FermiGrid Services Group

Service Level Agreement

for

OSG Services

Keith Chadwick
28-Apr-2010

Abstract:

This document is the Service Level Agreement between the FermiGrid Services Group and the Open Science Grid for the operation of OSG Services.

Document Revision History:

Version	Date	Author	Comments
0.1	28-Apr-2010	Keith Chadwick	Initial Version

Service Level Agreement

Purpose:

This service level agreement document outlines the service level roles, responsibilities, and objectives for the support of the Open Science Grid (OSG) Services operated by the FermiGrid Services Group.

Scope of Services:

The FermiGrid Services Group supports the day-to-day Open Science Grid operations through the maintenance, support and operation of the services listed below.

Service Offerings:

The following table lists the supported services:

Service	Service Description
OSG VOMRS	OSG Virtual Organization Member Registration Service
OSG VOMS	OSG Virtual Organization Membership Service
OSG Gratia	OSG Gratia Collectors
OSG ReSS	OSG Production and ITB Resource Selection Service

Services may only be added to this table with the prior agreement of the FermiGrid Services Project Leader.

Service Monitoring and Service Availability Measurements:

The FermiGrid Services Group shall perform automated monitoring of the above services and shall measure the OSG services availability through the existing FermiGrid service monitoring infrastructure:

> http://fermigrid.fnal.gov/fermigrid-metrics.html

Service Availability Goals:

The formal service availability goal for the OSG services provided by the FermiGrid Services Group shall be 99% (measured on a weekly basis), providing that such a service availability goal is within the bounds of the reliability of the software as delivered by the Open Science Grid and the operational requirements of FermiGrid.

Service Dependencies:

Any service dependencies (services operated elsewhere that depend on one or more of the OSG Services operated by the FermiGrid Services Group) shall be explicitly documented and any such dependency shall be subject to formal authorization (signoff and agreement) by the FermiGrid Services Project Leader prior to any such service dependency being moved to a production deployment. Should any service dependency be added without prior formal authorization, it will not be supported by the FermiGrid Services Group and may be subject to having any and all access terminated without warning to any OSG Service operated by FermiGrid.

The current list of agreed service dependencies is:

Service	Agreed Service Dependencies
OSG VOMRS	None
OSG VOMS	None
OSG Gratia	None
OSG ReSS	None

Service Constraints:

To be determined.

Service Outage Notification:

In the event of an unscheduled outage of the OSG services provided by the FermiGrid Services Group, clients shall utilize the Computing Division Service Desk procedures to notify the on-call personnel in the FermiGrid Services Group support rotation.

Service Outage Response:

The FermiGrid support rotation that receives the incident notification shall attempt to respond to the incident within 30 minutes if the notification occurs during standard business hours (Monday through Friday 8:00 through 17:00). Off-hours incident response is not guaranteed and is subject to the availability of FermiGrid Services personnel.

Service Outage Response Escalation:

If neither the current FermiGrid primary or secondary respond within the response interval and the incident is reported within the standard business hours defined above, then the subsequent incident escalation shall be via the FermiGrid line management chain:

- FermiGrid Services Group Leader (or designee)
- Grid Department Head (or designee)

Service Maintenance Schedules:

The following are the agreed maintenance schedules:

- Any time that the Feynman Computing Center is down.
- Any time that the Grid Computing Center Computer Rooms are down.
- Any time that is mandated by the Computing Division line management.
- Any time that automated processes run to perform routine functions (nightly log rotation, backup, database housecleaning/optimization, etc.).
- Any service that is maintained in a High-Availability (HA) configuration may have maintenance performed on the service, providing that a redundant copy of the service remains available while the maintenance is performed.
- Any time that is mutually agreeable to affected parties.

Notification of proposed maintenance periods shall be performed as far in advance of the proposed maintenance period as is possible.

Change Management:

It is agreed that the set of OSG Services operated by FermiGrid for the Open Science Grid are managed under the Fermilab Computing Divisions' ITIL Change Management processes. A basic introduction to these processes is available at the following URL:

http://cd-docdb.fnal.gov/cgi-bin/ShowDocument?docid=3521

The FermiGrid Change Risk Classification document is available at the following URL:

http://cd-docdb.fnal.gov/cgi-bin/ShowDocument?docid=3596

Terms of Agreement:

The signatures on this document below indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the FermiGrid Services Group to deliver the agreed set of OSG services.

Written notification of termination of this SLA by either party must be provided at least 60 days before expiration.

This document is controlled by Keith Chadwick, FermiGrid Services Project Manager Any modifications to this document require the mutual consent of all parties together with notification to any affected clients.

This document will remain in effect until replaced with an updated version. It will be reviewed annually for currency, accuracy, and completeness. The next review is scheduled for 01-May-2011.

Signatures:

_____   _____
Keith Chadwick – FermiGrid Services Project Leader   Date

_____   _____
Victoria A. White – Fermilab Computing Division Head   Date

_____   _____
Rob Quick – OSG Operations Center   Date

_____   _____
Ruth Pordes – OSG Executive Director   Date