

# **FermiGrid Services Group**

## **Default**

# **Service Level Agreement**

Keith Chadwick  
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**Abstract:**

This document is the default Service Level Agreement (SLA) for the set of services operated by the FermiGrid Services Group. This SLA applies when there is no other SLA that offers “higher” level service levels.

**Document Revision History:**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Comments</b>
0.1	05-May-2010	Keith Chadwick	Initial Version

## Service Level Agreement

### Purpose:

This service level agreement document outlines the default service level roles, responsibilities, and objectives for the services operated by the FermiGrid Services Group. This SLA applies when there is no other SLA that offers “higher” level service levels.

### Scope of Services:

The FermiGrid Services Group supports the day-to-day 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
VOMRS	Virtual Organization Member Registration Service
VOMS	Virtual Organization Membership Service
GUMS	Grid User Mapping Service
SAZ	Site AuthoriZation Services
Squid	Squid Web Caching Service
MySQL	MySQL Database Services
MyProxy	MyProxy Service
Gatekeepers	Grid Gatekeeper Services
Condor	Condor Batch Services
PBS	PBS Batch Services
Grid Storage	Grid Storage Services (GridFTP, etc.)
Ganglia	Ganglia Service
Service Monitor	FermiGrid Service Monitor
Gratia	Gratia Collector and Reporting Services
ReSS	Resource Selection Services

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 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 software provider/developer and the operational requirements of FermiGrid.

**Service Dependencies:**

Any service dependencies (services operated elsewhere that depend on one or more of the 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 Service operated by FermiGrid.

The current list of agreed service dependencies is:

Service	Agreed Service Dependencies
All	None

**Service Constraints:**

To be determined.

**Service Outage Notification:**

In the event of an unscheduled outage of the 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 Services operated by the FermiGrid Services Group 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:

**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 Services.

Written notification of termination of this SLA by any 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