

**EGI VO**

**OPERATIONAL LEVEL AGREEMENT**

| **Service Provider** | EGI Foundation |
| --- | --- |
| **Component Provider** | **[Provider name]** |
| **Customer** | **[User community]/[VO name]** |
| **First day of service delivery** | [start date] |
| **Last day of service delivery** | [end date] |
| **Status** | [DRAFT/FINAL] |
| **Agreement signature date** | [Date of final agreement] |
| **SLA and OLA Link** | [Link to document db] |
| **Template Version** | v2.12 |

**DOCUMENT LOG**

| ***Issue*** | ***Date*** | ***Comment*** | ***Author*** |
| --- | --- | --- | --- |
|  |  |  |  |

**TERMINOLOGY**

The EGI glossary of terms is available at: [https://wiki.egi.eu/wiki/Glossary](https://wiki.egi.eu/wiki/Glossary%20)

For the purpose of this Agreement, the following terms and definitions apply. 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.

**Contents**

[1 The Services 4](#_30j0zll)

[2 Service hours and exceptions 6](#_1fob9te)

[3 Support 6](#_3znysh7)

[3.1 Incident handling 6](#_tyjcwt)

[3.2 Service requests 7](#_3dy6vkm)

[4 Service level targets 7](#_4d34og8)

[5 Limitations and constraints 7](#_2s8eyo1)

[6 Communication, reporting and escalation 7](#_17dp8vu)

[6.1 General communication 7](#_3rdcrjn)

[6.2 Regular reporting 8](#_26in1rg)

[6.3 Violations 8](#_35nkun2)

[6.4 Escalation and complaints 8](#_44sinio)

[7 Information security and data protection 8](#_2jxsxqh)

[8 Responsibilities 8](#_3j2qqm3)

[8.1 Of the Component Provider 8](#_1y810tw)

[8.2 Of EGI Foundation 8](#_2xcytpi)

[8.3 Of the Customer 8](#_1ci93xb)

[9 Review, extensions and termination 9](#_3whwml4)

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **[provider name] (the Component Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

**[User Community short description]**

The Customer is a consortium represented by the **[Institute]**

This Agreement is valid from **[start date]** to **[end date]**.

Once approved, **this Agreement is automatically renewed**, as long as the Component Provider does not express a decision to terminate the Agreement at least a month before the end date of the Agreement.

The Agreement was discussed and approved by the EGI Foundation and the Component Provider on **[date]**.

The Agreement extends the Resource Center OLA[[1]](#footnote-0) with the following information:

# The Services

Possible allocation types:

* **Pledged** - Resources are exclusively reserved to the Community.
* **Opportunistic** - Resources are not exclusively allocated, but subject to local availability.
* **Time allocation** - Resources are available for a fixed time period.

Possible payment mode offer:

* **Sponsored** - Model where the Customer uses services that are funded, or co-funded by the European Commission or government grants.
* **Pay-for-use** - Model where the Customer directly pays for the service used.

The Services are defined by the following properties:

**Cloud Compute (category: Compute)**

Description: <https://www.egi.eu/services/cloud-compute/>

* Resource Centre:
	+ Cloud Compute
		- Number of virtual CPU cores:
		- Number of GPU Cores:
		- Number of CPU Cores per GPU Core:
		- Memory per core (GB):
		- Local disk (GB):
		- Public IP addresses:
		- Payment mode offer: Sponsored/Pay-for-use
		- Other technical requirements:
		- Duration:
	+ Allocation type:
	+ Provider AUP link:
	+ Supported VOs:
	+ VO ID card:
	+ VO-wide list:
	+ GOCDB endpoints urls:

**Cloud Container Compute (category: Compute)**

Description: <https://www.egi.eu/services/cloud-container/>

* Resource Centre:
	+ Cloud Compute
		- Number of virtual CPU cores:
		- Number of GPU Cores:
		- Number of CPU Cores per GPU Core:
		- Memory per core (GB):
		- Local disk (GB):
		- Public IP addresses:
		- Payment mode offer: Sponsored/Pay-for-use
		- Other technical requirements:
		- Duration:
	+ Allocation type:
	+ Provider AUP link:
	+ Supported VOs:
	+ VO ID card:
	+ VO-wide list:
	+ GOCDB endpoints urls:

