

# Service Level Agreement/Description between CE ROC and Sites

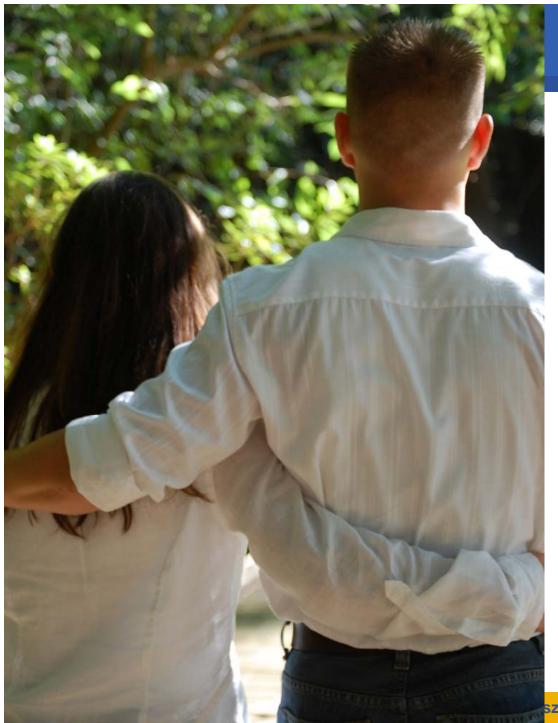
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#### **ROC and Site**

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 z Szepieniec,CE SA1 Meeting , 2008-04-28 2/12



- 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

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- 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 Obligations**

- 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)

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- 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 BDIIs
- 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
  - Reliability = Availability / (Availability + 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)



## **Procedure (draft)**

- Enabling Grids for E-sciencE
- 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"



#### Organization

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