

Introducing Site Service Level Agreements

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As the EGEE production grid matures, users have come to expect a certain level of service – usually expressed in terms of availability and reliability. The IT services industry as a whole has years of experience in the field of running reliable services, and ITIL is a widely recognized set of recommendations for doing so efficiently. It was therefore perfectly logical that EGEE should take steps to implement ITIL methodology wherever possible.

Regional Operations Centres (ROCs) work with their resource centres (sites) to provide grid services and a user support mechanism. An Operational Level Agreement (OLA) has recently been drafted to formalize the roles and responsibilities of each party, and set targets for things such as site availability and response times to trouble tickets.

This paper will describe the process by which agreement on the contents of the OLA was reached, and touch on the implementation issues.