



EGI Foundation

Argo Messaging Service (AMS)

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
AMS Providers	GRNET, SRCE
Start Date	1 st January 2021
End Date	30 th June 2023
Status	FINAL
Agreement Date	16 th September 2021
OLA Link	https://documents.egi.eu/document/3672



This work by EGI Foundation is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/)

This template is based on work, which was released under a Creative Commons 4.0 Attribution License (CC BY 4.0). It is part of the FitSM Standard family for lightweight IT service management, freely available at www.fitsm.eu.

DOCUMENT LOG

Issue	Date	Comment	Author
1.0	16/11/2017, 27/06/2018	New OLA covering 2018, 2019, 2020 years	Alessandro Paolini, Kostas Koumantaros
1.1	16/09/2019	Yearly review, introduced the roles Service Provider and Component Provider, updated sections on Violations, Escalations, and Complaints	Alessandro Paolini
2.0	11/12/2020, 16/09/2021	Covering EGI ACE from Jan 2021 to June 2023; renamed EGI Corporate Level as EGI Default OLA; updated the support unit name; updated section 7 on security requirements; changed frequency of the reports; A/R targets are 99%; added Software and ITSM compliance in section 8; added in section 9 the requirement about periodic supplier process audits conducted by EGI Foundation; changed the roles name: "Customer" for EGI Foundation, "AMS Providers" for the federation members.	Alessandro Paolini, Kostas Koumantaros

TERMINOLOGY

The EGI glossary of terms is available at: <http://go.egi.eu/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.

Contents

1	The Services	4
2	Service hours and exceptions	5
3	Support	5
3.1	Incident handling	5
3.2	Service requests	5
4	Service level targets	5
5	Limitations and constraints	6
6	Communication, reporting and escalation	6
6.1	General communication	6
6.2	Regular reporting	6
6.3	Violations	7
6.4	Escalation and complaints	7
7	Information security and data protection	7
8	Responsibilities	8
8.1	Of the AMS Providers	8
8.1.1	Software compliance	9
8.1.2	IT Service Management compliance	9
8.2	Of the Customer	10
9	Review, extensions, and termination	10

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **GRNET, SRCE (the AMS Providers)** 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 2021** to **30th June 2023**.

The Agreement was discussed and approved by EGI Foundation and the AMS Providers on **16th September 2021**.

The AMS 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 ARGO Messaging Service (AMS) is a Publish/Subscribe Service, which implements the Google PubSub protocol. It provides an HTTP API that enables Users/Systems to implement message oriented service using the Publish/Subscribe Model over plain HTTP. AMS is a backend service for EGI operational tools that need to use a messaging functionality for message communications purposes (i.e. Argo monitoring, APEL, the Operations Portal, EGI Fedcloud etc.).</p> <p>The service component to be provided needs to provide scalability and redundancy with its topology in order to keep up with the message load produced by the operations tools. The scalability of the service should be adjusted to support the amount of monitoring and accounting data produced by the sites that are part of the EGI Federation of High Throughput Computing, storage and cloud services.</p>
Coordination	<p>This activity is responsible for:</p> <ul style="list-style-type: none"> ● the coordination of the system operations and upgrade activities with those partners that are in charge of operating other systems that depend on it to ensure continuity of the service ● Requirements gathering
Operation	<ul style="list-style-type: none"> ● Daily running of the system in load balancing configuration ● Maintenance of probes to test the functionality of the service ● Provisioning of a high availability configuration which includes at least 3 instances running behind a HAProxy configuration in High Availability Mode. A backup instance will also be setup by SRCE in Croatia.

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

	<ul style="list-style-type: none"> Implementing all the measures for mitigating the risks listed in the Availability and Continuity Plan²
Maintenance	<ul style="list-style-type: none"> Bug fixing and proactive maintenance of the software Documentation

2 Service hours and exceptions

As defined by the EGI Default Operational Level Agreement.

3 Support

As defined by the EGI Default Operational Level Agreement.

Support is provided via EGI Service Desk³ Support Unit: Messaging

Support is available between:

- Monday and Friday
- 9:00 and 17:00 EET/EEST time

This excludes public holidays at the same time in all organizations providing the service.

3.1 Incident handling

As defined by the EGI Default Operational Level Agreement.

3.2 Service requests

As defined by 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%

Monthly Reliability

² https://wiki.egi.eu/wiki/Services_Availability_Continuity_Plans

³ <http://helpdesk.egi.eu/>

- 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%

Quality of Support level

- Medium (Section 3)

5 Limitations and constraints

As defined by 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 Services in the scope of this Agreement.

Customer contact	Alessandro Paolini operations@egi.eu EGI Foundation Operations officer
AMS Providers contact	Kostas Koumantaros: kkoum@grnet.gr Themis Zamani: themis@grnet.gr Emir Imamagic: eimamagi@srce.hr
Service Support contact	See Section 3

6.2 Regular reporting

As part of the fulfilment of this Agreement and provisioning of the Services, 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 the reference reporting period	10 months (first report covering the period Jan – Oct 2021)	AMS Providers	Survey form prepared by EGI Foundation

All reports shall follow predefined templates⁴.

6.3 Violations

The AMS Providers commit to inform the Customer 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 AMS Providers will provide justifications and a plan for Services enhancement to the Customer. The AMS Providers 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 Customer 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.

6.4 Escalation and complaints

For escalation and complaints, the AMS Providers 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 AMS Providers 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 AMS Providers, EGI Foundation Director director@egi.eu should be informed.

7 Information security and data protection

As defined by the EGI Default Operational Level Agreement.

