



EGi Foundation

Operations portal

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGi Foundation
Service Supplier	CNRS
Start Date	1 st January 2021
End Date	30 th June 2023
Status	FINAL
Agreement Date	14 th December 2020
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
FINAL	17/03/2016	Final version	Małgorzata Krakowian
2.0	05/01/2018	New OLA covering 2018, 2019, 2020	Alessandro Paolini, Cyril L'Orphelin
2.1	27/06/2018	Changed the reporting period to 9 months; added the requirement for the availability and continuity plan.	Alessandro Paolini
2.2	16/12/2019	yearly review; introduced the Service Provider and the Component Provider roles; updated Violations, Escalation, and Complaints sections; Corporate-level EGI OLA renamed to EGI Default OLA; mentioned SOMBO in the technical description	Alessandro Paolini, Cyril L'Orphelin
3.0	14/12/2020	Covering EGI ACE from Jan 2021 to June 2023; updated section 7 on security requirements; changed frequency of the reports; added Software and ITSM compliance in section 8; added in section 9 the requirement about periodic supplier process audits conducted by EGI Foundation	Alessandro Paolini, Cyril L'Orphelin
3.1	17/12/2021	yearly review; introduced the term Service Supplier; updated section 7 and section 8	Alessandro Paolini, Cyril L'Orphelin
3.2	09/01/2023	yearly review; updated some links	Alessandro Paolini

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

Contents

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

The present Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **CNRS (the Service Supplier)** 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 Service Supplier **14th December 2020**.

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	<p>The Operations Portal provides different capabilities:</p> <ul style="list-style-type: none">● The detection and the follow-up of incidents on the different resource centre of the EGI infrastructure● The repository for the static information related to Virtual Organizations● The broadcast tool● A visualisation (charts) and notification (emails or rss) system related to the downtimes impacting the services, the sites, the NGIs or the VO● A reporting and computing system giving the availabilities and reliabilities of the NGI Core services, of the sites and of the services of a VO● A user tracking tool● Metrics and charts● The Service Order Management Back Office [SOMBO]:<ul style="list-style-type: none">○ track all the orders received by the EOSC marketplace and to propose different actions on these orders● Aggregation by VO, RC, and OC of the BDII information<ul style="list-style-type: none">○ several tools to see Glue2 information○ detailed information about resources that support a site or a VO○ track the storage data by scanning the VOs catalogue (detect dark data and lost files) <p>The architecture is composed of three modules:</p> <ul style="list-style-type: none">● A database – to store information related to the users or the VO - namely MySQL● A web module – graphical user interface – which is currently integrated into the Symfony and bootstrap frameworks● A Data Aggregation and Unification Service named Lavoisier
------------------	--

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

Coordination	This activity is responsible for the coordination of the system operation and upgrade activities with those partners that are in charge of operating other systems that depend on it. Coordination with the EGI Operations is necessary to support the production of reports and to provide data views not available in the portal standard interfaces.
Operation	<ul style="list-style-type: none"> ● Daily running of the system ● Provisioning of a high availability configuration: <ul style="list-style-type: none"> ○ MySQL and the web module are clustered to provide High Availability. ○ Different instances of Lavoisier are running to cover a high availability configuration. ● A testing infrastructure to verify interoperability and the impact of software upgrades on depending systems ● Deployment in the testing infrastructure and in production of the developments produced by EGI-Engage ● Creating an Availability and Continuity Plan for the Operation Portal² and implementing countermeasures to mitigate the risks defined in the related risk assessment in the Availability and Continuity Plan.
Maintenance	<p>This activity includes:</p> <ul style="list-style-type: none"> ● bug fixing, proactive maintenance, improvement of the system ● coordination of software maintenance activities with other technology providers that provide software for the EGI Core Infrastructure or remote systems deployed by integrated and peer infrastructures that interoperate with the Operations Portal. ● Maintenance of probes to test the functionality of the service ● Requirements gathering ● 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: Operations Portal

Additionally, support is provided via: cic-information@cc.in2p3.fr

² https://confluence.egi.eu/x/rYO_Bw

³ <http://helpdesk.egi.eu/>

Support is available between:

- Monday and Friday
- 9:30 and 17:30 CET/CEST 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

- 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 service in the scope of this Agreement.

