



Standards for lightweight
service management in
federated IT infrastructures

SLA for IRIS-IAM

This document is a Service Level Agreement (SLA) for IRIS IAM, Version 0.6 (2026-07-15).

Acknowledgement

- *This document is adapted based on the FitSM SLA template under CC-BY 4.0*

This work is licensed under a
[Creative Commons Attribution
4.0 International License](https://creativecommons.org/licenses/by/4.0/).





SLA For IRIS-IAM

1. General

This agreement is made between IRIS-IAM user, represented by IRIS and IRIS-IAM delivery team, represented by STFC SCD Federation Service Team to cover the provision and support of the service as described hereafter.

This SLA is valid from 21st August 2024 onwards.

1.1. Named Parties:

- IRIS IAM Product Owner: Tom Dack
thomas.dack@stfc.ac.uk
- IRIS IAM Service Manager: Donald Chung
donald.chung@stfc.ac.uk
- IRIS Project Manager: Anjali Bhatt
anjali.bhatt@stfc.ac.uk

2. Scope & description of the service

This SLA applies to the following service:

- IRIS-IAM Service

The IRIS Identity and Access Management (IAM) is a single sign-on (SSO) service created for use by IRIS systems and related organisations. It uses federated identities from university credentials to allow users to log on to a service without having to create new accounts.

This service is maintained and managed by IRIS-IAM delivery team from the Federation Service Group, Scientific Computing Department, STFC.

3. Service hours & exceptions

The service operates during the following hours:

- The IRIS-IAM login service aims to provide 24/7 access to a login service for the user

The following exceptions apply:

- Any planned maintenance or interruption of service will be communicated to the customer as detailed in section 6, Service Level Targets
 - For these maintenance/upgrade, we will aim to deliver these changes via a robust change control process using the Tier 1 Grid PP change control framework. (Please share).



- Planned maintenance scheduling will be communicated with the customer, to attempt to avoid this clashing with their planned activities.

4. Service components & dependencies

The service covered by this SLA is made up of the following (technical and logical) service components:

- User registration and account activation
- Provision and access to IRIS-IAM management dashboards
- Provision and access to the IRIS-IAM federation login service through OAuth and SAML
- Provision and access to the IRIS-IAM token API

5. Support

The services covered by the scope of this SLA are provided with the following level of support:

- The IRIS-IAM delivery team provides working-hours support during the following period.
 - **Mon-Fri: 08:00 AM – 17:00 PM**
- Currently, no support is available during the following windows:
 - Weekends
 - Public Holidays (Bank Holidays)
 - STFC RAL Holidays and closures
- At risk periods for these times will be declared using the IRIS GOCDDB Service, and STFC holidays and closures will be communicated via the channels detailed in Section 8.

5.1. Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate priority based on the impact and urgency of the incident. In this context, the following priority guidelines apply:

- Priority level 1 (PL1) - A failure of the IRIS-IAM with high impact on customer or a core service a customer is running. The customer is unable to operate at all, or customer will operate at a high level of security risk
 - Example:
 - Full IRIS-IAM shutdown where users are unable to reach the website
 - Security flaw discovered in IRIS-IAM and downstream identity management that will result in threat to the global IRIS-IAM service
- Priority level 2 (PL2) - A major service component of IRIS-IAM is impacted. Some functions can continue but it is a major issue for users
 - Example:



- Customer is unable to reach or control via dashboard but still able to provide direct login services
- Unable to retrieve desired attributes from IRIS-IAM API
- A failure for users to login via SAML federation using login from users' institution.
- Priority level 3 (PL3) - A minor issue with known technical workarounds, which the IRIS-IAM delivery team will develop or with planned or pending fixes.
 - Example:
 - A user is unable to log-on to their account via SAML, but experiences no issue via direct login using IRIS-IAM username and password

Response and resolution times are provided as service level targets (see section 6).