**High-Throughput Compute** **(category: Compute)**

Description: <https://www.egi.eu/services/high-throughput-compute/>

* Resource Center:
	+ High-Throughput Compute
		- Guaranteed computing time [HEPSPEC-hours]:
		- Opportunistic computing time [HEPSPEC-hours]:
		- Max job duration [hours]:
		- Min local storage [GB] (scratch space per each core used by the job):
		- Max number of cores per node:
		- Min physical memory per core [GB]:
		- Middleware:
		- Other technical requirements:
		- Duration:
		- Payment order offer: Sponsored/Pay-for-use
	+ Allocation type:
	+ Provider AUP link:
	+ Supported VOs:
	+ VO ID card:
	+ GOCDB endpoints urls:

**Online Storage (category: Storage)**

Description: <https://www.egi.eu/services/online-storage/>

* Resource Center:
	+ Online Storage
		- Guaranteed storage capacity [TB]:
		- Opportunistic storage capacity [TB]:
		- Standard interfaces supported[[2]](#footnote-1):
		- Storage technology[[3]](#footnote-2):
		- Other technical requirements:
		- Duration:
		- Payment mode offer: Sponsored/Pay-for-use
	+ Allocation type:
	+ Provider AUP link:
	+ Supported VOs:
	+ VO ID card:
	+ GOCDB endpoints urls:

**Notebooks (category: Applications)**

Description: <https://www.egi.eu/services/notebooks/>

* Component Provider:
	+ Notebooks
		- Number of users:
		- Cores per user:
		- Memory per user (GB):
		- Storage per user (GB):
		- Allocation type:
		- Payment mode offer: Sponsored/Pay-for-use
		- Other technical requirements:
		- Duration:
		- Supported VOs:
		- GOCDB endpoints urls:

**Check-In (category: Security)**

Description: <https://www.egi.eu/services/check-in/>

* Component Provider:
	+ Check-In (as community AAI):
		- Deployment Type[[4]](#footnote-3):
		- AAI protocol:[[5]](#footnote-4)
		- Authentication options (select all that apply)[[6]](#footnote-5):
		- User registration and group management service operated by[[7]](#footnote-6):
		- User registration and group management:[[8]](#footnote-7)
		- Access to the e-infrastructure services:[[9]](#footnote-8)
	+ Check-In (for services/resource providers):
		- AAI protocol:
		- Communities able to access the resources:[[10]](#footnote-9)
	+ Check-In (as a bridge to EGI services/resources):
		- AAI protocol:
		- Link to the AAI solution:
		- EGI services to be connected:

**DataHub (category: Storage and Data)**

Description: [https://www.egi.eu/services/datahub](https://www.egi.eu/services/datahub/)/

* Component Provider:
	+ Access Data[[11]](#footnote-10):
		- Access mechanism[[12]](#footnote-11):
		- Name of the space:
	+ Build your own DataHub[[13]](#footnote-12):
		- Hosted by:
			* List of resource providers:
			* Storage capacity:
			* Enable Notebooks support?: Yes/No
			* Number of VM:
			* Number of virtual CPU cores:
			* Memory per core (GB):
			* Local disk (GB):
			* Requested dataset:
		- Hosted on own infrastructure:
			* Connecting to EGI DataHub/central onezone:
			* Oneproviders IP:
			* Domain names:
			* Name of the supported dataset/space (optional):
	+ Publish Data[[14]](#footnote-13):
		- Name of the space:
		- Amount of storage space:
		- Access type[[15]](#footnote-14):
	+ Duration:

# Service hours and exceptions

As defined in Resource Center OLA[[16]](#footnote-15).

# Support

As defined in Resource Center OLA[[17]](#footnote-16).

## Incident handling

As defined in Resource Center OLA[[18]](#footnote-17).

## Service requests

As defined in Resource Center OLA[[19]](#footnote-18).

# Service level targets

**Monthly Availability**

* Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month.
* Minimum (as a percentage per month): XX%

**Monthly Reliability**

* Defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month, excluding scheduled maintenance periods.
* Minimum (as a percentage per month): XX%

**Quality of Support level**

* Medium (Section 3)

# Limitations and constraints

As defined in Resource Center OLA[[20]](#footnote-19) and:

* Availability and Reliability calculations are based on the Service Monitoring operational results.
* Failures in VO monitoring are not considered as the Agreement violations.

