

## **IT Service Level Description**

**Service Name:** EDMS / D7i Service

### **Service Description**

Provisioning of vertical infrastructure to the EDMS / D7i team. The service runs in redundant mode on multiple nodes cluster and is composed of:

- A 3 nodes clustered Oracle database
- Oracle iAS for EDMS in High Availability mode
- Oracle iAS for D7i in High Availability mode
- Axalant third party software in High Availability mode
- Felix license manager in redundancy mode
- Fileserver in High Availability mode

### **Group and Section Responsible**

IT-DES-DIS; Email: [Oracle.Support@cern.ch](mailto:Oracle.Support@cern.ch), GSM: 16ZZZZ.

### **Clients**

- EDMS / D7i service managers

### **Criticality**

- A service shortage may affect availability of EDMS and or D7i CERN-wide. Downtime of a couple of hours is acceptable.

### **Dependencies**

The following services must be available:

- Power (UPS) in the computer centre;
- Network
- TS cooling system; our service will try to stop gracefully if the temperature raises above the limit defined in the hardware.
- TSM backup/recovery service

### **Service Support Level**

- Level 0: The service runs on a set of three nodes. Those may run without reduced availability.
- Level 1: The computers on which the service runs are under operator surveillance in the Computer Centre 24\*365. They will be restarted upon malfunction or straightforward problems.
- Level 2: A failure of the service which requires the intervention of an expert will be dealt with by the EDMS and / or D7i Service Manager on duty, who in turn shall decide the course of action (involving or not DES group). Interventions outside working hours t.b.d.

### **Service Reliability**

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

Database data is being backed up regularly (1 full + 1 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. TSM backups are

done on servers providing two copies. Recovery time is variable depending on db size, actual load at the TSM server, etc.

Individual schemas are exported daily. They are kept off site for two weeks. The last two copies of every active schema are kept on TSM. Inactive schemas are kept on TSM for one year.

The fileserver is copied locally and offsite as well as backed-up on TSM from the 3 nodes, multiple times per day.

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