

EUROPEAN MIDDLEWARE INITIATIVE

MNA1.4.3 - SERVICE LEVEL AGREEMENTS IN PLACE - REV. 2

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I. DELIVERY SLIP

| | Name | Partner/Activity | Date |
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| From | Alberto Di Meglio | CERN/NA1 | 23/05/2013 |
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II. DOCUMENT LOG

| Issue | Date | Comment | Author/Partner |
|-------|------------|--------------------------------|------------------------|
| 1 | 23/05/2013 | v1.0 ready for internal review | Alberto Di Meglio/CERN |
| 3 | 24/05/2013 | v1.0 PEB approved version | PEB |

III. DOCUMENT CHANGE RECORD

| Issue | Item | Reason for Change |
|-------|------|-------------------|
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MILESTONE REPORT

During the third year of operations EMI has monitored the existing SLA with EGI and discussed any necessary revision. No modification has been suggested for the general SLA Template. The version signed in April 2011 has been in force until April 30th, 2013 as foreseen by the SLA validity clause. The compliance statistics are presented in the final SA1 deliverable¹.

The Operational Level Agreement signed with EDGI for the provision of the EDGI Desktop Computing Bridges in the EMI 2 and 3 distribution was applied as planned and has been in force until April 30th, 2013.

With the end of the EMI project the existing SLAs and OLAs cease to be valid. A transition of the current management of these SLAs to the EMI partners has therefore been put in place. The individual partners have entered into direct relationship with their reference communities and in particular with EGI and WLCG, also as recommended by the EMI EC reviewers in 2012 as the most efficient model for the long-term.

EGI has defined a new collaboration and SLA schema for Technology Providers (TP) entering in direct contact with the UMD release team. The schema foresees different levels of commitment and service levels. EMI also ran an internal survey among its partners to understand who is considering signing SLAs directly with EGI. Of the 26 EMI partners eight replied to be interested in discussing it if the benefits were clearly explained, one replied not to be interested and 17 did not provide any reply.

In occasion of the EGI PTB meeting in April 2013, EMI formulated the opinion that the schema is excessively complicated (too many different types of contributions combined with too many different types of commitment) and above all only describes the expected commitment from the Technology Providers without specifying what EGI provides in return as compensation. A proposal was made to simplify the SLA structure and clearly list the advantages for TPs to enter into an SLA with EGI. The proposed advantages are, if not direct financial compensation, at least a preferential channel to access dissemination activities, reduced conference fees, organization of joint events with EGI sponsorship, access to testbed facilities, and other similar types of in-kind compensation. In addition, it was proposed to allow TPs to join the newly formed URT (UMD Release Team) without a signed MoU or SLA on a trial base to allow them to get some first-hand experience of the new schemas.

The proposal was accepted by EGI and presented to EMI partners and other TPs at the MeDIA initiative launch event in Rome². A three-month trial membership is now foreseen in the URT charter for TPs deciding to enter into a direct collaboration with EGI.

¹ https://cds.cern.ch/record/1277559/files/EMI-DSA1.4.3-1277559-Annual_Maintenance_Support_Report_M36-v1.0.pdf

² <https://indico.cern.ch/getFile.py/access?contribId=3&resId=2&materialId=slides&confId=240405>