EGI Foundation

Helpdesk human support

OPERATIONAL LEVEL AGREEMENT

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

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DOCUMENT LOG

Issue	*Date*	*Comment*	*Author*
			Małgorzata Krakowian
1.1	18/05/2017	Yearly review, added the provider contacts	Alessandro Paolini
2.0	11/12/2017	New OLA covering 2018, 2019, 2020 years	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 Customer)** and **CESNET (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 **1st January 2017** to **31st December 2020**.

The Agreement was discussed and approved by the Customer and the Provider **11th December 2017**

The Agreement extends the Corporate-level EGI Operational Level Agreement[1] with following information:

1 The Services

The Services are defined by the following properties:

Technical	First level support is responsible for ticket triage and assignment. Ticket triage must be regularly and continuously provided during business days. The first-level assigner is responsible for initial analysis of the incoming ticket, requesting additional information from the submitter, and assigning the ticket to 2nd level experts to resolve, to NGIs or specific service managers in case of operational incidents, to VO managers in case of VO membership issues, etc. Tickets should be re-assigned mostly when there is a clear action for a specific support unit, when the analysis of the issue identified a software bug, or when after the initial support to the user no solution can be found. If reassigned, the helpdesk support must ensure that the issue is clear and that the user provided all the information needed. The support should be provided for the user facing services, such as HTC services, cloud, storage and authentication issues. Second level support is provided through the DMSU support unit for software services comprising the EGI Core, Cloud and Community platforms. Second level support deals with configuration and deployment issues or suspected software defects. In case a software defect is indeed confirmed, the ticket is reassigned to the appropriate 3rd level support unit to fix. Otherwise, the issue is resolved at 2nd level.

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

Coordination	This activity is also responsible for the liaison with support teams in charge of 2nd level and 3rd level support aiming at timely and effective incident resolution.
Operation	n.a.
Maintenance	n.a.

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:

- For 1st level of support: TPM
- For 2nd level of support: DMSU

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.

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

4 Service level targets

Quality of Support level for the TPM SU

- Maximum time to assign a ticket to a support unit within support hours: 1h
- Maximum response time to tickets that are internally handled by 1st level support: 1 h

Quality of Support level for the DMSU SU

- Medium

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.

Customer contact for the Provider	Alessandro Paolini operations@egi.eu
Provider contact for the Customer	DMSU: Zdeněk Šustr sustr4@cesnet.cz TPM: Petr Hanousek petr.hanousek@cesnet.cz
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	Every 6 months (first report covering the period Jan – Jun 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 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[3] and to other policy documents referenced therein;
- Use communication channel defined in the agreement;

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

- Attend OMB[4] and other operations meeting when needed;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets.

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.

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.

[4] https://wiki.egi.eu/wiki/OMB