# egee

# Institution of SLAs

*All Activity Meeting*

*2005-05-20*

**www.eu-egee.org**

Information Society

**Enabling Grids for E-sciencE**

- **Since Athens.**

- **Service Level Agreement**
  - End-to-end EGEE SLA
  - Issues.
  - Roadmap

**Enabling Grids for E-sciencE**

- **MSA2.3 "Operational Interface between EGEE and GEANT/NRENs" has been approved by the PEB (2005-05-12):**
  - Disseminate the document to all networks and gather feedback from them (participation to the NRENs & Grids workshop),
  - Organization of the trial during the next summer in collaboration with SA1 is underway:
    - Progressive integration into the existing Grid User Support (GGUS),
    - Two NOCs: GEANT, Renater.

- **DSA2.2 "Institution of SLAs and appropriate policies" has been approved by the PEB (2005-05-12).**

- **Network Service Instance (NSI) refers to every instance of a distinct flow or aggregate of EGEE traffic being transported between two end-points located in two distant EGEE RCs**
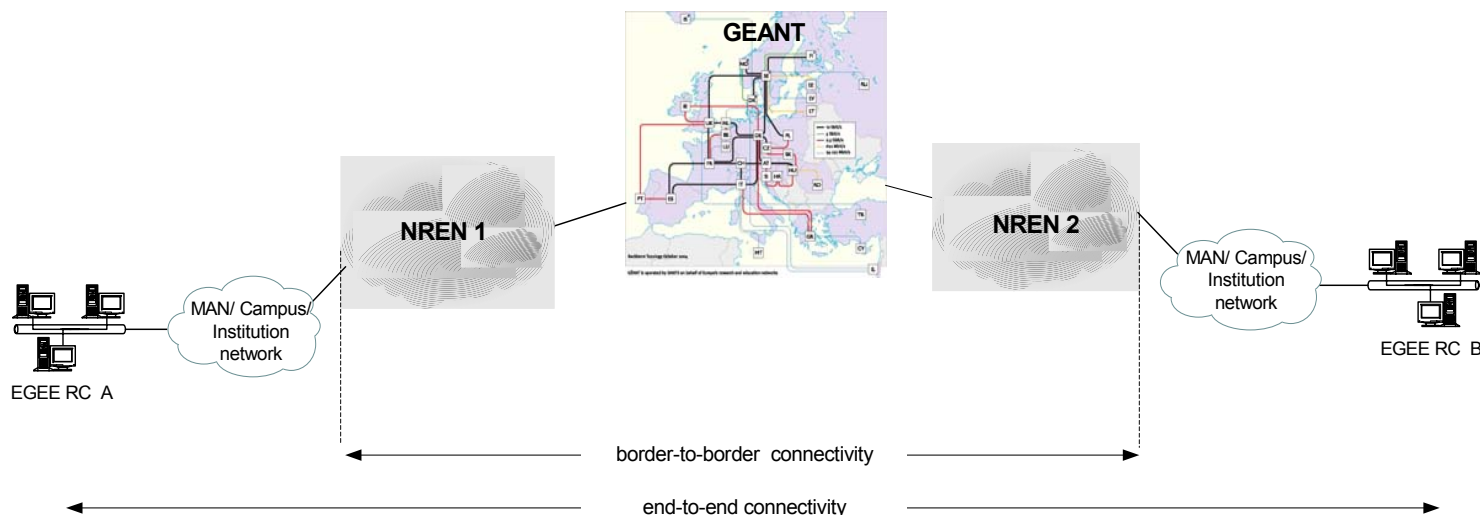


- **The GEANT/NREN community can currently offer two types of border-to-border services:**
  - Best-Effort IP service
  - Premium IP service

