



EGI Foundation

UMD and CMD software provisioning infrastructure

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	IBERGRID (CSIC, LIP)
Start Date	1 st January 2021
End Date	30 th June 2023
Status	FINAL
Agreement Date	21 st January 2021



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DOCUMENT LOG

Issue	Date	Comment	Author
2.0	9/11/2017	New OLA covering 2018, 2019, 2020	Alessandro Paolini
2.1	27/06/2018	Changed the reporting period to 9 months	Alessandro Paolini
2.2	16/09/2019	Yearly review; introduced the roles Service Provider and Component Provider; updated contacts; updated sections on Violations, Escalations, and Complaints	Alessandro Paolini
3.0	07/01/2021, 23/02/2021	Covering EGI ACE from Jan 2021 to June 2023; renamed EGI Corporate Level as EGI Default OLA; 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; switched provider to IBERGRID, A/R percentage updated to 90% according to bid; added note on holidays in the Support section	Alessandro Paolini, Vincenzo Spinoso, Isabel Campos, Joao Pina

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 **IBERGRID (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 January 2021** to **30th June 2023**.

The Agreement was discussed and approved by EGI Foundation and the Component Provider **21st January 2021**.

The Component Provider(s) is (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 software provisioning infrastructure is composed by the following components:</p> <ul style="list-style-type: none">● Integration with RT, a new product release (the tuple Product, Platform, Architecture) is associated with a RT ticket, which tracks the status of the product in the software provisioning process.● Submission of new products with XML.● Repository Back-end: responsible unit for handling the movement of packages between repositories, validating the individual product releases submissions, building accumulative as well as per-product YUM/APT repositories (multiple per OS/Arch case) and the other automations needed to perform the UMD and CMD operations. It also provide a RESTful API for external integrations (e.g. with the UMD and CMD portal/frontend)● Composer: a web-based interface for bundling versioned software products that have successfully passed the UMD and CMD verification process, into a robust UMD and CMD release ready to be deployed either to the production or the candidate repositories.● Repositories: the following repositories must be maintained for every operating system and major release supported:<ul style="list-style-type: none">○ Untested: contains the packages to be installed during the verification○ Testing: contains the packages to be installed during staged rollout○ Base: contains the packages released in the first major release○ Update: contains the packages released in the update releases
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¹ <https://documents.egi.eu/document/2752>

	<ul style="list-style-type: none"> ○ Release Candidate: it is generated before a UMD and CMD release, to simulate the production repositories after the UMD and CMD release under preparation. This is used to test the installability of the newly released components, as well as the products already in production. ● The processes to move products between repositories and to create releases must be as automated as possible. ● The task must provide statistics about the repository usage in terms of downloads, aggregated by packages and time. ● Front-end, the information about UMD and CMD releases (release notes, list of components, configuration) must be available in a web frontend. <p>Note: the architecture of the internal components is not mandatory, but the services provided must be equivalent.</p> <p>The software provisioning infrastructure must support multiple distributions, multiple operating system (EL based, and Debian based) and major releases (at least two major releases).</p> <p>The infrastructure should also support a “Preview” repository where products are quickly released without verification. It is not an official UMD repository, but it represents a place where products can be made available to service providers more quickly and directly, bypassing the quality assurance steps.</p>
Coordination	<p>The task must coordinate with the UMD and CMD quality assurance task as well as EGI Operations when necessary, and with the AppDB provider to support the community repositories.</p>
Operation	<ul style="list-style-type: none"> ● The task must operate all the technical services described before: <ul style="list-style-type: none"> ○ Repositories (production, testing, untested and RC, community repositories) ○ Repositories back-end (including UMD composer) ○ Web pages (repository front-end, Release XML editor) ● The task will articulate with UMD Software provisioning team the technical requirements. ● The task must support the creation of the distributions and for each distribution the creation of the releases, creating the release candidates and the actual releases.
Maintenance	<ul style="list-style-type: none"> ● Adapt repositories according to SWPP requirements, such as supporting new OS distributions or adding new types of artefacts. ● Regular (yearly) requirements gathering for future improvements of the service. ● Maintain up-to-date documentation of the service

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: Software Repository

Support is available between:

- Monday and Friday
- 9:00 and 17:00 CET/CEST time

This excludes public holidays and site closures for the Component Providers.

