

GLIF Service Level Agreement Task Force

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8th Annual Global LambdaGrid
Workshop

October 1, 2008

Agenda

- Introduction to the SLA Task Force and its mission
- Review of the current draft SLS document
- Comments and discussion on the draft
- Next steps

SLA Task Force

- The Service Level Agreement Task Force (SLA-TF) was developed as a sub-group of the GLIF Technical Working Group
- The charge of the SLA-TF is to develop a service description document that serves as a point of reference for GOLE managers regarding service provisioning in a production environment
- GLIF Tech Chair:
 - Erik-Jan Bos, SURFnet
- Taskforce members:
 - Walter van Dijk, Chair, SURFnet
 - Jim Williams, Indiana University
 - Geoff Lakeman, University of Washington
 - Christian Todorov, Internet2

Service Level Specification

Draft

- The SLA-TF decided that the document that it produced was to be defined and as a Service Level Specification (SLS) rather than an “Agreement” to avoid the impression of a legal document
- The SLS is focused only on the service parameters within the domain of a GOLE, i.e., sub-sea fiber cuts and the like are not considered
- The SLS is intended to capture what services and response times are available by GOLE, so that GOLE operators and by extension, users, in a global circuit environment have a point of reference on what expectations they should have of provided services on a GOLE by GOLE basis
- The SLS is for information and guidance only; it is not a contract or a binding formal commitment
- Current draft version of the SLS is 0.5.3

SLS Structure

- The SLS document was designed to be modular and therefore extensible as GOLE provided services grow
- Where possible and appropriate a common structure was used for each service item
- There are two main SLS sections to be completed by a GOLE operator: service availability and change procedures; and one that is more facility focused where power, maintenance methods and windows are discussed
- A third section describes how changes to the SLS may occur and the role of the SLS within the GOLE community

SLS Sections

- The main sections of the SLS document and items addressed are as follows:
- GOLE Service Parameters (GOLE completed)
 - Availability
 - Outage reporting and handling
 - Performance measurements
 - Configuration changes

SLS Sections – cont'd

- SLS management (SLA-TF, GLIF Tech)
 - SLS change procedures
 - SLS expectations of GOLEs

SLS Sections – cont'd

- Appendix – Facilities (GOLE)
 - Available power
 - Maintenance procedures and availability
 - Maintenance windows and procedures

SLS Draft Review and Comments

Thank You!