RESOURCE INFRASTRUCTURE PROVIDER OPERATIONAL LEVEL AGREEMENT

Customer	EGI.eu
Provider	Resource infrastructure Provider
Service	Operations Centre
Version	2.2
Approval	29.10.2014 by OMB
Document Link:	https://documents.egi.eu/document/463

TABLE OF CONTENTS

1 INTRODUCTION

This agreement is made between Resource infrastructure Provider (the Provider) and EGI.eu (the Customer) to cover the provision and support of the service as described hereafter. The relevant contacts and representatives may be found in section 8.1.

The Agreement is applicable to all the Providers meeting one of the following conditions:

- the Provider is a Participant or Associated Participant in *The European Grid Initiative Foundation* [STA];
- the Provider collaborates with EGI.eu in the framework defined by a Resource infrastructure Provider MoU [MOU].

The Agreement is valid as long as the Operations Centre of the Provider is operating within EGI, i.e. it is registered in GOCDB [GOC]. The approval of this Agreement is a pre-requisite for the start of the creation of a new Operations Centre as defined in procedure PROC02 [PR02].

The Provider retains the right to terminate the Agreement at any time. If parties agree to end the Agreement, then the provider is no longer part of EGI Infrastructure and it is decommissioned [PR03], or alternatively all its Resource Centres are either closed.

The OLA is a document discussed and approved by the EGI Operations Management Board (OMB) [OMB]. Amendments, comments and suggestions must be addressed by the Customer to the OMB by opening a GGUS [GGUS] ticket to the Service Level Management (SLM) support unit.

2 SCOPE AND DESCRIPTION OF THE SERVICES

This OLA applies to Operations Centre service. Operations Centre entity offers operations services on behalf of the Resource infrastructure Provider. The operations services are delivered locally in collaboration with the relevant Resource Centres at a local level, and globally with EGI.eu.

3 SERVICE HOURS AND EXCEPTIONS

The service operates during the following hours:
Twenty four hours a day, seven days a week, 365 days a year.

The following exceptions apply:

- Planned maintenance windows or interruptions.

To be communicated in a timely manner i.e. 24 hours before, to the Customer through the Broadcast Tool [BT]. Typical duration is up to 24 hours otherwise needs to be justified.

4 SERVICES COMPONENTS

The service covered by this OLA is made up of the following (technical and logical) service components:

Coordination	This activity is responsible for the coordination of the Operation Centre. The Provider supports the Resource Centre during its lifecycle, i.e. for registration and certification, de-registration, and in case of suspension.
Support	Operational incidents and problems are reported by end-users and the Resource Centre administrators to the Operations Centre of the Provider. The Provider offers support by helping in the resolution of such incidents and problems, also escalating these to higher-level teams in case of need for specialized support.
	Support is provided either centrally by the Operations Centre Support Unit in the EGI Helpdesk [GGUS], or locally through the local helpdesk system when available.
	Support activities include support to network performance and connectivity issues as well as security.
Resource Infrastructure	Resources contributed by the Resource Centres to the Resource Infrastructure are made accessible through High-Throughput Computing Platform and/or Cloud Computing Platform services. These have to be available and to be reliably accessible.
Oversight	The Provider oversees the smooth operation of the infrastructure, proactively checks the status of the Resource Centres, and monitors the progress of open tickets. This service is delivered by the Regional Operator on Duty team (ROD) [ROD].
Core services	Core services are defined to be a middleware services that are used to access Resource Centre services. Core services can be operated directly by the Operations Centre, and hosted by its Resource Centres, or by other Operations Centre based on an agreement.
	Core services which must be provided by Operations Centre are listed here [NCS].

5 SUPPORT

Support is provided via the GGUS portal [GGUS], which is the single point of contact for infrastructure users to access the EGI Service Desk. The EGI Service Desk within GGUS is organized in Support Units. Every Support Unit is responsible for one or more services.

Service communication support is available:
- between Monday and Friday
- 8h a day during the regular working hours of supporting organization

This excludes public holidays of the hosting organization.

5.1 Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate priority based on the impact and urgency of the incident. In this context, the following priority guidelines apply:
- Three service priorities are defined and the incidents handled related to them through the GGUS system. These are base, medium and advanced.
- The following QoS level applies to the service: Medium
- The Provider SHOULD endeavour to resolve incidents within five working days.