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):
 - UMD repositories, web front-end, the community repository: 90% (as a percentage per month)
 - the other components (Repository backend and Composer): 75% (as a percentage per month)

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): 90%

Quality of Support level

- Medium (Section 3)

² <http://helpdesk.egi.eu/>

5 Limitations and constraints

As defined in the EGI Default Operational Level Agreement.

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided in the following language: English
- Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
- Force Majeure. A party shall not be liable for any failure or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control. Means any
 - fire, flood, earthquake, or natural phenomena,
 - war, embargo, riot, civil disorder, rebellion, revolutionwhich is beyond the Provider's control, or any other causes beyond the Provider's control

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.

Service Provider contact	Alessandro Paolini operations@egi.eu EGI Foundation Operations officer
Component Provider contact	Jorge Gomes: jorge@lip.pt Mário David: david@lip.pt Joao Pina: jpina@lip.pt Isabel Campos: isabel@campos-it.es Pablo Orviz: orviz@cern.ch
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)	Component Provider	Survey form prepared by EGI Foundation

All reports shall follow predefined templates³.

6.3 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.

6.4 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 Service Provider 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.

³ <https://documents.egi.eu/document/2748>

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

- The Component Provider agrees to make every effort to maximise security level of users' data and minimise possible harm in the event of an incident.
- EGI Foundation holds the role of the Data Controller while the Component Provider holds the role of Data Processor. Data Processing Agreements must be signed between EGI Foundation (the Data Controller) and Component Provider (the Data Processor).
- The Component Provider must comply with the EGI Policy on the Processing of Personal Data⁴ 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)⁵.
- The Component Provider must enforce the EGI WISE Acceptable Usage Policies⁶.
- The Component Provider shall comply with all principles set out by the GÉANT Data Protection Code of Conduct⁷ in its most current version, which will be made available to the Component Provider by EGI Foundation upon request.
- The Component Provider must meet all requirements of any relevant EGI policies or procedures⁸ 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](#)
 - [EGI-doc-710: Security Incident Handling Procedure](#)

8 Responsibilities

8.1 Of the Component Provider

Additional responsibilities of the Component Provider are as follows:

- Adhere to all applicable operational and security policies and procedures⁹ and to other policy documents referenced therein;

⁴ <https://documents.egi.eu/public/ShowDocument?docid=2732>

⁵ <https://aarc-project.eu/policies/policy-development-kit/>

⁶ <https://documents.egi.eu/public/ShowDocument?docid=3600>

⁷ <https://wiki.refeds.org/display/CODE/Data+Protection+Code+of+Conduct+Home>

⁸ https://www.egi.eu/about/policy/policies_procedures.html

⁹ https://www.egi.eu/about/policy/policies_procedures.html

- Use communication channel defined in the agreement.
- Attend OMB¹⁰ 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 DB¹¹ as site entity under EGI.eu Operations Centre hosting EGI central operations tools¹².
- 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 (like MIT, BSD, Apache 2.0,...).
- The license should provide unlimited access rights to the EGI community.
- 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 GitHub¹³.) All releases should be appropriately tagged.
- Adopt best practices:
 - Defining and enforcing code style guidelines.
 - Using Semantic Versioning.
 - Using a Configuration Management framework such as Ansible.
 - Taking security aspects into consideration through at every point in time.
 - Having automated testing in place.
 - Using code reviews.
 - 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 FitSM, ITIL, ISO 20000 etc.
- Key staff and service owners should have advanced/professional training and certification covering the key processes for their services
- Component Providers should have clear interfaces with the EGI SMS processes and provide the required information

¹⁰ <https://wiki.egi.eu/wiki/OMB>

¹¹ <http://goc.egi.eu/>

¹² https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4

¹³ <https://github.com/EGI-Foundation>

- Component Providers should commit to the continuous improvement of their management system used to support the services they provide

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 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 the Service Provider 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 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 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.