

# End-to-End Service Model

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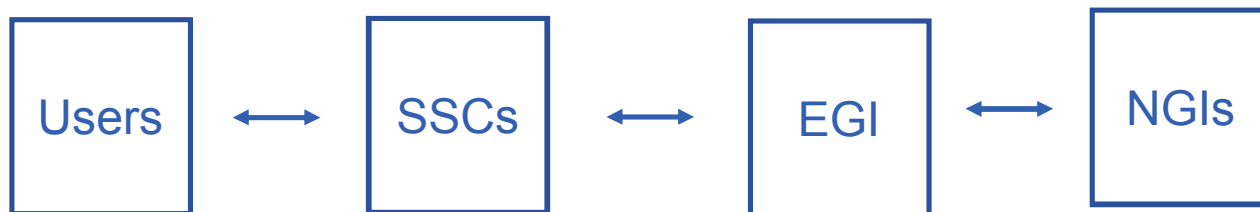
**SSCs Meeting - Paris, France**

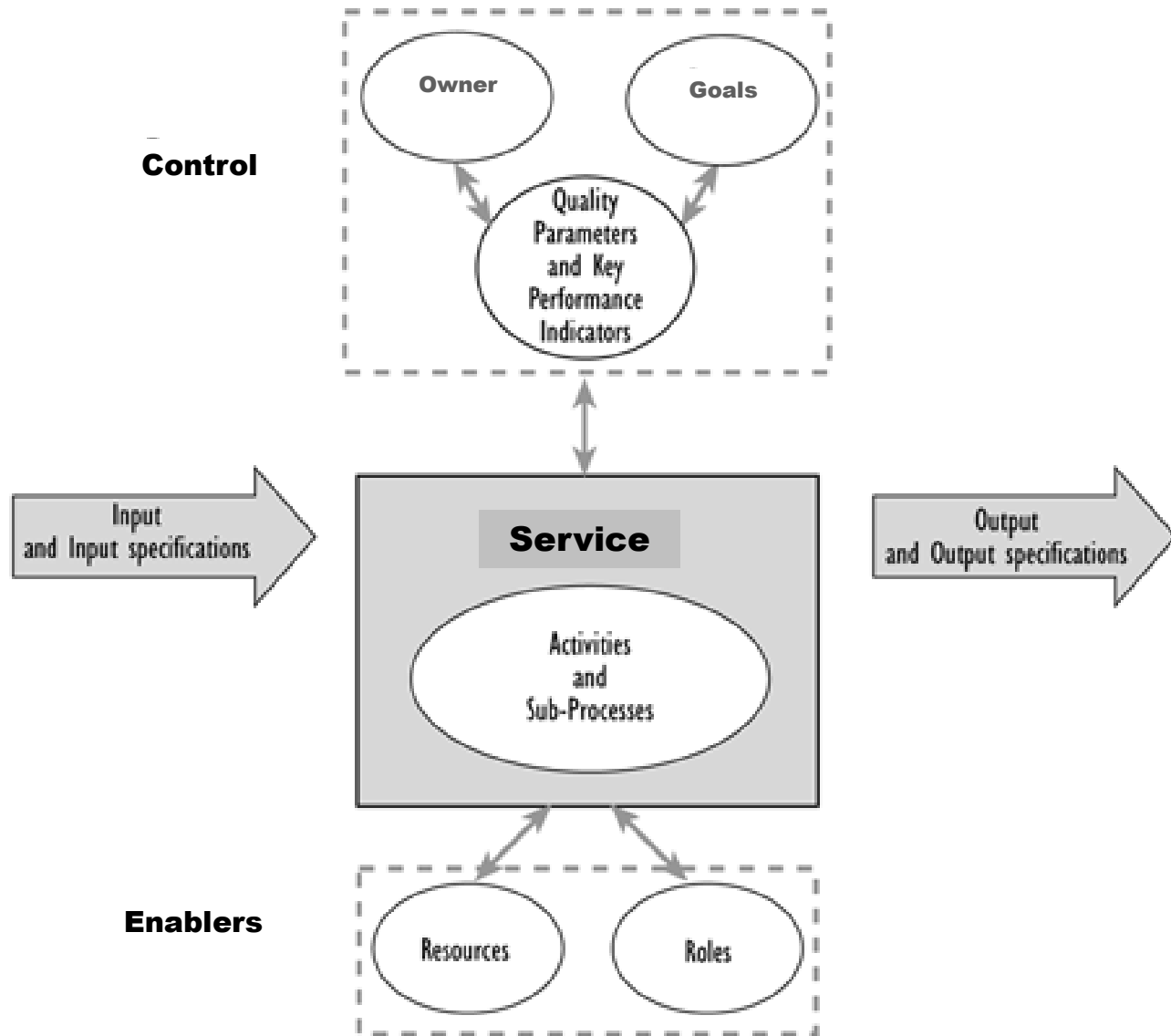
**1 July 2009**

- **Background**
- **Services provided and/ or expected**
  - Users; SSCs; EGI; NGI
- **Formalisation of the relationships !**
- **Service Level Management**
- **Summary**

