



EGI Foundation

Data Transfer

Operational level Agreement

Service Provider	EGI Foundation
Component Provider	CERN, UKRI
First day of service delivery	1 st October 2018
Last day of service delivery	31 st December 2020
Status	FINAL
Agreement finalization date	18 th February 2019
Agreement Link	https://documents.egi.eu/document/3427



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DOCUMENT LOG

Issue	Date	Comment	Author
v0.1	2018/07/03	First version	Baptiste Grenier
v0.2	2018/07/03	Review	Alessandro Paolini
v0.3	2018/08/17	Address comments	Baptiste Grenier
v0.4	2018/09/18	Update according to CERN's feedback	Baptiste Grenier
v0.5	2018/09/26	Update according to CERN's feedback	Baptiste Grenier
v0.8	2018/12/05	Update according to UKRI(STFC)'s feedback; new template.	Alessandro Paolini
v1.0	2019/02/18	Document finalised	
v1.1	2020/01/30	yearly review; OLA extension until Dec 2020, updated Component Provider contacts, updated Violations, Escalations and Complaints 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 **CERN, UKRI (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 October 2018** to **31st December 2020**.

The Agreement was discussed and approved by EGI Foundation and the Provider **18th February 2019**.

The Component Providers are bound by the terms and conditions of the EGI Default 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	<p>The following services are made available to users for managing their data transfers:</p> <ul style="list-style-type: none"> ● FTS3 is a low-level data management service, responsible for scheduling reliable bulk transfer of files from one site to another while allowing participating sites to control the network resources usage. FTS3 can be accessed through CLI or REST API. (CERN, UKRI). ● WebFTS is a web-based file transfer and management solution which allows users to invoke reliable, managed data transfers on distributed infrastructures. WebFTS uses an FTS3 endpoint as transfer engine. (CERN)
Coordination	<p>This activity is responsible for the system operation and upgrade activities of the aforementioned services.</p>
Operation	<p>Daily running and maintenance of the system, including managing updates and support.</p> <p>Support for new VOs must be explicitly requested as they need to be configured in WebFTS and on the FTS cluster nodes (vomses files).</p> <ul style="list-style-type: none"> ● CERN <ul style="list-style-type: none"> ○ FTS3 is deployed as a load-balanced alias across a number of machines (5 at time of writing). ○ WebFTS is a single instance. ● UKRI <ul style="list-style-type: none"> ○ FTS3 service is provided as a HA Proxy load-balanced alias across a pool of servers

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

Maintenance	<ul style="list-style-type: none">● Bug fixing, proactive maintenance, improvement of the system.● Maintenance of probes to test the functionality of the service.
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2 Service hours and exceptions

As defined in the EGI Default Operational level Agreement.

3 Support

As defined in the EGI Default Operational Level Agreement.

Support is provided via EGI Service Desk² Support Unit: Data Transfer.

Access requires a valid X.509 or the login via an EGI CheckIn account³.

The service support is available between:

- Monday and Friday
- 09:00 and 17:00 CET/CEST time for CERN
- 09:00 and 17:00 GMT/BST time for UKRI

This excludes public holidays at the same time in all organizations providing the service. During holidays of supporting staff, support will be provided on a best effort basis.

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% (CERN), 95% (UKRI)

² <http://helpdesk.egi.eu/>

³ <https://wiki.egi.eu/wiki/AAI>

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% (CERN), 97% (UKRI)

Quality of Support level

- Medium (Section 3)

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	Baptiste Grenier operations@egi.eu Senior Operations Officer
Component Provider contact	<ul style="list-style-type: none">• CERN<ul style="list-style-type: none">○ Edward Karavakis Edward.Karavakis@cern.ch FTS project leader• UKRI<ul style="list-style-type: none">○ Alastair Dewhurst alastair.dewhurst@stfc.ac.uk○ Ian Collier ian.collier@stfc.ac.uk FTS Service Managers
Service Support contact	See Section 3

6.2 Violations

The Component Provider commits to inform EGI Foundation, 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 violation 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.
- EGI Foundation 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 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 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 Corporate-level EGI 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 procedures⁴ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁵ 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 DB⁶ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁷.

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 EGI Foundation

The responsibilities of the customer 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.