

EUROPEAN MIDDLEWARE INITIATIVE

MNA1.4.1 - SERVICE LEVEL AGREEMENTS IN PLACE

EC MILESTONE: MS4

Document identifier: **EMI_MS4_v1.0.doc**

Date: **14/04/2011**

Activity: **NA1**

Lead Partner: **CERN**

Document status: **Final**

Document link: <http://cdsweb.cern.ch/record/1277518?ln=en>

Copyright notice:

Copyright (c) Members of the EMI Collaboration. 2010-2011.

See <http://www.eu-emi.eu/about/Partners/> for details on the copyright holders.

EMI ("European Middleware Initiative") is a project partially funded by the European Commission. For more information on the project, its partners and contributors please see <http://www.eu-emi.eu>.

This document is released under the Open Access license. You are permitted to copy and distribute verbatim copies of this document containing this copyright notice, but modifying this document is not allowed. You are permitted to copy this document in whole or in part into other documents if you attach the following reference to the copied elements: "Copyright (C) 2010-2011. Members of the EMI Collaboration. <http://www.eu-emi.eu>".

The information contained in this document represents the views of EMI as of the date they are published. EMI does not guarantee that any information contained herein is error-free, or up to date.

EMI MAKES NO WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, BY PUBLISHING THIS DOCUMENT.

MILESTONE REPORT

EMI has successfully negotiated its first **Service Level Agreement (SLA)** with EGI. The agreement for the provisioning of Software Development and Support Services required to support and sustain the EGI Unified Middleware Distribution was signed by the EMI Project Director and EGI Director, with effect from 14th of April 2011. The yearly reviewed agreement between the *Service Provider* EMI and the *Customer* EGI is managed EMI Project Director who acts as the *SLA Manager*.

The objectives of the EMI-EGI SLA are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the Customer.
- Match perceptions of expected service provision with actual service support and delivery.

The SLA was largely based on DNA1.2.1 Service Level Agreement Template¹.

For more information about the EMI-EGI SLA, contact the EMI Project Office².

¹ http://cdsweb.cern.ch/record/1277517/files/EMI-DNA1.2.1-1277517-SLA_Template-v1.0.pdf

² emi-po@cern.ch