



# EGI Foundation

## UMD and CMD quality assurance

### OPERATIONAL LEVEL AGREEMENT

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<b>Customer</b>	EGI Foundation
<b>Provider</b>	<b>IBERGRID (LIP, IFCA, CESGA, CSIC, UPV)</b>
<b>Start Date</b>	1 <sup>st</sup> January 2018
<b>End Date</b>	31 <sup>st</sup> December 2020
<b>Status</b>	FINAL
<b>Agreement Date</b>	2 <sup>nd</sup> October 2018
<b>OLA Link</b>	<a href="https://documents.egi.eu/document/3254">https://documents.egi.eu/document/3254</a>

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## DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
			Małgorzata Krakowian
	14/09/2016	Added LIP, IFCA and CESGA as providers. Updated GGUS SU and contact information.	Peter Solagna
<b>2.0</b>	29/01/2018, 02/10/2018	New OLA covering 2018, 2019, 2020. Added more hardware details about the infrastructure. Added links to Stage Rollout and Software Provisioning processes.	Alessandro Paolini, Joao Pina

## 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	4
2	6
3	6
3.1	6
3.2	6
4	6
5	6
6	7
6.1	7
6.2	7
6.3	7
6.4	8
7	8
8	8
8.1	8
8.2	8
9	9

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **IBERGRID (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<sup>st</sup> January 2018 to 31<sup>st</sup> December 2020**.

The Agreement was discussed and approved by the Customer and the Provider **2<sup>nd</sup> October 2018**.

The provider(s) is(are) bound by the terms and conditions of the Corporate-level EGI Operational Level Agreement<sup>1</sup> supplemented by the terms and conditions of this specific Agreement:

## 1 The Services

The Services are defined by the following properties:

<b>Technical</b>	<p>All the products released in UMD and CMD must be verified against the relevant acceptance criteria. Products must be deployed in a controlled environment. Every product in every distribution must have a verification report associated, with the results of the verification process. The verifiers must be familiar with the core products used in EGI, the most common site configurations and third parties components such as DBMS and LRMS. The software to be verified involves user facing services, HTC services, storage services, cloud services, and all the products that are critical for EGI communities and are part of the supported distribution.</p> <p>This task will also test the release candidates to check the dependencies and installability of the packages before the official release.</p> <p>The distributions maintained per year are expected to be about 4-5. The software releases per distribution are expected to be 6-10 minor releases per year, and supporting 3-4 operating system platforms.</p> <p>Staged Rollout is performed by Early Adopter (EA)<sup>2</sup> sites who volunteer to deploy products fulfilling the acceptance criteria in the production infrastructure, exposing them to real users and real use cases.</p>
<b>Coordination</b>	<p>The task must coordinate the verifications when the process is outsourced to developers or user communities, this means: overview to advancements in the process and collect the reports produced during verification, making sure that the relevant information (GGUS tickets</p>

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

<sup>2</sup> [https://wiki.egi.eu/wiki/Staged\\_Rollout](https://wiki.egi.eu/wiki/Staged_Rollout)

	<p>opened, known issues) are properly propagated to the software releases.</p> <p>During staged rollout this task is responsible for the coordination of the Early Adopters activity, namely assign and monitor the progress of each individual product and corresponding EA teams, collect and analyse the reports provided by the EA team and in case of issues found make sure that relevant information is properly handled.</p>
<b>Operation</b>	<p>This task will operate two cloud infrastructures based on OpenNebula and OpenStack to be used as a testbed for the verification of the software products. The size of the infrastructure, each VM with a maximum of 12 VCPU40 GB memory and 400 GB disk, should allow the deployment of several VM / Containers in parallel to test also for service interoperability. Verification of products should be outsourced only when the effort required would be too high (for example for lack of expertise), or for technical limitations that prevent to deploy the service in the testbed.</p> <p>Release candidates must be tested for the installation of all the components, new and already available in the repositories. The test, possibly automated, must be able to generate a report in few hours (less than one working day, possibly 2-4 hours).</p> <p>This task is also responsible for producing and maintaining the UMD release notes and known issues wiki pages. The task leader must participate to the periodic EGI Operations meetings and report about the status of the UMD and CMD releases. Together with those activities it also includes:</p> <ul style="list-style-type: none"> <li>• maintenance of the EA tables</li> <li>• create the corresponding xml file for each Product per Platform and Architecture (PPA)</li> <li>• monitor and handle the software provisioning process<sup>3</sup></li> </ul>
<b>Maintenance</b>	<p>The task should also review the set of quality criteria and add/remove criteria based on the requirements of the final users and service providers. This activity is on-request.</p>

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<sup>3</sup> [https://wiki.egi.eu/wiki/Software\\_Provisioning\\_Process](https://wiki.egi.eu/wiki/Software_Provisioning_Process)

## 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<sup>4</sup> Support Units: EGI UMD Quality Assurance, UMD Product Submission

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.

### 3.2 Service requests

As defined in Corporate-level EGI Operational Level Agreement.

## 4 Service level targets

Estimated number of products to verify in one year is 200 PPA

### Quality of Support level

- Medium (Section 3)

## 5 Limitations and constraints

As defined in Corporate-level EGI Operational Level Agreement.

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<sup>4</sup> <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.

<b>Customer contact for the Provider</b>	Alessandro Paolini: <a href="mailto:operations@egi.eu">operations@egi.eu</a>
<b>Provider contact for the Customer</b>	Jorge Gomes: <a href="mailto:jorge@lip.pt">jorge@lip.pt</a> Mário David: <a href="mailto:david@lip.pt">david@lip.pt</a> Joao Pina: <a href="mailto:jpina@lip.pt">jpina@lip.pt</a> Isabel Campos: <a href="mailto:isabel@campos-it.es">isabel@campos-it.es</a> Pablo Orviz: <a href="mailto:orviz@cern.ch">orviz@cern.ch</a> Carlos Fernandez: <a href="mailto:carlosf@cesga.es">carlosf@cesga.es</a> Ignacio Blanquer <a href="mailto:iblanque@dsic.upv.es">iblanque@dsic.upv.es</a>
<b>Service Support contact</b>	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 Foundation Director 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 procedures<sup>5</sup> and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB<sup>6</sup> and other operations meeting when needed;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- 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;

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<sup>5</sup> [https://www.egi.eu/about/policy/policies\\_procedures.html](https://www.egi.eu/about/policy/policies_procedures.html)

<sup>6</sup> <https://wiki.egi.eu/wiki/OMB>



- 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.