



## NGS Common Service Level Description

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Version	Date	Author	Changes
0.3	13 <sup>th</sup> May 2009	DW	Changes to sections 2, 6 & 9, replaced old logo
0.2	28 <sup>th</sup> Feb 2009	DW, NG	Minor changes on Service users and Severity levels and how they will be used
0.1	26 <sup>th</sup> Feb 2009	DW, SY	New Document

### Document Description

This document describes the common functions, policies and procedures upon which member sites of the UK National Grid Service base their offerings of service. Deviations from this common level of service **must** be described by the individual site in a site-specific appendix that is **required** for membership and published on the NGS website.

The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in RFC 2119.



## 1. Aim

The site will make available resources or services as described in their appendix via the UK National Grid Service to UK academia.

## 2. Service Users

This resources or services provided **should** in principal be available to all registered users of the NGS. In practice this is a requirement on user authentication and authorization. Depending upon the nature and purpose of the services, users may not be authorized to access or use services even if their identity is recognized. Access to some resources or services MAY be restricted to authorized users on licensing or legal grounds. Users will have previously signed the Terms and Conditions of use as defined at <http://www.ngs.ac.uk/NGS-tacu.shtml>.

## 3. Service Providers

The formal affiliation of the providers of the resources or service **must** be defined in the site appendix.

## 4. Scope of SLD

This SLD applies to resources and/or services that a site has defined as being made available. This **must** be fully described in the site SLD appendix with change control and include;

- hardware specifications (or virtual equivalents),
- service software (with reference to the NGS Software Stack)
- end user software including compilers/applications, this should define license restrictions.
- connectivity
- documentation including relevant user documentation and a web presence within the NGS webspace
- user resource provision (capacities and capabilities accessible to an individual user or Virtual Organisation, e.g. storage quota)

All other inclusions/exclusions **should** be specifically defined by the site and all others resources/services provided by the organization are specifically out of scope.

## 5. Service Level

### *Quality*

1. NGS Conformance tests **must** run against the resource and/or service and their results monitored to identify problems.
2. Operating systems and/or service software **must** be kept as up to date and as secure as possible, this **should** include software maintenance agreements for the duration of the sites membership.
3. Hardware upon which the service provided depends **should** be covered by a vendor maintenance contract for the duration of the sites membership.

### *Availability*

1. The resource and/or service **must** be available at all times subject to:
  - essential planned maintenance to hardware or software, these **must** be pre-announced using the NGS announcement mechanisms;
  - unplanned outages and failures (if out of hours, **should** be dealt with next working day);
  - hardware/software support reflecting the contract with vendors/suppliers.
2. Sites **should** define a designated “At Risk” period for their resources and/or services during which low risk maintenance work may be undertaken.

#### *Reliability*

1. The reliability of the service **must** be monitored and figures will be made available for inspection by users on the NGS Web site.
2. The performance of the site in relation to this SLD and the site appendix are held annually, during which the serviceability and reliability of the resource/service will be reviewed.
3. Administrative procedures (both automated and manual) **must** be enacted to ensure reliability and accessibility of the service is maintained to the highest level possible.

#### *Utilization*

1. The site **should** define limits on single user utilization of the resource or service. This could include, Disk quota, # of submitted compute tasks, monthly CPU hours used, database load, services hosted, software license checkout and other measures not yet defined. These will be reviewed by the NGS during the joining procedure to ensure they are reasonable.
2. Application of set limits on utilization **must** cause interaction with the user to ensure they are aware of limits reached and any procedures they must undertake to “deal with it”.

### **6. Change Control**

The service provider **may** update the system or development software at any time but **must** notify the users of the system at least 1 week in advance using standard NGS announcement mechanisms where there may be an interruption to service.

The service provider **may** make updates at any time where they relate to security vulnerabilities.

All critical changes **must** be logged in the NGS helpdesk, all other changes **should** be logged in the NGS helpdesk.

### **7. Software Support Categories**

The site **should** offer a scheme for software support. The levels for this scheme are defined as follows:

- **Fully Supported Software (Category 1)**

This is the highest support category and is reserved for software of the highest quality and of wide applicability. In-depth knowledge of the

software is available to provide a high-level of technical support. Advice is provided on basic and advanced use. Problems will be reported to suppliers, their resolution monitored, and fixes applied if supplied. In addition, training courses may be offered for some products.

- **Supported Software (Category 2)**  
Technical support is provided by the site although the level of support varies according to appropriate staff expertise. Problems will be reported to suppliers, their resolution monitored, and fixes applied if supplied.
- **Provided Software (Category 3)**  
Software in this category is provided without technical support. This may include software of a highly specialised nature, for which little or no expertise is available within the site. Another reason for using this category may be that technical support is not provided by the software supplier. Although technical support may not be forthcoming, product maintenance may well be provided.

## 8. Problem Severity Definitions

A **severity level** is assigned when a problem is reported according to its impact:

- **Level 1**  
Loss of service to many or all users of the service
- **Level 2**  
Major impact on many users
- **Level 3**  
Major impact on subset of users or detriment to work of many
- **Level 4**  
Major impact to individuals or detriment to subset of users

These will be assigned to a particular problem by the central NGS helpdesk. This will assist hopefully both the NGS and site to ensure that problems are managed and fixed following appropriate prioritization.

## 9. Operational Framework and Escalation Mechanisms

The first line of contact between the user community and the resource/service providers is through the NGS Support Centre (<http://www.ngs.ac.uk>). All faults will be reported to the NGS Helpdesk through available mechanisms and then be assigned by the helpdesk to the appropriate site. The local site **must** therefore provide a helpdesk contact which is accessible to the NGS helpdesk.

Sites **should** report changes to service status through the NGS-announce maillist and GOCDB.

The site **must** document in its site appendix an escalation procedure for faults within the service. This **must** include specific timescales for high severity problems.

## 10. Supporting additional requirements

A site **may** include a method in their appendix by which a user may request additional resources above and beyond those available as standard. This **should** be clearly stated in the appendix.

## 11. Definitions

The site **must** give a description of any specialist terms, acronyms or other relevant to their resource and/or service offering.