

## IT Service Level Description

**Service Name:**       **Infrastructure for AIS**

### **Service Description**

Provision of database and application server infrastructure, and UNIX environments to the AIS group. Service is provided in the form of multiple single or multi-node (RAC) databases, with applications served from single or multiple (load balanced) application servers.

### **Group and Section Responsible**

IT-DES-DIS, IT-DES-SIS; Email: [Oracle.Support@cern.ch](mailto:Oracle.Support@cern.ch)

### **Clients**

- AIS service managers
- AIS developers
- HR & Finance? Direct access to database and machines?

### **Criticality**

#### **Production**

- A service shortage may affect availability and data coherency of the different AIS applications CERN-wide. On RAC clusters and load balanced application servers, partial (i.e. one node) downtimes may be acceptable as they are considered transparent to the end users.

#### **Non-Production**

- A service shortage may affect availability of the AIS applications and/or databases to the AIS development team. On RAC clusters and load balanced application servers, partial unavailability should have limited effect.

### **Dependencies**

#### **Critical**

- Power in the computer centre. In the event of a power cut, we rely on the UPS being functional.
- Network
- TS cooling system
- TSM backup/recovery service

#### **Non-Critical**

- AFS for console access
- Quattor for system management
- Lemon for operator notifications

### **Service Support Level**

- Level 0: The service runs on a set of application servers (possibly load balanced), accessing data in clustered (RAC) or single node databases.
- Level 1: The computers on which the service runs are under operator surveillance in the Computer Centre 24\*365. In the event of serious problems, DES will be notified but no intervention made by the operators.
- Level 2: A failure of the service which requires the intervention of an expert will be dealt with by the AIS or DES member realising the problem, who in turn shall notify members of the DES group if necessary. If services are disrupted, members of AIS and DES are notified via the ais-incidents mailing list. Interventions outside working hours are conducted on a best effort basis.

Note: Maintenance periods on both the application server and database infrastructures are required, and scheduled in agreement with AIS and DES.

**Production**

- Scheduled maintenance takes place outside of normal working hours.

**Non-Production**

- Maintenance can be scheduled within working hours, but efforts taken to minimise the disruption to the AIS development teams.

**Service Reliability**

The current status of the service can be ascertained by viewing the IT Service Status Board at <http://www.cern.ch/it-support-servicestatus/default-dynamic.asp> Note that current problems are reported here: <http://www.cern.ch/it-support-servicestatus/>

Database data is being backed up regularly (one full + 2 incremental backups per week), with a retention period of 90 days. In addition the archive logs are also backed up on tape every 15 minutes to allow recovery of individual transactions. Recovery time is variable depending on db size, load on the TSM server, contention for tapes, network etc.

Incremental filesystem backups are taken once per day on all hosts, with a 100 day retention period.

One recovery exercise per week is performed on the production AIS databases according to parameters (TSM action, logical export with long term TSM backup and offsite copy to Preveessin, archives, etc.) provided by the service managers.