

CERN ROC templates dealing with the signature of the SLA with a site

In the following text you should look for occurrences of the strings `SITE_NAME`, `SITE_ADMINISTRATOR`, `YOUR_NAME`, and substitute them with the appropriate names.

Remember to attach the template!

First e-mail: Description of the SLA signature procedure and creation of the GGUS ticket

To: `SITE_ADMINISTRATOR`
Reply-To: `egee-roc-cern@cern.ch`
CC: `egee-roc-cern@cern.ch`
BCC: `helpdesk@ggus.org`

Subject: `ROC- CERN - <SITE_NAME> : Details of the procedure for signing the SLA`

Dear `SITE_ADMINISTRATOR`,

as you may be aware in EGEEIII we are requested to sign an SLA between the ROC and each site below

To this end, we are sending you a copy of the template of the SLA that we would like you to sign. This e-mail will also open a GGUS ticket (GGUS helpdesk is in bcc to avoid generating several tickets). Please use the GGUS ticket for further communication.

We would like to know as soon as possible if you require any amendments to the document, so that we can discuss them and find an agreement.

After we have agreed to sign we would like to try to digitally sign this document. As such we would like to know the name of the person that will sign the document and if you prefer to sign the document with Microsoft Office (.doc), or Acrobat Professional (.pdf) so that we can send you the document signed by the ROC manager in the format corresponding to your choice.

A short note on how to digitally sign with word or acrobat can be found here <https://twiki.cern.ch/twiki/bin/view/LCG/CERNROCDigitalSignature>

If you do not want to sign the SLA digitally, we will send you by post two copies of the signed SLA. You will be requested to keep one of the copies, sign the other copy and send it back to the following address:

Diana Bosio
CERN
IT Department, Grid Deployment
CH-1211 Geneva 23,
Switzerland

In order to send you the signed paper copies we would also be grateful if you could provide us with your exact postal address.

Looking forward to hearing from you.

Best regards,
`YOUR_NAME` for the CERN ROC team

This topic: [LCG > FirstRequestToSignSLDTemplate](#)

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