gSLM-EGI MoU

M2.1 Alignment of terms definitioN

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Abstract

The goal of this document is to propose alignments of EGI terminology as in use within ITSM community, as well as align the gSLM dictionary with the Grid and EGI specific concepts.

Table of Contents

Abstract 1

Table of Contents 2

1. Missing concepts from EGI glossary 3

2. Document Control 5

2.1. General Document Information 5

2.2. Version History & Change log 5

2.3. Review history 5

# Missing concepts from EGI glossary

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| Concept | Definition used by gSLM |
| Application Service Provider | An external service provider that provides IT Services using applications running at the Service Provider's premises. Users access the Applications by network connections to the Service Provider (ITIL) |
| Contract | A legally binding Agreement between two or more parties (ITIL)  The rules and constraints description for interaction via the Interface associated with the Contract; a Contract represents the unit of service specification in the technology neutral architecture (TMF) |
| Federated e-Infrastructure | An e-Infrastructure which is composed of autonomous (maintaining their own policies) e-Infrastructure providers |
| Grade of Service | The designed service quality, also known as guaranteed QoS, used as a comparison with delivered (measured) QoS. A Service Provider commits a particular GoS to their Customers and then the QoS is a measurement of what was actually delivered (TMF) |
| Grid Initiative | An approved body that provides grid computing services or represents grid providers in a region, country or group of countries. Grid Initiatives may be organized in larger bodies, creating a hierarchical structure, with primary GIs federated in secondary GIs etc. In Europe, the primary GIs are created at national level forming National Grid Initiatives (NGIs), and are federated in the European Grid Initiative (EGI.eu). The infrastructure and middleware supporting the GIs on all levels constitute a Grid. The GI is a Single Point of Contact for a VO, representing the Grid as a whole. The added value of a GI may range from a simple aggregation (GI as “mediator”) to full integration (GI as “service provider”) of the underlying resources. |
| Incident | Any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service (ISO 20000-1) |
| Problem | Unknown underlying cause of one or more incidents (ISO 20000-1) |
| Quality of Service | The collective effect of service performance that determine the degree of satisfaction of a user of the service. Note that the quality of service is characterized by the combined aspects of service support performance, service operability performance, service integrity and other factors specific to each service (TMF) |
| Service Catalogue | A Document listing all IT Services, with summary information about their SLAs and Customers. The Service Catalogue is created and maintained by the IT Service Provider and is used by all IT Service Management Processes (ITIL) |
| Service Delivery Management | Service Delivery Management (SDM) provides guidelines for managing the delivery of SLA-aware IT services through their lifecycle including:   * planning * monitoring and reporting on capacity, availability, continuity, and security * managing changes and releases in a controlled manner * maintaining accurate information on the infrastructure and its conﬁguration * handling incidents and user requests, and resolving and avoiding problems. |
| Service Delivery | The core IT Service Management Processes that have a Tactical or Strategic focus. In ITIL these are Service Level Management and Capacity Management. Service Delivery is also used to mean the delivery of IT Services to Customers (ITIL)  Those supplier activities necessary to provide the service (TMF) |
| Service Element | A service element comprises one or more network or service resources that are combined with other service elements to provide a service (TMF) |
| Service Instance | A service that has been instantiated for a Customer (TMF) |
| Service Level Management | The Process responsible for negotiating Service Level Agreements, and ensuring that these are met. SLM is responsible for ensuring that all IT Service Management Processes, Operational Level Agreements, and Underpinning Contracts, are appropriate for the agreed Service Level Targets. SLM monitors and reports on Service Levels, and holds regular Customer reviews (ITIL) |
| Underpinning Contract | (from it-processmaps.com, pending a more complete specification) Underpinning Contract (UC) is a contract between an IT service provider and an external provider of an infrastructure service. As UCs are formal contracts with external suppliers they may contain references to general terms and conditions or an additional first section specifying commercial and legal details. An example could be contract between GI and software provider. |

The above mentioned definitions were based on the following sources:

* ITIL - <http://www.helpdesksoftware-richmond.co.uk/glossary/index.htm>
* TMF - <http://www.tmforum.org/Glossary/4716/home.html>
* **ISO/IEC 20000-1**

# Remarks on the understanding and concept relations in EGI and gSLM dictionaries

* Missing concept of **GI** (Grid Initiative) which would be a more generic concept than **National Grid Initiative**
* GI can be hierarchical (**GI** *belongs to* **GI**)
* **Site** (**Resource Centre**) should be in relation *belongs to* with **GI**
* **GI** *offers* **Service**
* **Site** *provides* **Service Elements**
* Service *is composed of* **Service Elements** (i.e. a complex **Service** can be provided by several **Sites**)
* It is not clear from the concept map that **NGI** *is-a* **Grid**

# Document Control

## General Document Information

See front page for title, document ID, status, version, creation date, and author(s).

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## Version History & Change log

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| 0.2 | 22.07.2011 | Tomasz Szepieniec | Checked, version sent to EGI |

## Review history

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