



EGI VO

OPERATIONS LEVEL AGREEMENT

Customer	EGI.eu
Provider	IN2P3-IRES
User	BILS/vo.nbis.se
Start Date	01/12/2015
End Date	01/12/2017
Status	FINAL
Agreement Date	30/11/2015
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DOCUMENT LOG

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TERMINOLOGY

The EGI glossary of terms is available at: <https://wiki.egi.eu/wiki/Glossary>

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
2	Service hours and exceptions	4
3	Support	5
3.1	Incident handling	5
3.2	Service requests	5
4	Service level targets	5
5	Limitations and constraints	5
6	Communication, reporting and escalation	6
6.1	General communication	6
6.2	Regular reporting	6
6.3	Violations	6
6.4	Escalation and complaints	6
7	Information security and data protection	6
8	Responsibilities	6
8.1	Of the Provider	6
8.2	Of the Customer	7
8.3	Of the User	7
9	Review, extensions and termination	7

The present Operation Level Agreement (“the Agreement”) is made between **EGI.eu (the Customer)** and **IN2P3-IRES (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

BILS¹ (**the User**) is the Swedish Bioinformatics Infrastructure for Life Sciences, a distributed national research infrastructure supported by the Swedish Research Council (Vetenskapsrådet) providing bioinformatics support to life science researchers.

The User is a consortium represented by the Linköping University, Sweden².

This Agreement is valid from **2015/12/01 to 2017/12/01**.

The Agreement was discussed and approved by the Customer and the Provider on **30/11/2015**.

The Agreement extends the Resource Center OLA³ with following information:

1 The Services

The Services is enabled and provided to the User.

The Services are defined by the following service components and properties:

Cloud Compute (category: Compute)

An ‘Infrastructure as a Service’ cloud environment that is offered by EGI Resource Centres to provide on-demand compute to run any kind of workload on virtual machines. The EGI Resource Centres supporting this Agreement with associated compute capacity are:

- Number of Virtual CPU cores: 8
- Memory: 16 GB
- Scratch/ephemeral storage: 20 GB
- Public IP addresses: 1
- Access type: opportunistic
- Country: France
- Duration: 01/12/2015 - 01/12/2017

Block Storage (category: Storage)

The EGI Resource Centres supporting this Agreement with associated storage capacity are:

- Block Storage: 300 GB
- Access type: opportunistic
- Duration: 01/12/2015 - 01/12/2017

¹ <https://bils.se/>

² The affiliated university may be changed to Uppsala University within a year.

³ <https://documents.egi.eu/document/31>

2 Service hours and exceptions

As defined in Resource Center OLA.

3 Support

As defined in Resource Center OLA.

3.1 Incident handling

As defined in Resource Center OLA.

3.2 Service requests

As defined in Resource Center OLA.

4 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): 95%

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): 95%

Quality of Support level

- Medium (Section 3)

5 Limitations and constraints

As defined in Resource Center OLA and:

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

6 Communication, reporting and escalation

6.1 General communication

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

Customer contact for the Provider	Małgorzata Krakowian sla@mailman.egi.eu SLA Coordinator at EGI.eu
Provider contact for the Customer	Jerome Pansanel Jerome.pansanel@iphc.cnrs.fr
Service Support contact	See Section 3

6.2 Regular reporting

As defined in Resource Center OLA.

6.3 Violations

As defined in Resource Center OLA.

6.4 Escalation and complaints

As defined in Resource Center OLA.

7 Information security and data protection

As defined in Resource Center OLA.

8 Responsibilities

8.1 Of the Provider

As defined in Resource Center OLA.

8.2 Of the Customer

As defined in Resource Center OLA and:

- Support coordination with other Providers;
- Support coordination and conflict resolution with the User;

8.3 Of the User

- All responsibilities of the User are listed in relevant VO SLA⁴.

9 Review, extensions and termination

As defined in Resource Center OLA.

⁴ <https://documents.egi.eu/document/2701>