*(taken from Cal / EC meeting feedback)*

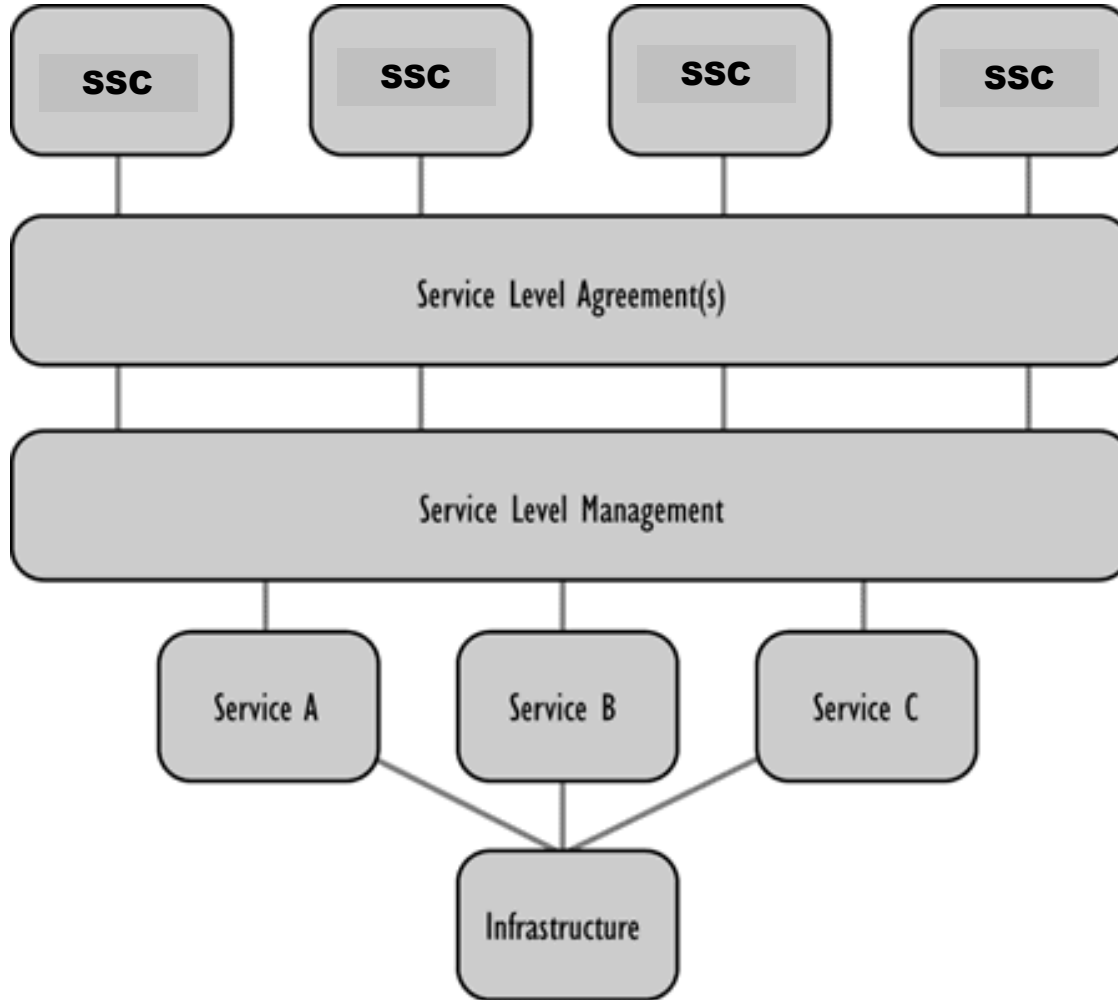
- **Services provided and/ or expected by each SSC**
  - Detail what services will be provided by the SSC
  - Each SSC should really clarify how users within their community will interact with the SSC
- **Services provided and/ or expected from EGI / NGI**
- **The EC would eventually like to see Service Level Agreements to formalize these relationships**
  - This could be if appropriate, milestones and deliverables should be devised to ensure that progress is made in solving those issues





Users	SSCs	EGI	NGI
VO	VO Management	Information System	Resources allocation
User Access	Administrative authorisation	VOMS	Certificate
User support	User support Porting Support		
Jobs	QoS follow-up	Job management	
Data	QoS follow-up	Data management	
Availability / Reliability / Security	QoS follow-up	Service Operation & Security Management	Service Operation & Security Management
Application Management	Application DB	Pilot Service	Resources allocation
Requirements	Requirements filter and follow-up	Change Management	
Incidents	Incident filter	Incident / problem / change Management	Incident / problem / change Management
<b>Monitoring / reporting</b>			
Application reporting	Metrics / monitoring reporting	Metrics / monitoring reporting	Metrics / monitoring reporting
	Accounting reports	Accounting	

- **Formalisation means**
  - Clearly defined services and responsibilities at each level
    - e.g Service Level Agreement
  - Factual measurement and associated tool
    - Defined and agreed metrics and targets
    - There are existing user services based tools (e.g Dashboard):
      - *generalisation and support effort should be foreseen in the PoW*
    - New tools should be analysed and foreseen in the PoW, if needed
    - Monitoring and reporting effort as well
  - Bodies to monitor the commitments
- **SSCs and EGI are two separated projects**
  - This will enforce the need for formalising the relationships



- **Benefits of E2E service model?**
  - Formalization of the relationship and responsibilities
  - Documented processes
  - Improved service and end-user satisfaction
- **No need for a big-bang approach!**
  - Step-by-step (examine maturity of existing processes)
    - Starting with the main services between SSCs / EGI
  - Milestones or deliverables could be devised to ensure that progress is made in this area
- **Service Level Management**
  - The SSCs (or a central SSC body) should monitor the commitments
    - e.g QoS could be monitored by the Grid Observatory
  - Tooling should be foreseen in the PoW
    - Common tooling for the SSCs (i.e Dashboard) should be investigated
- **Users and SSCs are the main stakeholders to drive the service requirements and QoS – acting as a whole will be a must**