



EGI Foundation

Resources for Collaboration Tools

Operational level Agreement

Service Provider	EGI Foundation
Component Provider	CESNET
First day of service delivery	2021/01/01
Last day of service delivery	2021/12/31
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DOCUMENT LOG

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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 **CESNET (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 31st December 2021**.

The Agreement was discussed and approved by EGI Foundation and the Component Provider **30th June 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	<ul style="list-style-type: none">- Resources for the operations of the following Virtual Machines<ul style="list-style-type: none">- Total number of IPv4 and IPv6: 21- Total number of vCPU: 45- Total number of RAM: 80- Total number of Disk: 1483- Allocation of resources:<ul style="list-style-type: none">- Confluence (4 vCPU, 8GB RAM, 32GB disk, 1PIP4+6)- DocDB (1 vCPU, 2GB RAM, 32GB disk, 1PIP4+6)- Indico (2 vCPU, 4GB RAM, 48GB disk, 1PIP4+6)- Eduroam (1 vCPU, 1GB RAM, 8GB disk, 1PIP4+6)- Jira (4 vCPU, 8GB RAM, 32GB disk, 1PIP4+6)- LDAP (1 vCPU, 1GB RAM, 8GB disk, 1PIP4+6)- Mailman (1 vCPU, 2GB RAM, 71GB disk, 1PIP4+6)- Mailman eoschub (1 vCPU, 2GB RAM, 30GB disk, 1PIP4+6)- Wiki (2 vCPU, 2GB RAM, 16GB disk, 1PIP4+6)- CSIRT wiki (1 vCPU, 2GB RAM, 16GB disk, 1PIP4+6)- SSO (2 vCPU, 2GB RAM, 8GB disk, 1PIP4+6)- Wordpress (2 vCPU, 4GB RAM, 30GB disk, 1PIP4+6)- Discourse (4 vCPU, 4GB RAM, 32GB disk, 1PIP4+6)- VM for backups (4 vCPU, 8GB, 16+800GB disk)- DNS slave (1 vCPU, 0.5GB, 8 GB disk, 1PIP4+6)- CICD (2 vCPU, 4GB, 16GB disk, 1PIP4+6)- Artifacts (1 vCPU, 2GB, 32GB disk, 1PIP4+6)
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¹ <https://documents.egi.eu/document/2752>

	<ul style="list-style-type: none"> - Monitoring (1vCPU, 2GB, 8GB disk, 1PIP4+6) - Monitoring DB (2vCPU, 4GB, 64GB disk) - Mail relay (1vCPU, 0.5GB, 8GB disk, 1PIP4+6) - Proxy (1vCPU, 1GB, 8GB disk, 1PIP4+6) - Resources for Confluence and Jira for EOSC future (15 vCPU, 34 GB RAM, 152 GB disk) - Spare resources for testing, to be used on demand: (8 vCPU, 16GB RAM, 160GB disk, 2PIP4+6) - - Provisioning of RT service at https://rt.egi.eu - Management of Virtual Machines - Provisioning of DNS servers for egi.eu, eoschub.eu, opensciencecommons.org - Management of PTR records - Providing monitoring notifications - Providing access to VMware console
Coordination	<ul style="list-style-type: none"> - Coordinating with SDIS team before making any changes to the underlying services or RT - Coordinating with UMD team with regards to UMD and RT integration
Operations	<ul style="list-style-type: none"> - RT service <ul style="list-style-type: none"> - Hosting, and daily operations and maintenance of RT service at https://rt.egi.eu - To be kept up to date using a supported version - Adapting RT scripts and dashboards on request - Virtual Machines <ul style="list-style-type: none"> - Creation of new VMs - Management of snapshots - Restoration of data from VM snapshots - Providing access to backup data as a mounted device - Support related to VM operations - Assigning IP addresses to the new VMs - Allowing SDIS team to access VMs via SSH with sudo/root access
Maintenance	<ul style="list-style-type: none"> - Maintaining the underlying infrastructure allowing to maintain access to the VMs over SSH for the SDIS team, and on the required public ports specific for every service

2 Service hours and exceptions

IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

The following exceptions apply:

- Planned maintenance windows or service interruptions (“scheduled downtimes”²) will be notified via email in a timely manner i.e. 24 hours before the start of the outage³, to the Customer through the Broadcast Tool⁴.
- Downtime periods exceeding 24 hours need justification.
- Human services are provided during support hours.