# Communication, reporting and escalation

## General communication

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

| **EGI Foundation contact** | Giuseppe La Roccasla@mailman.egi.eu SLA Coordinator at EGI Foundation  |
| --- | --- |
| **EGI Foundation technical contact** | Matthew Viljoen operations@egi.eu Operations manager at EGI Foundation |
| **Component Provider contact** | [name][email] [title] |
| **Component Provider technical contact** | [name][email] [title] |
| **Service Support contact** | See Section 3 |

## Regular reporting

As defined in Resource Center OLA[[21]](#footnote-20).

## Violations

The Component Provider commits to inform the EGI Foundation, if the Agreement is violated or violation is anticipated.

The following rules are agreed for communication at the event of the violation:

* In case of violations of the Services targets for **four months (within reporting period)** or **two consecutive months**, the Component Provider will provide justifications to EGI Foundation.
* In case of service target violation, the Component Provider must provide justifications and a plan for service enhancement **within 10 working days** from the date of the notification to/from the EGI Foundation.
	+ In case of no or unsatisfactory justification and plan for improvement, EGI Foundation reserves the right to replace the Component Provider.
* EGI Foundation will notify the supporting Component Provider in case of suspected violation via the EGI Service Desk (Section 3). The case will be analysed to identify the cause and verify the violation.

## Escalation and complaints

For escalation and complaints (A customer complaint is a customer's expression of dissatisfaction with an EGI service, either orally or in writing), EGI Foundation contact (Section 6.1) point shall be used, and the following rules apply.

* In case of repeated violation of the Services targets for **four months (within reporting period)** or **two consecutive months**, a review of the Agreement will take place involving the parties of the Agreement.
* Customer complaints or concerns about the Service(s) provided directed to the EGI Foundation contact will be shared with corresponding Component Providers.

# Information security and data protection

As defined by the EGI Default Operational Level Agreement[[22]](#footnote-21).

The following rules for Information Security and data protection must be enforced by the component provider:

* The Component Provider must make every effort to maximize the security level of users’ data and minimise possible harm in the event of an incident. Incidents must be immediately reported to the EGI CSIRT according to the SEC01 procedure[[23]](#footnote-22).
* EGI Foundation holds the role of the Data Controller while the Component Provider holds the role of Data Processor. Data Processing Agreements[[24]](#footnote-23) covering the Services aforementioned must be signed between EGI Foundation (the Data Controller) and the Component Provider (the Data Processor).
* The Component Provider must comply with the EGI Policy on the Processing of Personal Data[[25]](#footnote-24) [and](https://documents.egi.eu/public/ShowDocument?docid=2732) provide a Privacy Policy. This Privacy Policy must be prepared together with EGI Foundation and must be based on the Privacy Policy template provided by the AARC Policy Development Kit (PDK)[[26]](#footnote-25).
* The Component Provider must enforce the EGI WISE Acceptable Usage Policy[[27]](#footnote-26).
* The Component Provider must comply with all principles set out by the GÉANT Data Protection Code of Conduct[[28]](#footnote-27) (v1.0).
* Security incidents affecting the services described in Section 1 must be reported to abuse@egi.eu within 4 hours after their discovery and handled according to [SEC01: EGI CSIRT Security Incident Handling Procedure - EGIWiki](https://wiki.egi.eu/wiki/SEC01).
* The Component Provider must meet all requirements of any relevant EGI policies or procedures[[29]](#footnote-28) and also must be compliant with the relevant national legislation. Regarding EGI requirements, please refer to the following reference documentation:
	+ [EGI-doc-3015: e-Infrastructure Security Policy](https://documents.egi.eu/public/ShowDocument?docid=3015)
	+ [EGI-doc-3601: Service Operations Security Policy](https://documents.egi.eu/public/ShowDocument?docid=3601)
	+ [EGI-doc-2732: Policy on the Processing of Personal Data](https://documents.egi.eu/public/ShowDocument?docid=2732)
	+ [EGI-doc-3600: Acceptable Use Policy and Conditions of Use](https://documents.egi.eu/public/ShowDocument?docid=3600)
	+ [EGI-doc-2934: Security Traceability and Logging Policy](https://documents.egi.eu/public/ShowDocument?docid=2934)
	+ [EGI-doc-2935: Security Incident Response Policy](https://documents.egi.eu/public/RetrieveFile?docid=2935)

# Responsibilities

## Of the Component Provider

As defined in Resource Center OLA[[30]](#footnote-29).

