



# EGI Foundation

## UMD and CMD software provisioning infrastructure

### Operational Level Agreement

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<b>Customer</b>	EGI Foundation
<b>Provider</b>	IASA
<b>First day of service delivery</b>	1 <sup>st</sup> January 2018
<b>Last day of service delivery</b>	31 <sup>st</sup> December 2020
<b>Status</b>	FINAL
<b>Agreement finalization date</b>	10 <sup>th</sup> January 2018
<b>Agreement 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>
<b>2.0</b>	9/11/2017	New OLA covering 2018, 2019, 2020	Alessandro Paolini
<b>2.1</b>	27/06/2018	Changed the reporting period to 9 months	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 Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **IASA (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 EGI Foundation and the Provider **10<sup>th</sup> January 2018**.

The Agreement extends the Corporate-level EGI Operational Level Agreement<sup>1</sup>with following information:

## 1 The Services

The Services are defined by the following properties:

<b>Technical</b>	<p>The software provisioning infrastructure is composed by the following components:</p> <ul style="list-style-type: none"><li>• Integration with RT, a new product release (the tuple Product, Platform, Architecture) is associated with a RT ticket, which tracks the status of the product in the software provisioning process.</li><li>• Submission of new products with XML.</li><li>• Repository Back-end: responsible unit for handling the movement of packages between repositories, validating the individual product releases submissions, building accumulative as well as per-product YUM/APT repositories (multiple per OS/Arch case) and the other automations needed to perform the UMD and CMD operations. It also provide a RESTful API for external integrations (e.g. with the UMD and CMD portal/frontend)</li><li>• Composer: a web-based interface for bundling versioned software products that have successfully passed the UMD and CMD verification process, into a robust UMD and CMD release ready to be deployed either to the production or the candidate repositories.</li><li>• ReleaseXML editor: a web interface to create a new entry in the UMD</li></ul>
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<sup>1</sup><https://documents.egi.eu/document/2752>

	<p>and CMD release process, it is connected with the RT and the bouncer</p> <ul style="list-style-type: none"> <li>• Repositories: the following repositories must be maintained for every operating system and major release supported: <ul style="list-style-type: none"> <li>• Untested: contains the packages to be installed during the verification</li> <li>• Testing: contains the packages to be installed during staged rollout</li> <li>• Base: contains the packages released in the first major release</li> <li>• Update: contains the packages released in the update releases</li> <li>• Release Candidate: it is generated before a UMD and CMD release, to simulate the production repositories after the UMD and CMD release under preparation. This is used to test the installability of the newly released components, as well as the products already in production.</li> </ul> </li> <li>• The processes to move products between repositories and to create releases must be as automated as possible.</li> <li>• The task must provide statistics about the repository usage in terms of downloads, aggregated by packages and time.</li> <li>• Front-end, the information about UMD and CMD releases (release notes, list of components, configuration) must be available in a web frontend.</li> </ul> <p><b>Note:</b> the architecture of the internal components is not mandatory, but the services provided must be equivalent.</p> <p>The software provisioning infrastructure must support multiple distributions, multiple operating system (EL based, and Debian based) and major releases (at least two major releases).</p> <p>The infrastructure should also support a “Preview” repository where products are quickly released without verification. It is not an official UMD repository, but it represents a place where products can be made available to service providers more quickly and directly, bypassing the quality assurance steps.</p>
<b>Coordination</b>	<p>The task must coordinate with the UMD and CMD quality assurance task as well as EGI Operations when necessary, and with the AppDB provider</p>

	to support the community repositories.
<b>Operation</b>	<p>The task must operate all the technical services described before:</p> <ul style="list-style-type: none"> <li>• Repositories (production, testing, untested and RC, community repositories)</li> <li>• Repositories back-end (including UMD composer)</li> <li>• Web pages (repository front-end, Release XML editor)</li> </ul> <p>The task must support the creation of the distributions and for each distribution the creation of the releases, creating the release candidates and the actual releases.</p> <p>Infrastructure Setup incl. HA and Backup:</p> <ul style="list-style-type: none"> <li>• UMD repository front-end: VM - weekly backup (10 weeks history)</li> <li>• UMD repository back-end: physical machine, its disks on a RAID5.</li> <li>• Backup database and repositories on a daily basis.</li> </ul>
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>• Requirements gathering</li> <li>• Documentation</li> </ul>

## 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>2</sup> Support Unit: EGI Software provisioning support

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.

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<sup>2</sup><http://helpdesk.egi.eu/>

### 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

### 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):
  - UMD repositories, web front-end, the community repository: 95% (as a percentage per month)
  - The other components (Repository backend and Composer): 90% (as a percentage per month)

### 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): 95%

### 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.

<b>EGI Foundationcontact</b>	Alessandro Paolini <a href="mailto:operations@egi.eu">operations@egi.eu</a>
<b>Provider contact</b>	Marios Chatziangelou: <a href="mailto:mhaggel@iasa.gr">mhaggel@iasa.gr</a> William Karageorgos : <a href="mailto:wvkarageorgos@iasa.gr">wvkarageorgos@iasa.gr</a> Contact email: <a href="mailto:umd-support@iasa.gr">umd-support@iasa.gr</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

All reports shall follow predefined templates<sup>3</sup>.

## 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

<sup>3</sup><https://documents.egi.eu/document/2748>



dissatisfied, about either the result of the response or the behaviour of the Provider, EGI Foundation Director [director@egi.eu](mailto: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 procedures<sup>4</sup> and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB<sup>5</sup> 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<sup>6</sup> as site entity under EGI.eu Operations Centre hosting EGI central operations tools<sup>7</sup>
- 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.

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<sup>4</sup>[https://www.egi.eu/about/policy/policies\\_procedures.html](https://www.egi.eu/about/policy/policies_procedures.html)

<sup>5</sup><https://wiki.egi.eu/wiki/OMB>

<sup>6</sup><http://goc.egi.eu/>

<sup>7</sup>[https://goc.egi.eu/portal/index.php?Page\\_Type=NGI&id=4](https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4)

## 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.