Resource Centre OLA

Summary of Internal Review

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e-infrastructure

- Terminology section considerably expanded to include:
  - Resource Centre/Resource Centre Operations Manager
  - Resource Infrastructure /Resource Infrastructure Operations Manager
  - Resource Infrastructure Provider
  - Operations Centre
  - National Grid Initiative
  - Virtual Organization
  - Certified Resource Centre
  - Unified Middleware Distribution
  - UMD-compliant Middleware
    - UMD-compliant Middleware is the software that provides one of more UMD capabilities, and successfully interoperates with UMD by complying with the UMD supported interfaces specified in the UMD Roadmap
  - Capability (functional and non-functional)

– Unified Middleware Distribution

– UMD-compliant Middleware

- UMD-compliant Middleware is the software that provides one of more UMD capabilities, and successfully interoperates with UMD by complying with the UMD supported interfaces specified in the UMD Roadmap

– Capability (functional and non-functional)

- A Capability is an activity needed by either the end-user (functional capability) or operations community (non-functional capability) that is defined and delivered by one or more I*nterface*s

- "The parties to this agreement are the Resource Infrastructure Provider (represented by the Resource Infrastructure Operations Manager) and the Resource Centre (represented by the Resource Centre Operations Manager)".
  - the operations managers are replaced by the respective legal entities

- "This OLA is valid for as long as the Resource Centre is part of the European Grid Infrastructure, i.e. the Resource Centre is registered in the central configuration repository GOCDB as being certified for production [GOC]. It is not binding when the Resource Centre status is "suspended" or "uncertified".

- This OLA is applicable to all certified Resource Centres associated to a Resource Infrastructure Provider that meets one of the following conditions:
  – the Resource Infrastructure Provider is a Participant or Associated Participant in *The European Grid Initiative Foundation*; e.g. Belgium
  – the Resource Infrastructure Provider collaborates with EGI.eu in a framework defined by a Resource Infrastructure Provider MoU; e.g. IGALC

- Resource Centre:
  - "to run UMD-compliant Middleware supported by the respective Resource Infrastructure Provider".
  - This is now more generic and replaces "to run supported versions of middleware"

- Now differentiated between
  - "service hours" for Grid middleware services (24/7)
  - "operating hours" for support services (GOCDB terminology)
  - Removed requirement to register the operating hours → bug in GOCDB?

- Availability

  - Formula replaced by a reference to the document which describes the full algorithm

  - Updated high-level description of availability computation

- "The Resource Centre MUST respond to tickets within **eight hours** of the ticket having been assigned to it" → removed reference to GGUS ticket, as tickets for NGIs with an own helpdesk may NOT be generated by GGUS

- Reviewing and reporting:
  - clarified that at the moment only availability/reliability and response time of Resource Infrastructure Providers are monitored
  - Resource Centre response time can be monitored by the Resource Infrastructure Provider
  - Clarified who is responsible of the reviewing and reporting (EGI.eu)
  - Justifications are collected through GGUS tickets (Resource Centres AND Resource Infrastructure Providers)

- "Resource Centres violating the minimum required availability for three consecutive calendar months are eligible to suspension".
    - This paragraph can be removed when a Resource Centre suspension policy will be available
    - No mention of penalties for unresponsive Resource Infrastructure Providers
- Signatories: removed