



EGI Foundation

DataHub

Operational level Agreement

Customer	EGI Foundation
Provider	CYFRONET
First day of service delivery	1 st June 2019
Last day of service delivery	31 st March 2021
Status	Final
Agreement finalization date	14 th August 2019
Agreement Link	https://documents.egi.eu/document/3467



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
V0.1	2018/07/05	First version	Baptiste Grenier
V0.2	2018/11/21	Some corrections	Alessandro Paolini
V0.3	2019/05/22	Update service description	Baptiste Grenier
v1.0	2019/08/14	Updated terminology about roles, addressed Yannick's comments, updated Violations, Escalations, and Complaints sections, extended duration until Dec 2020.	Alessandro Paolini
v.1.1	2020/09/28	updated EGI and Cyfronet contacts, extended OLA last day of delivery. Updated Support unit name	Andrea Manzi

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 **CYFRONET (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 June 2019** to **31st March 2021**.

The Agreement was discussed and approved by EGI Foundation and the Provider **14th August 2019**.

The 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	<p>The following service components are made available:</p> <ul style="list-style-type: none"> ● EGI DataHub Onezone instance: https://datahub.egi.eu ● EGI DataHub “default/central” Oneprovider instance: https://plg-cyfronet-01.datahub.egi.eu/ <p>The Onezone instance is able to federate providers deployed by other EGI participants. It provides the main interface allowing users to manage their accounts and to discover spaces and providers.</p> <p>The Oneprovider instance is used to provide storage to some spaces depending on agreements between the provider, the consumers and EGI Foundation.</p>
Coordination	<p>This activity is responsible for the system operation and upgrade activities of the aforementioned service components.</p>
Operation	<p>Daily running of the system, including:</p> <ul style="list-style-type: none"> ● supporting Oneproviders operators to connect to the EGI DataHub Onezone, ● enabling access for new VO/user groups having an agreement for accessing the service, ● Providing storage space on the “default/central” provider to users according to future agreements between the provider, the consumers and EGI Foundation, ● maintaining integration with the EGI Check-in to satisfy AAI requirements,

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

	<ul style="list-style-type: none"> • putting in place announcements related to the services' operations (update, downtime...) on the Onezone page.
Maintenance	<ul style="list-style-type: none"> • Maintenance, bug fixing, implementation of required and agreed Onedata features. • Proactive maintenance of the services being operated, following EGI policies and procedures. • Maintenance of probes to test the functionality of the service.

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 Desk² Support Unit: DataHub.

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): 95%

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%

² <http://helpdesk.egi.eu/>

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.

EGI Foundation contact	Andrea Manzi techsolutions@egi.eu Data Solutions Manager
Component Provider contact	CYFRONET Lucasz Dutka lukasz.dutka@cyfronet.pl
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 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 procedures³ and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB⁴ 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 DB⁵ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁶
- 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:

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

⁴ <https://wiki.egi.eu/wiki/OMB>

⁵ <http://goc.egi.eu/>

⁶ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

- 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.