

Operational Level Agreements for EGI infrastructure providers

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- EGI Infrastructure
 - EGI Global services
 - Infrastructure provider local services
 - Operations Management Board
- Operational Level Agreements

- EGI infrastructure is the composition of
 - Resource infrastructures
 - Resource centres (sites)
 - the smallest operational domain of the infrastructure
 - contribute resources to one or more infrastructure providers
 - Infrastructure providers (e.g. NGIs and EIROs): operational entities peering
 - locally with the respective resource centres
 - globally with other infrastructure providers and EGI.eu
 - Service infrastructures
 - Global services (EGI → VRCs and NGIs/ROCs)
 - Infrastructure provider services (NGIs/ROCs → VRCs and EGI)

- Operations security coordination
- Technology deployment
 - Staged rollout of Grid technology (coord)
 - Requirements gathering to drive innovation (middleware and tools)
 - Negotiation of end-of-support calendars
- Tools
 - EGI configuration repository (GOCDB)
 - Accounting central repository and portal
 - SAM central monitoring infrastructure, myEGI portal
 - Operations dashboard and portal
 - Messaging infrastructure

- Support
 - Central helpdesk
 - First and second-line support
 - Network support (coord)
 - Coordnation of regional support
- Grid oversight
 - Proactive monitoring of NGI operations support
 - QoS control (availability and reliability)
- Procedures, operational policies and documentation (coord)
- Catch-all services for Infrastructure Providers wishing to outsource national services

- Local operational security (e.g. local CSIRT)
- Staged rollout (local) and requirements gathering, participation to be-weekly operations meetings
- Operational tools (local)
 - Monitoring infrastructure
 - Accounting infrastructure
- Regional support
 - 1st and 2nd line support to users and site managers
 - Regional helpdesk
 - Local network support
- Training (local)

- Core technical services
- Local infrastructure oversight
 - Monitoring shifts
 - QoS control
 - Site certification → only sites adhering to the EGI site OLA are certified, e.g.
 - Max response time to tickets
 - Minimum availability/reliability (70%/75%)
 - Acceptance of EGI suspension policies
 - Low performance for three consecutive months
 - Lack of intervention in case of high vulnerability of the centre

- Operations Management Board (OMB)
 - Leading the evolution of the operations infrastructure
 - Current members
 - all NGIs that are part of the EGI-InSPIRE partners
 - external infrastructure providers (ROC Canada, IGALC, Latin America etc.)
 - Meeting regularly on a monthly basis since May 2010

- A **EGI-Infrastructure Provider OLA** will be introduced to define
 - the (minimum) set of necessary **procedures and policies to be endorsed and enforced locally** to be part of the infrastructure
 - to define the list of services mutually exchanged
 - **Local services**
 - **Infrastructure provider services** → EGI operations community
 - **Global services**
 - **EGI** → **Infrastructure provider**: the **services** that EGI will offer to the infrastructure provider
- **All infrastructure providers** will be requested to adhere to the OLA
- For infrastructure providers that are not part of the EGI Council, OLAs will be defined **in the framework of a MoU**
 - the OLA is **customizable**

- Better services for the end-users relying on NGI expertise
 - Homogeneity
 - Security
 - Availability