



Enabling Grids for E-science

Service Level Agreement/Description between CE ROC and Sites

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ROC and Site

Clear communication and agreed expectations make for happy relationships, which is where service level agreements come in. SLAs provide each party with a clear idea of what they are expected to do and how, clarifying any previously gray areas.

Taken from:

<http://www.isgtw.org/?pid=1000798>

- **EGEEII TA: „In EGEE-III it will be important to fully develop a full set of Service Level Agreements (SLA) at several levels.”**
- **ROC-Site SLA(SLD) is planned to be first**
- **ROCs are constantly asked about progress in this**

- **Template of SLD is (almost) ready**
<https://edms.cern.ch/file/860386/0.6/EGEE-ROC-Site-SLD-v1.5.pdf>

- provide Help Desk facilities (first-level support)
- register site administrators in the available Help Desk facilities;
- provide third-level support by helping in the resolution of advanced and specialized operational problems;
- propagate and follow-up problems with higher-level operational or development teams;
- ticket follow-up (ensure that sites work on tickets opened against them).
- respond to tickets from sites in a timely manner (four hours)

- **Site is obliged to:**
 - adhere to the Operational Procedures described in the Operations Procedures Manual;
 - maintain accurate information on the services they provide in GOCDB;
 - adhere to the Grid Site Operations Policy, and other policy documents referenced therein;
 - adhere to the requirements stated in the Security and Availability Policy document;
 - adhere to the criteria and metrics that are defined in this Service Level Description (SLD);
 - run supported versions of gLite (or compatible) middleware
 - respond to GGUS tickets in a timely manner (four hours)
- **What if site or ROC fail SLD:**
 - „No penalties for missing targets will be applied, but results will be published openly (in GridView). Site are responsible to provide justification for any SLD violations. Similarly, ROC..”

- Minimum number of site BDIIIs
- Minimum number of CEs or SEs
- Minimum number of WN CPUs/cores
- Minimum capacity of SE(s)
- Minimum site availability
 - according GridView, includes scheduled downtimes
- Minimum site reliability
 - $\text{Reliability} = \text{Availability} / (\text{Availability} + \text{Unscheduled Downtime})$
- Period of availability/reliability/outage calculations (per month)
- Minimum number of system administrators (one)
- Maximum time to acknowledge GGUS tickets (four hours)
- Maximum time to resolve GGUS incidents (five working days)
- Minimum number of supported user-community VOs (one)
- Tracking of SLD conformance (monthly)

- **On sites registration**
 - primary site manager must send to ROC document:
 - designating him/her to be responsible for a site,
 - claiming that ROC will be informed in case of changes in this position,
 - signed by organization/institute director or person mentioned as responsible for the project in TA (technical person);
 - **Declare who will sign SLD**
 - document should include DN (equals to one in his certificate) of Primary Site Manager.
 - values of SLD metrics are fixed
 - proposed by Site, approved by ROC
 - limits for SLD boundaries of acceptance not defined (yet)
 - primary site manager and ROC manager sign SLD using his/her certificate that is approved
- **For existing sites the procedure could be similar**
- **Procedure of signing amendment**
 - „form of a signed and dated SLD addendum”

- **Provisional timeframe**
 - May – fix the regulations, clarify issues
 - June – July
 - adapt site registration procedure
 - call for documents that support Primary Site Manager position
 - August – September
 - fixing SLD metrics with sites
 - signing documents
- **Responsible person in ROC**
 - Tomasz Szepieniec (organization and preparation)
 - Alex Kuszniir (signing SLD)

- „GridView is used to calculate a site's SLD conformance, using data from GOCDB and SAM”
 - what about 'core service failures'?
- **Procedures of signing**
 - who will sign it for a Site? Primary site manager or director
- **Any changes to SLD template?**
- **What to do with sites which are no EGEE3 members?**
 - we prefer all sites in production sign SLD