

Tom,

I take this to be the Fermilab official offer of support; could you transmit this to Barry for his approval and acceptance?

Thanks,

Rich

-----Original Message-----

From: Mark O. Kaletka [<mailto:kaletka@fnal.gov>]

Sent: Tuesday, September 12, 2006 12:26 PM

To: 'Richard P. Stanek'

Cc: 'Mark O. Kaletka'; white@fnal.gov; mcbride@fnal.gov

Subject: Fermilab Computing Division Support of InDiCo for ILC

Rich --

At our 9/1 meeting, we (Fermilab Computing Division) agreed to provide support for ILC for the CERN InDiCo product, including localization, minor bug fixes, and some level of support through the Fermilab Computing HelpDesk. There are overlaps between Fermilab and ILC needs for InDiCo that allow us to leverage much of the support effort to benefit both organizations. We estimate that the effort required for the current ILC requests represents approximately 3-6 months of developer work initially, and probably .25 FTE after that. This estimate -- and the agreement -- does not include any major changes requiring large development effort, which we would need to discuss separately.

Our intention is to work with CERN so that changes are incorporated back into the official production InDiCo release and benefit the whole InDiCo community. This likely requires some more formal level of agreement between CERN and Fermilab than exists at the moment.

We understand that, at present, CERN will continue to provide and support the ILC InDiCo instance on a server resident at CERN. We will also need to have some agreement among Fermilab, ILC and CERN for the level of access that Fermilab support staff will have to the CERN server, and the protocol for CERN to apply ILC-requested changes. It would be useful to know what formal service level agreement currently exists between ILC and CERN for support of this instance -- uptime and availability, security, updates, responsiveness, redundancy and reliability, backup, etc.

If ILC agree, we are prepared to begin support immediately, contingent on the agreements with CERN mentioned above for continued cooperative development and support of the server.

-- Mark K.