EGI Foundation

Helpdesk service (GGUS)

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**KIT**
Start Date	1st January 2018
End Date	31st December 2020
Status	FINAL
Agreement Date	14th December 2017
OLA Link	https://documents.egi.eu/document/3254

Issue	Date	Comment	Author
FINAL	21/03/2016	Final version	Małgorzata Krakowian
1.1	18/05/2017	Yearly review, no changes	Alessandro Paolini
2.0	12/12/2017	New OLA covering 2018, 2019, 2020	Alessandro Paolini, Helmut Dres, Guenter Grein
2.1	27/06/2018	Changed the reporting period to 9 months; added the requirement for the availability and continuity plan.	Alessandro Paolini
2.2	16/12/2019	yearly review; introduced the Service Provider and the Component Provider roles; updated Violations, Escalation, and Complaints sections; Corporate-level EGI OLA renamed to EGI Default OLA; helpdesk support unit has been renamed	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

The present Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Service Provider)** and **KIT (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 **14th December 2017.**

The Component Provider is bound by the terms and conditions of the EGI Default 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 GGUS system is divided into three environments: development, test and production environment. Every environment includes three layers: ● Presentation - web frontend to provide the entry point for the graphical user interface; ● Logic - AR Server which executes the workflow rules and performs the main tasks. AR Server is providing the communication interface between external systems and is accompanied by the email-engine to provide the additional mail-based interface into the helpdesk system; ● Backend - Oracle DBMS
Coordination	This activity is responsible for the coordination of the system operation and upgrade activities with those partners that are in charge of operating other systems that depend on it. Coordination with user communities, technology providers and operators is provided by dedicated Advisory Board meetings.
Operation	● Service operations o Daily running of the system o Support Unit maintenance o Provisioning of a high availability configuration ▪ Two identical stacks at two locations ▪ F5 load balancer that distributes network or application traffic across the two stacks ▪ Presentation and Logic on virtual machines

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

	▪ Backend (Oracle Database Appliance, a physical system consisting of 2 real servers and a disk system on which 2 virtual servers built a RAC)
	▪ Tape backup (IBM Tivoli Storage Manager)
	▪ Stacks being monitored by ICINGA and integrated into a 24/7 on-call duty service.
	   ○ A test infrastructure to verify interoperability and the impact of software upgrades on depending systems
	● Ticket oversight
	   ○ This activity includes the administrative and reporting functions of the helpdesk infrastructure, e.g. collecting ticket statistics, and internal and external reporting of statistics for SLAs monitoring and other reporting duties. Ticket follow-up includes notifying supporters when the reaction to high-priority tickets is not fast enough, requesting information from ticket submitters when they do not react, and ensuring assigners/resolvers will react sufficiently fast when the submitter provides additional information.
	● Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan for the GGUS helpdesk system[2]

Maintenance	This activity includes: ● bug fixing, proactive maintenance, improvement of the system ● coordination of software maintenance activities with other technology providers that provide software for the EGI Core Infrastructure or remote systems deployed by integrated and peer *infrastructures that interoperate with the central EGI components of the system. ● requirements gathering ● documentation

2 Service hours and exceptions

As defined in the EGI Default Operational Level Agreement.

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[2] https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans (in preparation)

3 Support

As defined in the EGI Default Operational Level Agreement.

Support is provided via EGI Service Desk[3] Support Unit: Helpdesk (GGUS)

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 the EGI Default Operational Level Agreement.

3.2 Service requests

As defined in the EGI Default 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): 99%

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): 99%

Quality of Support level

- Medium (Section 3)

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[3] http://helpdesk.egi.eu/

5 Limitations and constraints

As defined in the EGI Default 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.

EGI Foundation contact	Alessandro Paolini operations@egi.eu
Component Provider contacts	Andreas Heiss: andreas.heiss@kit.edu Guenter Grein: guenter.grein@kit.edu
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 director@egi.eu should be informed.

7 Information security and data protection

As defined in the EGI Default 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 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;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Service with associated roles are registered in GOC DB[6] as site entity under EGI.eu Operations Centre hosting EGI central operations tools[7]

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[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

- 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 EGI Foundation 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 EGI Foundation according to the following rules:
- Technical content of the agreement and targets will be reviewed on a yearly basis.