Medium level:

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

5.2 Fulfilment of service requests

In addition to resolving incidents, standard service requests (e.g. change or information request, documentation) will be fulfilled through the defined support channels in section 5. Response and fulfilment times are provided as service level targets (see section 6).

6 SERVICE LEVEL TARGETS

All targets are per month if not stated otherwise.

The following are the agreed service level targets:

Component	Service level parameter	Target
Core services	Availability	Minimum 99% (as a percentage per month)
	Reliability	Minimum 99% (as a percentage per month)
	Unknown	Maximum 10% (as a percentage per month)
	Number of instances per service	Minimum 1
Resource Infrastructure	Overall Availability	Minimum 80% (as a percentage per month)
	Overall Reliability	Minimum 85% (as a percentage per month)
	Overall Unknown	Maximum 10% (as a percentage per month)
Oversight	ROD Performance Index	Maximum 10 (per month)
Support	QoS level	Medium (as defined in 5.1)

7 LIMITATIONS & CONSTRAINTS

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

- Support is provided in following language: English
- Downtimes caused due to upgrades for fixing critical security issues are not considered OLA violations.
- Failures in the normal operation of the service caused by failures in service provided by the Customer are not considered OLA violations.
- Force Majeure. A party shall not be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders or any other force majeure event

8 COMMUNICATION, REPORTING & ESCALATION

8.1 General communication

The following contacts will be generally used for communications related to the service in the scope of this OLA. These should be both registered in GOC DB [GDB].

Customer contact for the Provider	Peter Solagna peter.solagna@egi.eu EGI.eu NGI Operations Manager [EGDB]
Provider contact for the Customer	NGI Operations manager in respective NGI [NGOC]
Contact for service users	According to defined support channels

8.2 Regular reporting

Reports of the Provider availability, reliability, unknown and ROD performance index statistics will be performed on a monthly basis at [AVREL] and [RPI]. Quality of support is reported and reviewed on a yearly basis based on data from GGUS report generator tool [GRG].

The Provider violating the service parameters specified in Section 6 will be requested to provide justifications by the Customer. The violating provider MUST provide a report. Information is exchanged through GGUS [GGUS] ticket.

8.3 OLA violations

The Provider commits to inform the Customer, if this OLA is violated or violation is anticipated. The following rules are agreed for communication in the event of OLA violation:

In case of violating the service targets specified in this document for three consecutive months it is requested to provide justifications and a plan for service enhancement. The Provider must provide a status report and a plan for the improvement of the service within 10 working days from the date of notification to the Customer. In case of not satisfactory justification EGI.eu can remove the Provider from infrastructure.

8.4 Complaints

For complaints, the defined Provider contact (see section 8.1) point shall be used, and the following rules apply:
- Complaints should be directed to the customer contact (see section 8.1).
- The provider contact (see section 8.1) will be contacted in case of received complaints.

9 INFORMATION SECURITY & DATA PROTECTION

The following rules for information security and data protection apply:

- The Provider must define and abide by an information security and data protection policy related to the service being provided.
- This must meet all requirements of any relevant EGI policies or procedures [POL] and also must be compliant with the relevant national legislation.

10 ADDITIONAL RESPONSIBILITIES OF THE PROVIDER

Additional responsibilities of the Provider are as follow:

- Adhere to all applicable operational and security policies and procedures defined in [POL] and to other policy documents referenced therein;
- Use communication channel defined in the agreement (see section 8.1);
- Be a member of Operations Management Board (OMB) [OMB];
- Ensure the accuracy of the information in GOCDB [GDB]:

  - o The Provider contact details (name, phone number, e-mail address) of a set of contact points for security, operational and administrative emergencies etc;
  - o Components of the service are registered;
  - o The services that are offered by the Provider must be specified;
- Ensure
  - o at least one NGI Operations Manager and Regional Staff (ROD) reachable during working hours of supporting organization and registered in GOC DB [GDB] in respective Operations Centre(s);
- Manage the Resource Centre OLA [RCO] with respective Resource Centres:
  - o the services provided by respective Resource Centres are in compliance with the OLA
  - o report on violations and the enforcement of the related procedures and policies
  - o apply the EGI procedures for the management of underperforming Resource Centre and for the re-computation of monitoring results and reports [PR04]
  - o suspend underperforming Resource Centres as applicable
- Provide:
  - o the operational services defined in the document and ensure their interoperation with the EGI.eu ones as applicable;
  - o directly or indirectly monitoring to measure fulfilment of agreed service level targets
  - o a service desk either by using one GGUS support unit [GGUS], or by using a system which is interfaced with GGUS;
- Coordinate local operational security activities and provide operational security support;
- Contribute to:
  - o the development and maintenance of EGI documentation (manuals, procedures, best practices, etc.);
- Responsibilities toward respective Resource Centres:
  - o respond to incident and problem records from Resource Centres in a timely

manner;