3 Support

As defined in the EGI Default Operational Level Agreement.

Support can be contacted via the [CESNET Service Desk](#):

- e-mail: support@cesnet.cz
- phone: +420 234 680 222
- mobil: +420 602 252 531

Additional contacts are referenced below under section 6.

Support is available between:

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

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

3.1 Incident handling

As defined in the EGI Default Operational Level Agreement.

Incidents will be handled according to the Quality of Support level that is estimated according to the impact of the outage or service quality degradation.

The Quality of Support levels are defined as follows:

Base level defines a response time of 5 working days regardless of the GGUS ticket priority.

² https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes

³ <http://goc.egi.eu/>

⁴ <https://operations-portal.egi.eu/broadcast>

Medium level:

Incident priority ⁵	Response time
Less urgent	5 working days
Urgent	5 working days
Very Urgent,	1 working day
Top Priority	1 working day

Advanced level:

Incident priority	Response time
Less urgent	5 working days
Urgent	1 working days
Very Urgent,	1 working day
Top Priority	4 working hours

Response time is provided as a service level target.

3.2 Service requests

As defined in the EGI Default Operational Level Agreement.

In addition to resolving incidents, standard service requests (e.g. change requests, information requests, documentation) will be fulfilled through the defined support channels in the same way as incidents. Service requests are classified as “Less urgent”.

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

⁵ https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

- 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

- Advanced (Section 3)

Incident priority	Response time
Less urgent	5 working days
Urgent	1 working days
Very Urgent,	1 working day
Top Priority	4 working hours

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, revolution
 which 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	Matthew Viljoen operations@egi.eu EGI Foundation SDIS Lead
Component Provider contact	Miroslav Ruda < ruda@ics.muni.cz > VMs: Tomas Stibor < stibor@cesnet.cz > preferably via RT < cesnet-virtual@cesnet.cz > RT: Petr Hanousek < petr.hanousek@cesnet.cz > preferably via rt@rt.cesnet.cz DNS: dns-dhcp@ics.muni.cz and Bohuslav Moucka < moucka@ics.muni.cz >
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 an overall assessment of service performance (per month) and OLA target performance achieved during reporting period	Every 10 months (first period Jan 2021 - Oct 2021)	Service Provider (EGI Foundation)	Collected from ARGO for the Collaboration Tools running on the provided resources and internal monitoring for the provided resources

All reports shall follow predefined templates⁶.

6.3 Violations

As defined in the EGI Default Operational Level Agreement.

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 reported violations of the Services targets, the Component Provider will provide justifications and a plan for Services enhancement to the Service Provider. The Component

⁶ <https://documents.egi.eu/document/2748>

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

The following rules for Information Security and data protection apply:

- 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 Data⁷ and when relevant 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)⁸.
- The Component Provider must enforce the EGI WISE Acceptable Usage Policies⁹.
- The Component Provider shall comply with all principles set out by the GÉANT Data Protection Code of Conduct¹⁰ in its most current version, which will be made available to the Component Provider by EGI Foundation upon request.

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/Data+Protection+Code+of+Conduct+Home>

- The Component Provider 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](#)
 - [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 procedures¹² and to other policy documents referenced therein;
- Use communication channel defined in the agreement;
- Attend OMB¹³ 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 DB¹⁴ as site entity under 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.

8.2 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.

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>

¹⁴ <http://goc.egi.eu/>

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

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