- **SLA template**
  - Administrative/legal part;
  - SLS (Service Levcel Specification) part.
- **This SLA is formed using the individual SLAs provided by all domains along the end-to-end path**
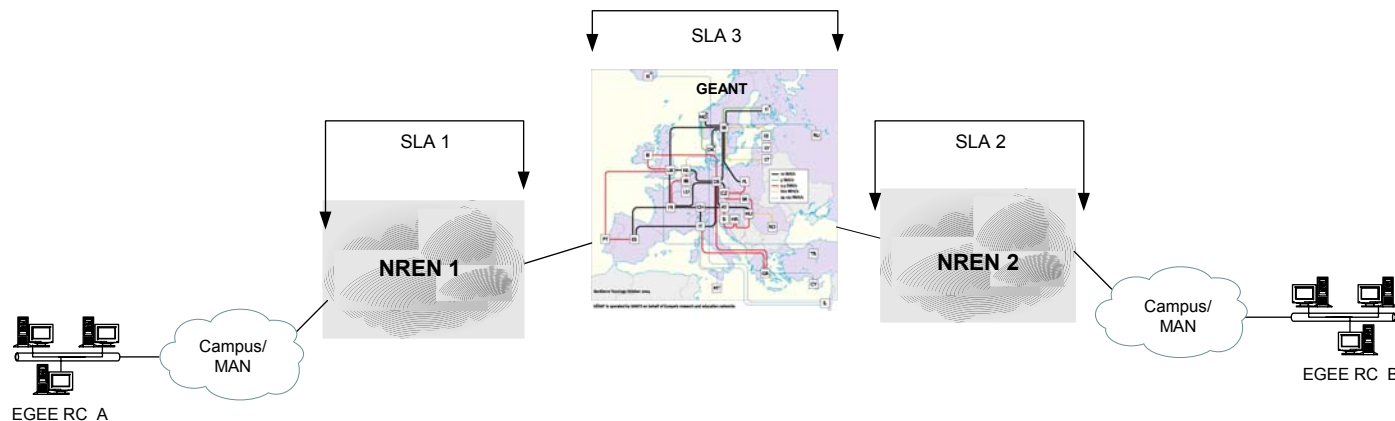


- **EGEE end-to-end SLA template**
  - SLA between the border of the NRENs cloud (border-to-border SLA) ;
  - Difficulty to accommodate and take into account the "last mile".

- **Premium IP is not an available service in all the NRENs domains:**
  - Switch, Surfnet, Janet, RedIris…
    - Supportive or Indifferent domain in our classification
- **SLAs are new to the NREN community**
  - Need to have a technical single point of contact in each NOC.
  - Are they ready for service monitoring?
    - No SLA without monitoring.
  - Are they willing to agree and take commitment on something we won't really pay for?
- **SLAs are new for EGEE : How do SLAs fit in the operational procedures defined in MSA2.3?**
  - Creation of SLAs → ENOC, VO, GEANT/NRENs NOCs.
    - *Process including a third party.*
  - Monitoring of SLAs → Use of NPM, RCs tools.
    - *Operational during this 2nd year?*
  - Fault reporting and troubleshooting of SLAs → GGUS.
    - *Trouble ticket filter to develop.*
  - SLA database → GOCDB.
    - *Require to work with the GOCDB team as for the RC connectivity informations*

**eGee**

**Enabling Grids for E-sciencE**

- **QoS experiment will help to validate the proposed model and process**
  - Ongoing tests between two EGEE sites:
    - First in the same administrative domain (Renater),
    - Then, tests involving three different networks,
    - Involved networks: Renater, Geant, GRnet.
  - We will try to follow the whole process from configuring the testbed, having (partial?) SLAs and monitor them:
    - Contact with EGEE sites (Lyon and Athens) and NRENs (NOC),
    - Gather information and issues before a possible introduction into production.
- **Revised SLAs in the 2nd year of EGEE (DSA2.3 for M22)**
  - Improvement with a real implementation (in the context of the experiment);
  - Perspective for EGEE2 regarding the services evolution in the EGEE network domain.