



EGI Foundation

WS-PGRADE

Operational level Agreement

Service Provider	EGI Foundation
Component Provider	MTA SZTAKI
First day of service delivery	01/05/2016
Last day of service delivery	31/12/2020
Status	Final
Agreement finalization date	14/04/2016
Agreement Link	https://documents.egi.eu/public/ShowDocument?docid=3368



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DOCUMENT LOG

Issue	Date	Comment	Author
1.0	14/04/2016	Final version of the OLA	Małgorzata Krakowian
1.1	09/2017	New final version. OLA extended till 09/2018	Giuseppe Larocca
1.2	20/09/2018	New final version. OLA extended till 12/2020	Giuseppe Larocca
1.3	01/10/2019	yearly review, introduced Service Provider and Service Component roles, updated violations, complaints and escalation sections	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 Service Provider)** and **MTA SZTAKI (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 **01/05/2016** to **31/12/2020**.

The Agreement was discussed and approved by EGI Foundation and the Component Provider **14/04/2016**.

The Component Provider is 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	This Science Gateway (SG) addresses the requirements of the EGI Applications on Demand service (AoDs). This SG is based on WS-PGRADE/gUSE (WS-PGRADE) ² , the SG framework developed by MTA SZTAKI since 2009. The SG beside core WS-PGRADE functionalities also provides a simple job submission interface (Job Wizard).
Coordination	This activity is responsible for the coordination of the system operation in collaboration with those partners that are in charge of operating other systems.
Operation	<ul style="list-style-type: none">• Daily running of the system• Provisioning of a high availability configuration• Updating of the service components
Maintenance	<ul style="list-style-type: none">• Bug fixing, proactive maintenance, improvement of the system• Documentation

2 Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

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

² <http://guse.hu>

3 Support

Support is provided via EGI Service Desk³ Support Unit: WS-PGRADE/gUSE

Access requires a valid X.509 or the login via an EGI CheckIn account⁴.

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

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): 90%

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.

³ <http://helpdesk.egi.eu/>

⁴ <https://wiki.egi.eu/wiki/AAI>

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	Matthew Viljoen operations@egi.eu EGI Foundation Operations Manager
Component Provider contact	Zoltán Farkas zfarkas@sztaki.hu , portalwide@lpds.sztaki.hu
Service Support contact	See Section 3

6.2 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.

6.3 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 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.
- Service with associated roles is registered in GOC DB⁷ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁸.

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 users of the EGI AoD service, share and discuss these on a regular basis with the provider;
- Provide presentation opportunities for the provider at events (workshops, conferences, tutorials) organised for users about the EGI AoD service;
- Facilitate the acknowledgement of the provider in scientific publications written by users of the EGI AoD service;
- 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:

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

⁶ <https://wiki.egi.eu/wiki/OMB>

⁷ <http://goc.egi.eu/>

⁸ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

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