

RESOURCE INFRASTRUCTURE PROVIDER OPERATIONAL LEVEL AGREEMENT

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Federation member	Resource Infrastructure Provider
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DOCUMENT LOG

Issue	*Date*	*Comment*	*Author*
v. 2.3	22/07/2016	Updated version	Małgorzata Krakowian
v. 2.4	16/03/2017	Yearly review (few typos corrections)	Alessandro Paolini
v. 2.4.1	17/03/2017	Added the Storage service in the services definition, mentioned EGI CheckIn as login option to the EGI Helpdesk system	Alessandro Paolini
v. 2.5	30/04/2018	Changed the EGI F. contact, fixed the roles names	Alessandro Paolini, Małgorzata Krakowian
v. 2.6	24/05/2019	Yearly review (few typos corrections)	Alessandro Paolini
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v. 2.9	17/10/2022	Yearly review: updated some links	Alessandro Paolini
v. 2.10	16/12/2024	Yearly review: added more details about EGI Foundation responsibilities (section 8.2)	Alessandro Paolini
v. 2.11	18/02/2026	EGI is not an acronym for “European Grid Initiative” anymore; updated the EGI Helpdesk link;	Alessandro Paolini
v. 2.12	23/11/2026	Updated the QoS and ticket priority levels	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.

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The present Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Service Provider)** and the **Resource Infrastructure Provider (RP)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

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

- The RP is a Participant or Associated Participant in *The EGI Foundation*.
- The RP collaborates with EGI Foundation in the framework defined by a Resource infrastructure Provider MoU.

Once approved, **this Agreement is valid for as long as the RP is part of the EGI production infrastructure**, i.e. as long as the RP is registered in the EGI Configuration Database GOCDB[1] as defined in the Operation Centre creation procedure[2].

The RP 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[3] or alternatively all its Resource Centres are either closed.

The Agreement is a document discussed and approved by the EGI Operations Management Board (OMB)[4].

Amendments, comments and suggestions must be addressed by the RP to the OMB by opening a GGUS[5] ticket to the Operations support unit.

1 The Services

The Services are defined by the following properties:

Coordination	This activity is responsible for the coordination of the Operation Centre. The RP 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 RP. The RP offers support by helping in the resolution of such incidents and problems, also escalating these to higher-level teams in case of need for specialised support.

[1] http://goc.egi.eu/
[2] https://confluence.egi.eu/display/EGIPP/PROC02+Operations+Centre+creation
[3] https://confluence.egi.eu/display/EGIPP/PROC03+Operations+Centre+decommission
[4] https://confluence.egi.eu/display/EGIBG/Operations+Management+Board
[5] https://helpdesk.ggus.eu/

	Support is provided either centrally by the Operations Centre Support Unit in the EGI Helpdesk, 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 RP are made accessible through High-Throughput Computing Platform and/or Cloud Computing Platform and/or Storage services. These have to be available and to be reliably accessible.
Oversight	The RP oversees the smooth operation of the infrastructure, proactively checks the status of the Resource Centres, and monitors the progress of open tickets.
Core services	Core services are defined to be 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. Required minimum number of instances per service is 1. List of mandatory NGI core services[6]

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"[7]) will be notified via email in a timely manner i.e. 24 hours before the start of the outage[8], to the Customer through the Broadcast Tool[9].
- Downtime periods exceeding 24 hours need justification.
- Human services are provided during support hours.

[6] https://docs.egi.eu/internal/configuration-database/ngi-core-services/#required-service-types
[7] https://docs.egi.eu/internal/configuration-database/downtimes/
[8] http://goc.egi.eu/
[9] https://operations-portal.egi.eu/broadcast/send

3 Support

Support is provided via the EGI Helpdesk Service. Access requires a valid X.509 or the login via an EGI Check-in account[10].

Support is available between:

- Monday and Friday
- 8h a day during the regular working hours of supporting organisation

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

3.1 Incident handling

Incidents will be handled according to the Quality of Support level[11] that is estimated according to the impact of the outage or service quality degradation.

The Quality of Support levels are defined as follow:

Medium level:

Incident priority[12]	Response time
Less urgent	5 working days
Urgent	3 working days
Very Urgent	1 working day

Response time is provided as a service level target.

3.2 Service requests

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

[10] https://docs.egi.eu/users/aai/check-in/
[11] https://docs.egi.eu/internal/helpdesk/features/quality-of-support-levels/
[12] https://docs.egi.eu/internal/helpdesk/features/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.
- Core services: Minimum (as a percentage per month): 99%
- Resource Infrastructure: Overall minimum (as a percentage per month): 80%

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.
- Core services: Minimum (as a percentage per month): 99%
- Resource Infrastructure: Overall minimum (as a percentage per month): 85%

Quality of Support level

- Medium (Section 3)

5 Limitations and 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 Agreement 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. 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.

EGI Foundation	Matthew Viljoen operations@egi.eu
Resource infrastructure Provider	NGI Operations manager in respective NGI

Service Support contact	See Section 3

6.2 Regular reporting

Reports of the RP availability, reliability and unknown statistics will be performed on a monthly basis[13].

The RP violating the service level targets will be requested to provide justifications by EGI Foundation. The violating provider MUST provide a report. Information is exchanged through a GGUS ticket.

6.3 Violations

The RP commits to inform EGI Foundation if the Agreement is violated, or if a violation is anticipated. The following rules are agreed for communication in the event of an Agreement 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 RP must submit a status report and a plan for the improvement of the service within 10 working days from the date of notification to EGI Foundation. In case no justification is provided, or if the justification is unsatisfactory, EGI Foundation can remove (suspend) the RP services from infrastructure by changing their status to 'SUSPENDED' on the Configuration Database[14].