In addition:

* The Component Provider is responsible for monitoring of the usage and taking appropriate action to avoid overuse of resources defined in this agreement. EGI Foundation is not responsible for any costs incurred by over usage of what was otherwise defined in this agreement.
* The Component Provider shall not terminate the virtual machines without agreement with EGI Foundation.
	+ Notification of resource termination shall be sent to the EGI Foundation 15 calendar days before.

## Of EGI Foundation

As defined in Resource Center OLA[[31]](#footnote-30) and:

* Support coordination with other Component Providers;
* Support coordination and conflict resolution with the Customer;
* Support the Customer with data movement in case of OLA termination.

## Of the Customer

* All responsibilities of the Customer are listed in relevant VO SLA.

# Review, extensions and termination

As defined in Resource Center OLA[[32]](#footnote-31).

1. <https://documents.egi.eu/document/31> [↑](#footnote-ref-0)
2. CDMI, POSIX, SWIFT, etc. [↑](#footnote-ref-1)
3. DPM, dCache, STORM, etc. [↑](#footnote-ref-2)
4. Shared, Dedicated [↑](#footnote-ref-3)
5. OIDC, SAML (multiple option can be selected) [↑](#footnote-ref-4)
6. eduGAIN, ORCID, Google, Facebook, LinkedIn, X.509 digital certificates, Other (please specify) [↑](#footnote-ref-5)
7. Community, EGI [↑](#footnote-ref-6)
8. COmanage, Perun, VOMS, ask EGI support to choose the group management technology, Other (customer can specify other group management systems) [↑](#footnote-ref-7)
9. EGI, EUDAT, GEANT (multiple options can be selected) [↑](#footnote-ref-8)
10. All, custom list of communities [↑](#footnote-ref-9)
11. For Data Consumers to access datasets stored in existing DataHub Oneproviders [↑](#footnote-ref-10)
12. onclient, REST, CMDI, or web interface [↑](#footnote-ref-11)
13. For User Communities to deploy a customised "DataHub" instance. For Data Consumers who want/need to have data storage closer to their computing resources. For Storage Providers supporting data publishers willing to expose their data. [↑](#footnote-ref-12)
14. For Data Publishers to publish their own data [↑](#footnote-ref-13)
15. private, private to VO, public (ACL may be managed by the user) [↑](#footnote-ref-14)
16. <https://documents.egi.eu/document/31> [↑](#footnote-ref-15)
17. <https://documents.egi.eu/document/31> [↑](#footnote-ref-16)
18. <https://documents.egi.eu/document/31> [↑](#footnote-ref-17)
19. <https://documents.egi.eu/document/31> [↑](#footnote-ref-18)
20. <https://documents.egi.eu/document/31> [↑](#footnote-ref-19)
21. <https://documents.egi.eu/document/31> [↑](#footnote-ref-20)
22. <https://documents.egi.eu/document/2752> [↑](#footnote-ref-21)
23. <https://wiki.egi.eu/wiki/SEC01> [↑](#footnote-ref-22)
24. <https://documents.egi.eu/document/3755> [↑](#footnote-ref-23)
25. <https://documents.egi.eu/public/ShowDocument?docid=2732> [↑](#footnote-ref-24)
26. <https://aarc-project.eu/policies/policy-development-kit/> [↑](#footnote-ref-25)
27. <https://documents.egi.eu/public/ShowDocument?docid=3600> [↑](#footnote-ref-26)
28. [https://wiki.refeds.org/display/CODE/Code+of+Conduct+for+Service+Providers](https://wiki.refeds.org/display/CODE/Code%2Bof%2BConduct%2Bfor%2BService%2BProviders) [↑](#footnote-ref-27)
29. <https://www.egi.eu/about/policy/policies_procedures.html> [↑](#footnote-ref-28)
30. <https://documents.egi.eu/document/31> [↑](#footnote-ref-29)
31. <https://documents.egi.eu/document/31> [↑](#footnote-ref-30)
32. <https://documents.egi.eu/document/31> [↑](#footnote-ref-31)