The following rules for Information Security and data protection should be enforced by the AMS Providers:

- The AMS Providers must make every effort to maximise security level of users' data and minimise possible harm in the event of an incident. Incidents must be immediately reported to the EGI CSIRT according to the SEC01 procedure⁵.

⁴ <https://documents.egi.eu/document/2748>

⁵ <https://wiki.egi.eu/wiki/SEC01>

- EGI Foundation holds the role of the Data Controller while the AMS Providers holds the role of Data Processor. Data Processing Agreements⁶ covering the provided services must be signed between EGI Foundation (the Data Controller) and AMS Providers (the Data Processors).
- The AMS Providers must comply with the EGI Policy on the Processing of Personal Data⁷ and provide a Privacy Policy. This Privacy Policy must be prepared together with EGI Foundation and must be based on the Privacy Policy template provided by the AARC Policy Development Kit (PDK)⁸.
- The AMS Providers must enforce the EGI WISE Acceptable Usage Policy⁹.
- The AMS Providers shall comply with all principles set out by the GÉANT Data Protection Code of Conduct¹⁰ version 1.0.
- The AMS Providers must meet all requirements of any relevant EGI policies or procedures¹¹ and also must be compliant with the relevant national legislation. Regarding EGI requirements, please refer to the following reference documentation:
 - [EGI-doc-3015: e-Infrastructure Security Policy](#)
 - [EGI-doc-3601: Service Operations Security Policy](#)
 - [EGI-doc-2732: Policy on the Processing of Personal Data](#)
 - [EGI-doc-3600: Acceptable Use Policy and Conditions of Use](#)
 - [EGI-doc-2934: Security Traceability and Logging Policy](#)
 - [EGI-doc-2935: Security Incident Response Policy](#)
 - [SEC01: EGI CSIRT Security Incident Handling Procedure - EGIWiki](#)

8 Responsibilities

8.1 Of the AMS Providers

Additional responsibilities of the AMS Providers are as follow:

- Adhering to all applicable operational and security policies and procedures¹² and to other policy documents referenced therein.
- Using the communication channels defined in this Agreement.
- Attending OMB¹³ and other operations meeting when needed

⁶ <https://documents.egi.eu/document/3755>

⁷ <https://documents.egi.eu/public/ShowDocument?docid=2732>

⁸ <https://aarc-project.eu/policies/policy-development-kit/>

⁹ <https://documents.egi.eu/public/ShowDocument?docid=3600>

¹⁰ <https://wiki.refeds.org/display/CODE/Code+of+Conduct+for+Service+Providers>

¹¹ https://www.egi.eu/about/policy/policies_procedures.html

¹² https://www.egi.eu/about/policy/policies_procedures.html

¹³ <https://wiki.egi.eu/wiki/OMB>

- Accepting EGI monitoring services provided to measure fulfilment of agreed service level targets.
- The Service endpoints with associated roles is registered in GOC DB¹⁴ as site entity under the EGI.eu Operations Centre hosting EGI central operations tools¹⁵.
- Changes in the system must be rolled in production in a controlled way in order to avoid service disruption.

8.1.1 Software compliance

Unless explicitly agreed, software being used and developed to provide the service should:

- Be licensed under an open source and permissive license (e.g. MIT, BSD, Apache 2.0,...).
- Allow to grant unlimited access and exploitation rights upon request.
- Have source code publicly available via a public source code repository (if needed a mirror can be put in place under the EGI organisation in GitHub¹⁶.) All releases should be appropriately tagged.
- Adopt best practices:
 - Defining and enforcing code style guidelines.
 - Using Semantic Versioning.
 - Using a Configuration Management frameworks such as Ansible.
 - Taking security aspects into consideration through at every point in time.
 - Having automated testing in place.
 - Using code reviewing.
 - Treating documentation as code.
 - Documentation should be available for Developers, administrators and end users.

8.1.2 IT Service Management compliance

- Key staff who deliver services should have foundation or basic level ITSM training and certification
 - ITSM training and certification could include standards and best practices such as FitSM, ITIL, ISO 20000 etc.
- Key staff and service owners should have advanced/professional training and certification covering the key service management processes for their services.
- AMS Providers should have clear interfaces with the EGI Service Management System processes and provide the required information.
- AMS Providers should commit to improving their management system used to support the services they provide.

¹⁴ <http://goc.egi.eu/>

¹⁵ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

¹⁶ <https://github.com/EGI-Foundation>

8.2 Of the Customer

The responsibilities of the Customer are:

- Delivering and planning the Services according to an ISO compliant manner.
- Raising any issues deemed necessary to the attention of the AMS Providers.
- Collecting requirements from the Resource infrastructure Providers.
- Supporting coordination and integration with other EGI services.
- Providing monitoring to measure fulfilment of agreed service level targets.
- Providing clear interfaces to the EGI SMS processes.

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 AMS Providers according to the following rules:

- Technical content of this Agreement and targets will be reviewed on a yearly basis
- EGI Foundation shall be entitled to conduct audits or mandate external auditors to conduct audits of suppliers and federation members at a reasonable frequency. These will aim to evaluate the effective provision of the agreed service or service components and the execution of activities related to providing and managing the service prior to the commencement of this Agreement and then on a regular basis. EGI Foundation will announce audits at least one month in advance. The AMS providers / federation members shall support EGI Foundation and all auditors acting on behalf of EGI Foundation to the best of their ability in carrying out the audits. The AMS Providers / federation members are obliged to provide the auditors, upon request, with the information and evidence necessary. Efforts connected to supporting these audits by the AMS providers / federation members will not be reimbursed.