5.2. Fulfilment of service requests

In addition to resolving incidents, the following standard service requests are defined and will be fulfilled through the defined support channels:

- Initial response to user inquiries. For example, account issues such as forget passwords
- Request for user registration and on-boarding including decision to accept, reject or on hold for user to provide more information/justifications; documentation to aid user to login/navigating to different service.
- Request for group management such as creating a or new membership request a group
- Responding to Privacy and Security concerns
- Technical support for IAM such as assistance for integrating IAM with other services.

Response and fulfilment times are provided as service level targets (see section 6).

6. Service level targets

The following are the agreed service level targets for IRIS-IAM, the timeframe specified in target begins when IRIS-IAM delivery team receive report from users and when the issue is escalated/resolved:

Service level parameter	Target
Availability target	
Service reachable excluding any planned downtime	The service will be reachable 95% of the time at every hourly interval during office hour excluding declared at-risk or downtime period. This translates to guaranteed less than 3 minutes of assumed downtime every hour to ensure good access for downstream service. The uptime statistics will be made available to the IRIS delivery board as part of the regular reporting process.
Incident handling	



Priority level 1 (PL1) - Full IRIS-IAM failure	Restore service within 3 working hours of report received, if the incident is reported within IRIS IAM delivery team. If the 3 hours window exceed the working hours of the day, this period will continue when the next working day start. If service restoration will take over 3 hours, the Operations team will provide regular updates to the IRIS community.
Priority level 2 (PL2) - A major management component of IRIS-IAM is impacted	Initial reply to customer within 4 hours and issue resolved within 2 working days. Regular updates will be provided to the IRIS community.
Priority level 3 (PL3) - A minor issue with known technical workarounds	Initial reply to customer within 4 hours and continuous engagement with customer within 3 working days. However, timeframe for resolving the issue may be subjected to INDIGO IAM development cycles. Regular updates will be provided to the IRIS community.
<u>Emergency Downtimes</u>	
Emergency maintenance to carry out urgent work essential to the security or operation of IRIS-IAM.	Endeavour to notify customer at least 2 working days in advance, however the nature of the emergency may result in shorter notice windows.
<u>Scheduled Upgrade, Maintenance and Downtime management</u>	
Communication of planned at-risk period and downtime	Written notice at least 4 weeks before planned intervention.
<u>User service request handling</u>	
Initial response to user inquiries. For example, account issues such as unable to login and forgotten passwords.	Reply to customer request within 4 hours with follow up reply after customer response within 1 working day until the enquiry is resolved.
Request for user registration and on-boarding	Initial decision to accept/reject the request or request for additional information for user identity/intention will be made within 4 hours. If further information is required, changes will be applied within 1 working day in accordance with the decision, upon receipt of requested information.
Request for group management	<u>For a central group request managed by the IRIS-IAM delivery team:</u> Initial decision to accept or reject, or a request for further information to be made within 4 hours If further information is required, follow up decision should be made within 1 working day, upon receipt of requested information.



	<u>Group management for groups with a delegate manager:</u> Response times fall out of the scope of this SLA as they are managed by the manager of the groups. <u>For a group request sent to IRIS-IAM delivery team with a delegated manager:</u> If a request has not been processed within 2 working days, the IRIS-IAM delivery team will escalate this to the relevant managers. If there is no response within the following 2 working days, the IRIS-IAM delivery team will re-escalate. This process shall repeat as required.
Responding to Privacy and Security concerns	Reply to customer requests within 4 hours, in line with IRIS security policy with issues forwarded to the INDIGO IAM developer team or other relevant parties. Aim to resolve and address the concerns within 2 weeks.
Technical support for IAM such as integration support	Reply to customer request within 1 working days with follow up reply after customer response within 2 working days until support is no longer required.

7. Limitations & constraints

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is limited to business hour of RAL, on-call 24/7 support is out of scope for this service at the moment.

