EGI Foundation

Service registry (GOCDB)

OPERATIONAL LEVEL AGREEMENT

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

DOCUMENT LOG

Issue	Date	Comment	Author
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
2.1	11/10/2019	yearly review; introduced the Service Provider and the Component Provider roles; updated Contacts and Violations, Escalation, and Complaints sections; STFC is now UKRI.	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

The present Operational Level Agreement ("the Agreement') is made between EGI Foundation **(the Service Provider)** and UKRI **(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 the Service Provider and the Component Provider **18th September 2018**

The Component Provider is 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	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	● 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 GOCDB[2]

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

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 Desk[3] 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.

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

Service Provider contact	Alessandro Paolini operations@egi.eu
Component Provider contact	Ian Collier: ian.collier@stfc.ac.uk Greg Corbett: greg.corbett@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)	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 violations 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 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 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;
- 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 into 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 Customer according to the following rules:
- Technical content of the agreement and targets will be reviewed on a yearly basis.

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[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