



EGI

FutureGateway Science Gateway (FGSG) OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	INFN-CATANIA
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DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	30/04/2019	Final version of the OLA	Małgorzata Krakowian
v1.1	05/09/2018	Corrected a typo with start and end dates, added the roles Component Provider and Service Provider	Alessandro Paolini
v1.2	15/04/2020	one year extension, updated the helpdesk support unit name, 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 Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **INFN-CATANIA (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 May 2019** to **30th April 2021**.

The Agreement was discussed and approved by EGI foundation and the Component Provider **30/04/2019**.

The Component Provider is 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	This FutureGateway Science Gateway (FGSG) addresses the requirements coming from the EGI Applications on Demand service (AoDs). This SG is based on the FutureGateway Framework ² , a set of software components that INFN started to develop since the INDIGO-DataCloud project ³ in 2015.
Coordination	This activity is in relation to the activities foreseen by the Task 13.3 of the EOSC-hub project.
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 the EGI Default Operational Level Agreement.

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

² <https://github.com/FutureGatewayFramework/>

³ <https://www.indigo-datacloud.eu/>

3 Support

As defined in the EGI Default Operational Level Agreement.

Support is provided via EGI Service Desk⁴ Support Unit: Applications on Demand (FGSG)

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): 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 (see in the the EGI Default Operational Level Agreement).

5 Limitations and constraints

As defined in the EGI Default Operational Level Agreement.

⁴ <http://helpdesk.egi.eu/>

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	Matthew Viljoen operations@egi.eu
Component Provider contact	Riccardo Bruno riccardo.bruno@ct.infn.it Roberto Barbera roberto.barbera@ct.infn.it FGSG Mailing list fgsg@ct.infn.it
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 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 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 procedures⁵ and to other policy documents referenced therein;
- Policies and procedures under scope: ‘Users’ and ‘Infrastructure’ apply;
- 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 are 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 LToS platform, share and discuss these on a regular basis with the Component Provider;
- Provides presentation opportunities for the provider at events (workshops, conferences, tutorials) organised for users about the EGI LToS;
- Facilitate the acknowledgement of the provider in scientific publications written by users of this service of the EGI LToS;
- Support coordination with other EGI services;

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

- 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:

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