



EGI Foundation

Services for AAI

OPERATIONAL LEVEL AGREEMENT

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



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
			Małgorzata Krakowian
			Peter Solagna
1.1	05/10/2017	added a reference to the availability and continuity plans	Alessandro Paolini
2.0	17/11/2017, 27/06/2018	New OLA covering 2018, 2019, 2020 years	Alessandro Paolini, Nicolas Liampotis

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 Customer)** and CESNET, **GRNET, NIKHEF (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 **1 January 2018** to **31 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	<p>The Check-in service is the AAI Platform for the EGI infrastructure. The Check-in service enables the Integration of external IdPs (from eduGAIN and individual organizations) with the EGI services through the Check-in IdP/SP proxy component, so that users are able to access the EGI services (web and non-web based) using credentials from their home organizations or other external IdPs. The proxy supports credential translation from SAML2 to SAML2, OIDC and X.509v3 and from OIDC/OAUTH2 to SAML2, OIDC and X.509v3. The Check-in Service enables the users to manage their accounts from a single interface, to link multiple accounts/identities together and to access the EGI services based on their roles and VO membership rights. For VOs, the Check-in Service provides an intuitive interface to manage their users and their respective roles and group rights. For VOs, operating their own Group/VO Management system, the Check-in service has a comprehensive list of connectors that allows to integrate their systems as externally managed Attribute Authorities. This is not meant to be an exhaustive list of the functionality of the Check-in Service. More information can be found on the EGI Check-in Service web pages (https://wiki.egi.eu/wiki/AAI).</p> <p>This activity will also support the EGI Catch All CA and the VOMS Catch-All and DTEAM VO services as legacy services for the authorization and authentication of users in EGI.</p>
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¹ <https://documents.egi.eu/document/2752>

	<p>PERUN is a group management system, developed, maintained and operated by CESNET, in use by some scientific communities. CESNET will host scientific communities on a shared instance or provide a dedicated instance for those that require it, providing support for (de-)provisioning and continuous update of user account information.</p>
<p>Coordination</p>	<p>This activity is responsible for the coordination of the system operations in collaboration with those partners that are in charge of operating other systems that depend on the EGI AAI infrastructure.</p>
<p>Operation</p>	<ul style="list-style-type: none"> • Daily running of the system • Provisioning of a high availability configuration for all the components: <ul style="list-style-type: none"> ○ The core components of the Check-in service, namely the IdP/SP Proxy, the IdP Discovery, and the COmanage Registry-based User Enrolment are operated in High Availability mode. To achieve this, there are two instances of each of these components in active - active configuration. The active - active configuration allows for both high availability and load balancing across the instances. It should be noted that this architecture can scale horizontally by provisioning more nodes, if required to increase service capacity. Furthermore, the backend database store for all of these components is operated in clustered mode, supporting streaming replication and Point-in-Time Recovery (PITR) for a period of six months. ○ EGI Catch All CA and the VOMS Catch-All and DTEAM VO services as legacy services do not offer High Availability Configuration but regular backup and automation scripts allow the quick recovery of the service if needed. ○ The PERUN service hosted in the CESNET cloud infrastructure is periodically backed-up, as well as the database; the LDAP service is hosted in two instances geographically separated, and the data are replicated in real time between them; PERUN and its components are monitored by Nagios, with SMS notification in case of failures. • Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for AAI² • Support request for changes through the GGUS support unit

² <https://documents.egi.eu/document/3213> (a new plan is going to be produced including also PERUN and the Catch-all services https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans)

	<ul style="list-style-type: none"> • Support to: <ul style="list-style-type: none"> ○ Identity providers who are integrated in Check-in, only for issues concerning the Check-in service ○ Attribute providers who are integrated in Check-in, only for issues concerning the Check-in service ○ End users who use Check-in to authenticate in EGI ○ Service providers about the interaction of the services with Check-in proxy
Maintenance	<ul style="list-style-type: none"> • 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 Units:

- Check-in: AAI Support
- EGI Catch-all: EGI Catch-all services
- Perun: Perun

Support is available between:

- Monday and Friday
- 9:00 and 17:00 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 <http://helpdesk.egi.eu/>

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) for IdP/SP Proxy, IdP Discovery Service and PERUN (shared instance) User Enrolment: 99%
- Minimum (as a percentage per month) for VO Management Service, VOMS: 95%
- Minimum (as a percentage per month) for Master Portal: 90%

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) for IdP/SP Proxy, IdP Discovery Service, PERUN (shared instance) User Enrolment and VO Management Service, VOMS: 99%
- Minimum (as a percentage per month) for Master Portal: 90%

Quality of Support level

- Medium (Section 3)

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
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Provider contact for the Customer	Michal Prochazka: michal.prochazka@cesnet.cz Kostas Koumantaros: kkoum@grnet.gr David Groep: davidg@nikhef.nl
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	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 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 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 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