6.4 Escalation and complaints

For complaints, the defined RP contact point shall be used, and the following rules apply:

- Complaints should be directed to the EGI Foundation contact
- The RP contact will be contacted in case of received complaints.

7 Information security and data protection

The following rules for information security and data protection apply:

- The RP must make every effort to maximise the 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[15] procedure.
- In the context of the GDPR regulations, the RP is having the role of the Data Controller and should take into account all the related requirements.

[13] https://confluence.egi.eu/display/EGISLM/Performance
[14] https://goc.egi.eu/
[15] https://go.egi.eu/sec01

- The RP must define and abide by an Information Security and Data Protection policy related to the service being provided. The templates provided by the AARC Policy Development Kit (PDK)[16] can be used as a basis.
- The RP must enforce the EGI WISE Acceptable Usage Policies[17].
- The RP shall comply with all principles set out by the GÉANT Data Protection Code of Conduct[18] version 1.0, which will be made available to the RP by EGI Foundation upon request.
- This Information Security and Data Protection policy must meet all requirements of any relevant EGI policies or procedures[19] and also must be compliant with the relevant national legislation. Regarding the 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

8 Responsibilities

8.1 Of the RP

Responsibilities of the RP are as follow:

- Adhering to all applicable operational and security policies and procedures[20] and to other policy documents referenced therein.
- Using the communication channel defined in the agreement.
- Being a member of Operations Management Board (OMB)[21].
    - Attending OMB and other operations meetings when needed.
- Accepting EGI monitoring services provided to measure fulfilment of agreed service level targets.
- Ensuring the accuracy of the information in GOCDB
    - The Provider contact details (name, phone number, e-mail address) of a set of contact points for security, operational and administrative emergencies etc.
    - Components of the service are registered.

[16] https://aarc-project.eu/policies/policy-development-kit/
[17] https://documents.egi.eu/public/ShowDocument?docid=3600
[18] https://wiki.refeds.org/display/CODE/Data+Protection+Code+of+Conduct+Home
[19] https://confluence.egi.eu/display/EGIPP/Information+for+Operations+Centres
[20] https://confluence.egi.eu/display/EGIPP/Information+for+Operations+Centres
[21] https://confluence.egi.eu/display/EGIBG/Operations+Management+Board

    - The services that are offered by the Provider must be specified.
- Ensuring
    - at least one NGI Operations Manager and Regional Staff (ROD) reachable during working hours of supporting organisation and registered in GOC DB in respective Operations Centre(s).
- Managing the Resource Centre OLA[22] with respective Resource Centres:
    - the services provided by respective Resource Centres are in compliance with the OLA.
    - report on violations and the enforcement of the related procedures and policies.
    - apply the EGI procedures for the management of underperforming Resource Centre and for the re-computation of monitoring results and reports[23]
    - suspend underperforming Resource Centres as applicable.
- Providing:
    - the operational services defined in the document and ensure their interoperation with the EGI Foundation ones as applicable.
    - directly or indirectly monitoring to measure fulfilment of agreed service level targets.
    - a service desk either by using one GGUS support unit or by using a system which is interfaced with GGUS.
- Coordinating local operational security activities and providing operational security support.
- Contributing to the development and maintenance of EGI documentation (manuals, procedures, best practices, etc.).
- Responsibilities toward respective Resource Centres:
    - responding to incident and problem records from Resource Centres in a timely manner.
    - registering Resource Centres and their administrators in GOCDB and in the available helpdesk facilities as applicable.
    - collecting requirements from Resource Centres and raising any issues deemed necessary by Resource Centre to the attention of EGI and to ensure that these issues are properly dealt with.
    - providing 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.
    - coordinating and supporting the deployment of UMD-compliant middleware by the Resource Centres.
    - promoting the interoperations between Resource Centres.

[22] https://documents.egi.eu/document/31
[23] https://confluence.egi.eu/x/xx4mBg

8.2 Of EGI Foundation

The responsibilities of EGI Foundation are:

- Charing the OMB and other operations meetings to discuss the Infrastructure status, covering topics among which: middleware, security, services, issues, policies, and procedures.
- Collecting requirements from the RP and raise any issues deemed necessary by the Provider to the attention of EGI and to ensure that these issues are properly dealt with.
  - By helpdesk ticket, email messages, or regular / *ad hoc* meetings.
- Raising any issues deemed necessary to the attention of the RP.
  - By helpdesk ticket, email messages, or regular / *ad hoc* meetings.
- Monitoring progress of incident and problem records and to ensure that the RP works on records opened against them.
  - Tracking problems in a Know Error Database (KEDB)[24] available to all EGI members.
- Responding to incident and problem records from the RP in a timely manner.
- Regularly overseeing with the RPs the validity of the information stored in GOCDB and following up any inconsistencies through helpdesk tickets.
- Providing the EGI Operations service and activities.
- Providing monitoring to measure fulfilment of agreed service level targets.
- Developing and maintaining EGI documentation (manuals, procedures, best practices, etc.) allowing and fostering the contribution of the EGI members.
- Supporting coordination with other Providers.

9 Review, extensions, and termination

There will be reviews of the service performance against service level targets and of the Agreement at planned intervals with the EGI Foundation according to the following rules:

- At least on a yearly basis (more frequently if required).
- At the Operations Management Board (OMB) meeting

[24] https://confluence.egi.eu/x/CQHuBQ