | <ul style="list-style-type: none"> • Daily running of the system • Provisioning of a high availability configuration: the equipment costs includes two virtual machines (VMs) hosted in the STFC production VM infrastructure (gocdb-base, gocdb-test) a gocdb-failover server at Daresbury Labs, power and basic systems administration. Each server requires production monitoring. The GOcdb databases are hosted by the STFC DB-Services group on production infrastructure. This includes nightly DB back-ups to the STFC tape storage facility and UPS support. • A test infrastructure to verify interoperability and the impact of software upgrades on depending systems • Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for GOcdb² |

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

² https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans (in preparation)

Maintenance

- 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 central EGI components of the system.
- 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 Desk³ Support Unit: GOC DB

Support is available between:

- Monday and Friday
- 9:00 and 17:00 WET/WEST time

This excludes public holidays at the same time in all organizations providing the service. During holidays of supporting staff, support will be provided on Best effort basis. For that period of time AT RISK downtime should be declared in Service Registry GOCDB.

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.

³ <http://helpdesk.egi.eu/>

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 (As defined in Corporate-level EGI Operational Level Agreement, chapter 2.1)

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.

| | |
|--|--|
| Customer contact for the Provider | Alessandro Paolini operations@egi.eu |
| Provider contact for the Customer | Ian Collier: ian.collier@stfc.ac.uk George Ryall: George.ryall@stfc.ac.uk Generic: gocdb-admins@mailman.egi.eu |
| 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) | 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.eu 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 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 into 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.

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.

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