- o register Resource Centres and their administrators in GOCDB and in the available helpdesk facilities as applicable;
- o collect requirements from Resource Centres and raise any issues deemed necessary by Resource Centre to the attention of EGI and to ensure that these issues are properly dealt with;
- o provide first and second-level support by helping in the resolution of advanced and specialised operational problems that cannot be solved by the Resource Centre;
  - If necessary, the Provider will propagate and follow-up problems with higher-level operational or development teams;
- o coordinate and support the deployment of UMD-compliant middleware by the Resource Centres;
- o promote the interoperations between Resource Centres

11 CUSTOMER RESPONSIBILITIES

The responsibilities of the Customer are:

- Collect requirements from the Provider and ensure that these issues are properly dealt with;
- Raise any issues deemed necessary to the attention of the Provider;

- Monitor progress of incident and problem records and to ensure that the Provider works on records opened against them;
- Respond to incident and problem records from the Provider in a timely manner;
- Provide the EGI Federated Operations service components defined in EGI.eu SLA [ESLA];
- Support coordination with other Providers;
- Provide monitoring to measure fulfilment of agreed service level targets.

All responsibilities of the Customer are listed in EGI.eu Service Level Agreement document [ESLA].

12 REVIEW

There will be reviews of the service performance against service level targets and of this OLA at planned intervals with the Customer according to the following rules:

- At least on yearly basis (more frequently if required);
- At the Operations Management Board (OMB) [OMB] meeting

13 GLOSSARY OF TERMS

For the purpose of this OLA, 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. For a complete list of term definitions see the EGI Glossary (http://wiki.egi.eu/wiki/Glossary).

14 REFERENCES

[BT]	Broadcast Tool https://operations-portal.egi.eu/broadcast
[EGDB]	EGI.eu Operations Centre hosting EGI central operations tools https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4
[ESLA]	EGI.eu Service Level Agreement https://documents.egi.eu/document/2166
[GDB]	GOC DB http://goc.egi.eu/
[GGUS]	EGI Helpdesk http://helpdesk.egi.eu/
[GLO]	EGI Glossary http://wiki.egi.eu/wiki/Glossary
[GRG]	GGUS Report Generator https://ggus.eu/?mode=report_view
[MOU]	Resource infrastructure provider MoU template https://documents.egi.eu/document/215
[NCS]	List of mandatory NGI core services https://wiki.egi.eu/wiki/NGI_services_in_GOCDB#Services
[NGOC]	List of National Grid Initiatives in GOC DB https://goc.egi.eu/portal/index.php?Page_Type=NGIs
[OMB]	Operations Management Board https://wiki.egi.eu/wiki/Operations_Management_Board
[OP]	Operations Portal http://operations-portal.egi.eu/
[AVREL]	Monthly reports of the Provider availability and reliability statistics https://wiki.egi.eu/wiki/Availability_and_reliability_monthly_statistics
[POL]	EGI policies and procedures https://www.egi.eu/about/policy/policies_procedures.html
[PR02]	Operations Centre Creation, EGI Procedure PROC 02 https://wiki.egi.eu/wiki/PROC02
[PR03]	Operations Centre decommission, EGI Procedure PROC03 https://wiki.egi.eu/wiki/PROC03
[PR04]	Quality Verification of monthly Availability/Reliability statistics https://wiki.egi.eu/wiki/PROC04

[RCO]	Resource Centre OLA https://documents.egi.eu/document/31
[ROD]	Regional Operator on Duty https://wiki.egi.eu/wiki/Operations/ROD
[RPI]	ROD Performance Index statistics https://wiki.egi.eu/wiki/ROD_performance_index#Performance_reports
[STA]	EGI.eu Statutes, May 2010 https://documents.egi.eu/document/18