

FermiGrid Service Group
Service Level Agreement
for
Grid Authorization
And
Grid Authentication
Services

Keith Chadwick
06-Nov-2008

Abstract:

This document is the FermiGrid Services Group Service Level Agreement for Grid Authorization and Authentication Services.

Document Revision History:

Version	Date	Author	Comments
0.1	15-Oct-2008	Keith Chadwick	Initial Version
0.2	16-Oct-2008	Keith Chadwick	Language revisions and clarifications.
0.3	30-Oct-2008	Keith Chadwick	Remove CMS Tier 1 Facility references, change document name.
0.4	06-Nov-2008	Keith Chadwick	Initial release to CD-DocDB
0.5	20-Nov-2008	Keith Chadwick	Clarify period of measure for service availability.

Service Level Agreement

Purpose:

This service level agreement document outlines the service level roles, responsibilities, and objectives for the 24x7 support of the critical Grid authorization and authentication services offered by the FermiGrid Services Group.

Scope of Services:

The FermiGrid Services Group supports the day-to-day Grid operations through the maintenance, support and operations of the critical Grid authorization and authentication services listed below.

Service Offerings:

The following table lists the critical Grid authorization and authentication services:

Service	Service Description
GUMS	Grid User Mapping Service
SAZ	Site AuthoriZation Service

Service Monitoring:

The FermiGrid Services Group shall perform automated monitoring of the critical Grid authorization and authentication services.

Service Availability Goals:

The service availability goal for the critical Grid authorization and authentication services provided by the FermiGrid Services Group shall be 99.9% (measured on a weekly basis) for the periods that any supported experiment is actively involved in data collection and 99% overall.

Service Availability Measures:

The FermiGrid Services Group shall measure the critical Grid authorization and authentication service availability through the existing FermiGrid service monitoring infrastructure.

Service Constraints:

To be determined.

Service Outage Notification:

In the event of an unscheduled outage of the critical Grid authorization and authentication services provided by the FermiGrid Services Group, clients shall utilize the Computing Division HelpDesk procedures to notify the on-call personnel in the FermiGrid Services Group support rotation.

Service Outage Response:

It is expected that the person in the FermiGrid support rotation that receives the incident notification shall attempt to respond to the incident within 15 minutes if the notification occurs during standard business hours (Monday through Friday 8:00 through 17:00), and within 1 (one) hour for all other times, providing that this response interval does not create a hazard (i.e. don't drive 100 MPH in order to get home to log into FermiGrid in less than 1 hour).

Service Outage Response Escalation:

If neither the current FermiGrid primary or secondary respond within the response interval, 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 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.

Terms of Agreement:

The signatures of this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the FermiGrid Services Group to deliver the critical Grid authorization and authentication services.

This document is controlled by Keith Chadwick, FermiGrid Services Project Manager. Any modifications to this agreement require the review and approval of Keith Chadwick together with notification to the 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-Oct-2009.