EGI Foundation contact	Alessandro Paolini operations@egi.eu
Service Supplier contact	Cyril L'Orphelin cyril.lorphelin@cc.in2p3.fr
Service Support contact	See Section 3

6.2 Regular reporting

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

6.3 Violations

The Service Supplier commits to inform the 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 violations of the Services targets, the Service Supplier will provide justifications and a plan for Services enhancement to the EGI Foundation. The Service Supplier 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 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.

6.4 Escalation and complaints

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

7 Information security and data protection

The following rules for Information Security and data protection should be enforced when they are applicable:

- The Service Supplier agrees to make every effort to maximise security level of users' data and minimise possible harm in the event of an incident. Security Incidents affecting the services described in Section 1 must be immediately reported to the EGI Foundation using ism@mailman.egi.eu and will have to be reported to EGI CSIRT using abuse@egi.eu within 4 hours after their discovery and handled according to the SEC01⁴ procedure.
- EGI Foundation holds the role of the Data Controller while the Service Supplier holds the role of Data Processor. Data Processing Agreements must be signed between EGI Foundation (the Data Controller) and Service Supplier (the Data Processor).
- The Service Supplier must comply with the EGI Policy on the Processing of Personal Data⁵ and provide a Privacy Notice. This privacy Notice must be agreed with EGI Foundation and must be based on the Privacy Policy template provided by the AARC Policy Development Kit (PDK)⁶.
- The Service Supplier must enforce the EGI WISE Acceptable Usage Policies⁷.
- The Service Supplier shall comply with all principles set out by the GÉANT Data Protection Code of Conduct⁸ version 1.0.
- The Service Supplier must meet all requirements of any relevant EGI policies or procedures⁹ 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](#)

⁴ <https://go.egi.eu/sec01>

⁵ <https://documents.egi.eu/public/ShowDocument?docid=2732>

⁶ <https://aarc-project.eu/policies/policy-development-kit/>

⁷ <https://documents.egi.eu/public/ShowDocument?docid=3600>

⁸ <https://wiki.refeds.org/display/CODE/Code+of+Conduct+for+Service+Providers>

⁹ <https://confluence.egi.eu/display/EGIPP/EGI+Policies+and+Procedures+Home>

8 Responsibilities

8.1 Of the Service Supplier

Additional responsibilities of the Service Supplier are as follow:

- Adhering to all applicable operational and security policies and procedures¹⁰ and to other policy documents referenced therein.
- Using the communication channels defined in the agreement.
- Attending OMB¹¹ and other operations meetings when needed.
- Accepting EGI monitoring services provided to measure fulfilment of agreed service level targets.
- The Services with associated roles are registered in GOCD¹² as site entity under EGI.eu Operations Centre hosting EGI central operations tools¹³
- Changes in the system must be rolled in production in a controlled way in order to avoid service disruption.
- An effective way to manage and control configuration items and changes such that they can meet the CHM requirements coming from EGI as a customer including making risk assessments and considering high risk changes.

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 licence (e.g. MIT, BSD, Apache 2.0,...).
- Unless otherwise agreed, be licensed to provide unlimited access and exploitation rights to the EGI Federation.
- 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 GitHub¹⁴.) 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 at every point in time.
 - Having automated testing in place.

¹⁰ <https://confluence.egi.eu/display/EGIPP/EGI+Policies+and+Procedures+Home>

¹¹ <https://confluence.egi.eu/display/EGIBG/Operations+Management+Board>

¹² <http://goc.egi.eu/>

¹³ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

¹⁴ <https://github.com/EGI-Federation>

- 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.
- Service Suppliers should have clear interfaces with the EGI Service Management System processes and provide the required information.
- Service Suppliers should commit to improving their management system used to support the services they provide.

8.2 Of the EGI Foundation

The responsibilities of EGI Foundation are:

- Delivering and planning the Services component according to an ISO 20000 compliant manner.
- Raising any issues deemed necessary to the attention of the Service Supplier.
- 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 EGI Foundation according to the following rules:

- Technical content of the 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. These will aim at evaluating the effective provision of the agreed service or service component and 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 provider / federation member 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 provider / federation member is obliged to provide the auditors, upon request, with the information and evidence necessary. Efforts connected to supporting these audits by the provider / federation member will not be reimbursed.