



EGi Foundation

UMD and CMD quality assurance

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGi Foundation
Component Provider	IBERGRID (LIP, IFCA, CESGA, CSIC, UPV)
Start Date	1 st January 2018
End Date	31 st December 2020
Status	FINAL
Agreement date	2 nd October 2018
OLA Link	https://documents.egi.eu/document/3254



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DOCUMENT LOG

Issue	Date	Comment	Author
			Małgorzata Krakowian
	14/09/2016	Added LIP, IFCA and CESGA as providers. Updated GGUS SU and contact information.	Peter Solagna
2.0	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
2.1	21/10/2019	Yearly review; introduced the roles Service Provider and Component Provider; updated contacts; updated sections on Violations, Escalations, and Complaints	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.

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The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **IBERGRID (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 Customer and the Provider **2nd October 2018**.

The providers 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>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. Verifiers must be familiar with the core products used in EGI, the most common site configurations and third party 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)² sites who volunteer to deploy products fulfilling the acceptance criteria in the production infrastructure, exposing them to real users and real use cases.</p>
Coordination	<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 opened, known issues) are</p>

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

² https://wiki.egi.eu/wiki/Staged_Rollout

	<p>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>
Operation	<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"> ● maintenance of the EA tables ● create the corresponding xml file for each Product per Platform and Architecture (PPA) ● monitor and handle the software provisioning process³
Maintenance	<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>

2 Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

³ https://wiki.egi.eu/wiki/Software_Provisioning_Process

3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk⁴ 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.

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.

⁴ <http://helpdesk.egi.eu/>

Service Provider contact	Alessandro Paolini: operations@egi.eu
Component Provider contacts	Jorge Gomes: jorge@lip.pt Mário David: david@lip.pt Joao Pina: jpina@lip.pt Isabel Campos: isabel@campos-it.es Pablo Orviz: orviz@cern.ch Carlos Fernandez: carlosf@cesga.es Ignacio Blanquer iblanque@dsic.upv.es
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 violation 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 EGI Foundation still feel dissatisfied, about either the result of the response or the behaviour of the Component 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 Component Provider

Additional responsibilities of the Component Provider are as follow:

- Adhere to all applicable operational and security policies and procedures⁵ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁶ 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 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;

⁵ https://www.egi.eu/about/policy/policies_procedures.html

⁶ <https://wiki.egi.eu/wiki/OMB>

- 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 Service Provider according to the following rules:

- Technical content of the agreement and targets will be reviewed on a yearly basis.