**EGI-InSPIRE**

NGI OLA QUESTIONNAIRE

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EGI-InSPIRE (“European Grid Initiative: Integrated Sustainable Pan-European Infrastructure for Researchers in Europe”) is a project co-funded by the European Commission as an Integrated Infrastructure Initiative within the 7th Framework Programme. EGI-InSPIRE began in May 2010 and will run for 4 years.

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**PROJECT SUMMARY**

To support science and innovation, a lasting operational model for e-Science is needed − both for coordinating the infrastructure and for delivering integrated services that cross national borders.

The EGI-InSPIRE project will support the transition from a project-based system to a sustainable pan-European e-Infrastructure, by supporting ‘grids’ of high-performance computing (HPC) and high-throughput computing (HTC) resources. EGI-InSPIRE will also be ideally placed to integrate new Distributed Computing Infrastructures (DCIs) such as clouds, supercomputing networks and desktop grids, to benefit the user communities within the European Research Area.

EGI-InSPIRE will collect user requirements and provide support for the current and potential new user communities, for example the ESFRI projects. Support will also be given to the current heavy users of the infrastructure, such as high energy physics, computational chemistry and life sciences, as they move their critical services and tools from a centralised support model to one driven by their own individual communities.

The objectives of the project are:

1. The continued operation and expansion of today’s production infrastructure by transitioning to a governance model and operational infrastructure that can be increasingly sustained outside of specific project funding.
2. The continued support of researchers within Europe and their international collaborators that are using the current production infrastructure.
3. The support for current heavy users of the infrastructure in earth science, astronomy and astrophysics, fusion, computational chemistry and materials science technology, life sciences and high energy physics as they move to sustainable support models for their own communities.
4. Interfaces that expand access to new user communities including new potential heavy users of the infrastructure from the ESFRI projects.
5. Mechanisms to integrate existing infrastructure providers in Europe and around the world into the production infrastructure, so as to provide transparent access to all authorised users.
6. Establish processes and procedures to allow the integration of new DCI technologies (e.g. clouds, volunteer desktop grids) and heterogeneous resources (e.g. HTC and HPC) into a seamless production infrastructure as they mature and demonstrate value to the EGI community.

The EGI community is a federation of independent national and community resource providers, whose resources support specific research communities and international collaborators both within Europe and worldwide. EGI.eu, coordinator of EGI-InSPIRE, brings together partner institutions established within the community to provide a set of essential human and technical services that enable secure integrated access to distributed resources on behalf of the community.

The production infrastructure supports Virtual Research Communities − structured international user communities − that are grouped into specific research domains. VRCs are formally represented within EGI at both a technical and strategic level.

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# OLA NGI questionnaire

## ****OLA status****

1. Number of certified sites in the NGI

NGI\_GRNET has 12 sites

1. Number of sites that have already signed an OLA or comparable document

All Sites have already signed an EGEE compatible SLA, this will soon be updated to cater for the OLAs defined by EGI.

1. In case of a comparable document being used, describe deviations from the metrics used in the original EGI OLA document.

The availability/reliability for Greece has been set to 80%

1. What is the main obstacle to the adoption of the OLA by all sites?

Nothing in particular

1. Which are the main considerations / objections of sites to the OLA?

How is availability and reliability being calculated especially if downtime is caused by external parameters (e.g. Network Troubles etc). I would say that the problem arises when there is network failure on the monitoring system. If the site's network is problematic then this is a problem of the site and should count against it availability/reliability

1. Describe any modifications that you would consider to the OLA metrics definitions?

We should be taking into account somehow what are the consequences from external to site failures. (e.g network outage, monitoring tools downtime etc) e.g 6. When there is network outage outside the domain of the site affecting the avail.reliability then the metrics should not be affected. If the network problem is within the domain of the site then it should be against the site (i.e. the site is not accessible to users)

7. Are there any metrics that should be added/removed from the OLA? Include a brief justification for your answer.

## ****Enforcement methodology****

8. Are there any improvements you would propose to apply in your NGI to the current enforcement methodology of the OLA? (Monthly League Table, justifications for breach of A/R metrics)

9. What kind of rewards/penalties for sites would you consider for over/underachieving sites?

10. Do you find the current system for providing justifications for A/R failures adequate? If not why? What else would you use?

No we need a well defined process for this perhaps via a specialized tool.

11. Do the justifications in general adequately describe the incident, main cause and the recovery strategy used?

Usually yes, but it is a tedious process to retrieve this information

## ****Monitoring Tools****

14. Describe any defects that you’ve encountered with the OLA monitoring tools currently used (e.g. Nagios, GridView)?

Failures in central or regional monitoring tools or their dependencies frequently affect A/R of sites

15. Describe any improvements that you would consider to the OLA monitoring tools currently used (e.g. NAgios, GridView)?

## ****Future developments****

16. Do you think that the OLA should remain part of site certificate process or there is a different procedure you would like to use? No and OLA should be signed before any technical process begins.

17. How do you (or would you) manage OLAs in your NGI?

It usually done through the contract each party signs with NGI\_\_GRNET

18. Would you object to an increase of the minimum Availability/Reliability thresholds to 80% and 85% and respectively? Yes we are already at 80% increasing to 85 % shouldn’t be a problem.

19. Would you object to permitting a grace period of 6 month for new sites were availability and reliability thresholds are 70% and 75% respectively?No

20. What thresholds would you like to see for EGI core servicers? Do you agree with 80%/85% as in sites? In order to achieve and actually use A/R >85% per site core services should be at least higher than that.

21. Please provide any additional comments that were not covered with the previous questions