8. Communication, reporting & escalation

8.1. General communication

The following contacts will be generally used for communications related to the service in the scope of this SLA:

Customer contact for the service provider	IRIS Project Manager (Deputise By: Anjali Bhatt (STFC,RAL,SC) <anjali.bhatt@stfc.ac.uk>)
Service provider contact for the customer	iris-iam-support@gridpp.rl.ac.uk Contact Person: IRIS-IAM Product Owner & Stakeholder Manager: Tom Dack (STFC, SCD, RAL) IRIS-IAM Service Manager: Donald Chung (STFC, SCD, RAL)



Service provider contact for service users	Service Users may contact the IRIS delivery team according to defined support channels such as but not limited to the following: - Email: iris-iam-support@gridpp.rl.ac.uk - Federation services customer portal https://stfc.atlassian.net/servicedesk/customer/portal/31/group/120
Users' contact for service provider	Announcement from the service provider will be communicated to users via the following channels: • Email: IRIS-TWG mailing list <IRIS-TWG@JISCMAIL.AC.UK> • Announcements during the bi-weekly IRIS TWG meeting

8.2. Regular reporting

As part of the fulfilment of this SLA and provisioning of the service, the following reports will be provided:

Report title	Contents	Frequency	Delivery
Annual Service Report of IRIS-IAM	The report will provide Key developments of service, new features, usage data and functional status of the service.	Annually at IRIS Collaboration meeting	IRIS Collaboration meeting

8.3. SLA violations

The service provider commits to inform the customer, if this SLA is violated or violation is anticipated. The following rules are agreed for communication in the event of SLA violation:

- Breaches of SLA will be handled within the IRIS governing framework.

8.4. Escalation & complaints

For escalation and complaints, the defined service provider contact point shall be used, and the following rules apply:

- If the customer/user is unsatisfied with our service and wishes to escalate the issue, they should contact the IRIS IAM Product Owner, via the IRIS Project Manager..

9. Information security & data protection

The following rules for information security and data protection apply:

- Information security and privacy of IRIS-IAM is governed by the IRIS security and privacy policy
- User data are protected under the UK's Data Protection Act 2018.



10. Additional responsibilities of the service provider

The IRIS-IAM delivery team shall provide training and up-to-date documentation on how to utilise features of IRIS-IAM to enable users to fully take advantage of IRIS-IAM capabilities.

11. User responsibilities

The user shall:

- Sign and comply with the acceptable use policy (AUP) of IRIS-IAM.
- Response to inquiry of IRIS-IAM service manager or members of IRIS IAM delivery team.
- Provide the necessary information for IRIS-IAM service manager or members of IRIS IAM delivery team to make decisions that guarantee the privacy, security and integrity of the IRIS-IAM ecosystem in an accurate and timely manner.
- Carry out essential security assessment to ensure the security of their system/service integrated with IRIS-IAM.

Failure to comply may result in temporary suspension of service or user accounts with further breach escalated within IRIS governing framework.

12. Review

There will be reviews of the service performance against service level targets and of this SLA at planned intervals with the customer according to the following rules:

- We aim to review our service performance with the customer in quarterly review meeting
- Any time in agreement between the IRIS governing body and the IRIS-IAM delivery team.

13. Glossary of terms

For the purpose of this SLA, the following terms and definitions apply:

- User: Refers to the user of IRIS-IAM service
- Customer: Refers to representative from IRIS who procure this service on behalf of IRIS community.
- IRIS-IAM delivery team: Refers to the team of people who delivers the working IRIS IAM services, currently it is comprised of people from STFC Federating Service Team.
- Reply: Refers to non-automated message from a member of the IRIS-IAM delivery team to user
- INDIGO IAM: The underlying software developed by INFN, which the STFC Federating Service Team is running to provide the IRIS IAM service
- Working Day: Refers to the RAL working days excluding site holiday/closure (RAL site holiday/site closure will be published by IRIS for Users of IRIS IAM service)



14. Document control

Document ID	IRIS-IAM/Service/SLA/0001/v0.6
Document title	SLA for IRIS-IAM
Definitive storage location	This document is planned to be made available on the IRIS SharePoint. URL: https://stfc.github.io/IAM-Docs/policies/iris-sla/
Document owner	Thomas Dack (STFC, SCD, RAL), Donald Chung (STFC, SCD, RAL)
Version	V0.6
Last date of change	15 th July 2026 (Europe/London)
Next review due date	Quarterly after the signing of SLA
Version & change tracking	V0.4 – First public draft V0.5 – Reviewed V0.6 – Reviewed