EGI Foundation: UMD and CMD software provisioning infrastructure

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**IASA**
Start Date	1st January 2018
End Date	**31st December 2020**
Status	FINAL
Agreement Date	10th January 2018
OLA Link	https://documents.egi.eu/document/3254

DOCUMENT LOG

Issue	Date	Comment	Author
2.0	9/11/2017	New OLA covering 2018, 2019, 2020	Alessandro Paolini
2.1	27/06/2018	Changed the reporting period to 9 months	Alessandro Paolini
2.2	16/09/2019	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.

Contents

Contents

The present Agreement ("the Agreement') is made between **EGI Foundation (the Service Provider)** and **IASA (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 EGI Foundation and the Component Provider **10th January 2018**.

The Component Provider(s) is (are) 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	The software provisioning infrastructure is composed by the following components:
	- 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. - Submission of new products with XML. - 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) - 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. - ReleaseXML editor: a web interface to create a new entry in the UMD and CMD release process, it is connected with the RT and the bouncer - Repositories: the following repositories must be maintained for every operating system and major release supported: - Untested: contains the packages to be installed during the verification - Testing: contains the packages to be installed during staged rollout

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

	○ Base: contains the packages released in the first major release ○ Update: contains the packages released in the update releases ○ 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. ● The processes to move products between repositories and to create releases must be as automated as possible. ● The task must provide statistics about the repository usage in terms of downloads, aggregated by packages and time. ● Front-end, the information about UMD and CMD releases (release notes, list of components, configuration) must be available in a web frontend. **Note**: the architecture of the internal components is not mandatory, but the services provided must be equivalent. The software provisioning infrastructure must support multiple distributions, multiple operating system (EL based, and Debian based) and major releases (at least two major releases). 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.
Coordination	The task must coordinate with the UMD and CMD quality assurance task as well as EGI Operations when necessary, and with the AppDB provider to support the community repositories.
Operation	The task must operate all the technical services described before: ● Repositories (production, testing, untested and RC, community repositories) ● Repositories back-end (including UMD composer) ● Web pages (repository front-end, Release XML editor) 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. Infrastructure Setup incl. HA and Backup: ● UMD repository front-end: VM - weekly backup (10 weeks history) ● UMD repository back-end: physical machine, its disks on a RAID5. ● Backup database and repositories on a daily basis.
Maintenance	● 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[2] Support Unit: EGI Software provisioning support

Support is available between:

- Monday and Friday
- 9:00 and 17:00 EET/EEST 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

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):

    o UMD repositories, web front-end, the community repository: 95% (as a percentage per month)

    o 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.

Service Provider contact	Alessandro Paolini operations@egi.eu EGI Foundation Operations officer
Component Provider contact	William Karageorgos : wvkarageorgos@iasa.gr Alexander Nakos: nakos.al@iasa.gr Contact email: umd-support@iasa.gr
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

All reports shall follow predefined templates[3].

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[3] https://documents.egi.eu/document/2748

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 the Service Provider still feel dissatisfied, about either the result of the response or the behaviour of the Component 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 Component Provider

Additional responsibilities of the Component Provider are as follows:

- 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;

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[4] https://www.egi.eu/about/policy/policies_procedures.html

- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Service with associated roles is 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 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;
- 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.

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[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