

DNA1.2.1 - Service Level Agreement Template

This deliverable provides the general Service Level Agreement template used as the basis to negotiate SLAs with EGI, PRACE and other infrastructure providers. It contains a clear definition of what categories of services EMI provides (support, software products releases, consultancy, training, etc) and how the EMI services can be evaluated to respond to the criteria of fit for purpose and fit for use. The template will be revised when major changes occur and at least every 12 months

Tracking

- DNA1.2 v. 0.3 (internal NA1 review, 03/09/2010) (DOC)
- DNA1.2 v. 0.2 (internal NA1 review, 31/08/2010) (DOC) (ODT)
- DNA1.2 v. 0.1 (ToC) (14/07/2010): (DOC) (ODT)
- DNA1.2.1 v. 0.5 (ready for project internal review, 01/10/2010)) (DOC)
- 05/10/10 - v0.5 sent to F. Giacomini, A. Aimar, PEB for review; deadline 12/10
- 10/10/10 - F. Giacomini review received
- 19/10/10 - G. Pucciani review received
- All reviews received; pending updated version from A. Di Meglio
- 17/11/10 - All reviewers' comments addressed, new revision uploaded for reviewers approval (DNA1.2 v. 0.6 (DOC) (PDF)) ; deadline 24/11
- 22/11/10 - G. Pucciani approved final version
- Pending SA1 approval of v0.6
- 29/11/10 - SA1 accepts v0.6
- PO to create final version; upload in CDS; submit to EC
- 30/11/10 - Final [v0.6](#) uploaded to CDS and submitted to EC

Reviewers

- F. Giacomini (SA1, INFN) review form
- G. Pucciani (SA2, CERN) review form

This topic: EMI > DeliverableDNA121

Topic revision: r22 - 2011-04-21 - unknown



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