



EGI VO

SERVICE LEVEL AGREEMENT

Customer	BILS/vo.nbis.se
Provider	EGI.eu
Start Date	01/12/2015
End Date	01/12/2017
Status	FINAL
Agreement Date	30/11/2015
Grant Name	N.A.
Grant Link	N.A.



This work by EGI.eu is licensed under a [Creative Commons Attribution 4.0 International License](#)

This template is based on work, which was released under a Creative Commons 4.0 Attribution License (CC BY 4.0). It is part of the FitSM Standard family for lightweight IT service management, freely available at www.fitsm.eu.

DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	30.11.2015	Final version agreed with the Customer	Małgorzata Krakowian Diego Scardaci

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	6
3	Support	6
3.1	Incident handling	6
3.2	Service requests	7
4	Service level targets	7
5	Limitations and constraints	7
6	Communication, reporting and escalation	8
6.1	General communication	8
6.2	Regular reporting	8
6.3	Violations	9
6.4	Escalation and complaints	9
7	Information security and data protection	9
8	Responsibilities	10
8.1	Of the Provider	10
8.2	Of the Customer	10
9	Review, extensions and termination	11

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

BILS¹ 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 Customer 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**.

1 The Services

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:

- Resource Centre: PRISMA-INFN-BARI
 - Number of Virtual CPU cores: 68
 - Memory: 128 GB
 - Scratch/ephemeral storage: 120 GB
 - Public IP addresses: available according to the Customer needs
 - Access type: pledged resources
 - Country: Italy
 - Duration: 01/12/2015 - 01/12/2017
- Resource Centre: TR-FC1-ULAKBIM
 - Number of Virtual CPU cores: 96
 - Memory: 256 GB
 - Scratch/ephemeral storage: 1024 GB
 - Public IP addresses: preferably 8 maximum
 - Access type: pledged resources
 - Country: Turkey
 - Duration: 01/12/2015 - 01/12/2017

¹ <https://bils.se/>

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

- Resource Centre: IN2P3-IRES
 - 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

Object Storage and File Storage (category: Storage)

Object Storage is a storage system accessible from anywhere at any time that manages data as objects via a uniform/standard API. File storage is provided remotely on different Resource Providers with different storage standard interfaces that are transparently available with the possibility of replication. The EGI Resource Centres supporting this Agreement with associated storage capacity are:

- Resource Centre: PRISMA-INFN-BARI
 - Block Storage: 2 TB
 - Object Storage: 2 TB
 - Access type: pledged resources
 - Country: Italy
 - Duration: 01/12/2015 - 01/12/2017
- Resource Centre: TR-FC1-ULAKBIM
 - Block Storage: 5 TB
 - Access type: pledged resources
 - Country: Turkey
 - Duration: 01/12/2015 - 01/12/2017
- Resource Centre: IN2P3-IRES
 - Block Storage: 300 GB
 - Access type: opportunistic
 - Duration: 01/12/2015 - 01/12/2017

The Services are supported by additional services (category: Software and Service Platform):

- Accounting
- Service Monitoring (operational only)
- VM management

Note: Please note that following services are not provided by EGI.eu:

- Monitoring of vo.nbis.se

- Monitoring of services provided by the Customer on agreed resources

2 Service hours and exceptions

The Services operate during the following hours: twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.

The following exceptions apply:

- Planned maintenance windows or service interruptions (“scheduled downtimes”³) will be notified via e-mail in a timely manner i.e. 24 hours before the start of the outage⁴.
- Downtime periods exceeding 24 hours need justification.

3 Support

Support is provided via EGI Service Desk⁵. Access requires a valid X.509 or the login via a EGI SSO account⁶. Support is available between:

- Monday to Friday.
- From 9:00 to 17:00 in the time zone of the relevant Resource Centres.

Service times always apply with the exception of public holidays in the country of the supporting Resource Centres.

3.1 Incident handling

Incidents will be handled according to the Quality of Support level that is estimated according to the impact of the outage or service quality degradation.

The Quality of Support in this Agreement has level: **Medium**⁷.

Incident priority ⁸	Response time
Less urgent	5 working days
Urgent	5 working days
Very Urgent	1 working day

³ https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes

⁴ <http://goc.egi.eu/>

⁵ <http://helpdesk.egi.eu/>

⁶ <https://www.egi.eu/sso/>

⁷ https://wiki.egi.eu/wiki/FAQ_GGUS-QoS-Levels

⁸ https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

Top Priority	1 working day
--------------	---------------

Table 1. Response times to incidents according to the incident priority of “Medium” services

3.2 Service requests

In addition to resolving incidents, standard service requests (e.g. change requests, information requests, documentation) will be fulfilled through the defined support channels in the same way as incidents. Service requests are classified as “Less urgent”.

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):
 - PRISMA-INFN-BARI: 95%
 - TR-FC1-ULAKBIM: 95%
 - IN2P3-IRES: 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):
 - PRISMA-INFN-BARI: 95%
 - TR-FC1-ULAKBIM: 95%
 - IN2P3-IRES: 95%

Quality of Support level

- Medium (Section 3)

5 Limitations and constraints

The Services provisioning is subject to the following limitations and constraints.

- Support is provided in English.
- Availability and Reliability calculations are based on the Service Monitoring operational results.
- Failures in vo.nbis.se monitoring are not considered as SLA violations.
- Downtimes needed to ensure the security of the Service issues are not considered Agreement violations.

- Failures of resource provider not being part of EGI production infrastructure are not considered as Agreement violations.
- Force Majeure. The Provider shall not be liable for any failure of or delay in providing the Service for the period that such failure or delay is due to causes beyond the Provider's reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders or any other force majeure event.

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	Mikael Borg mikael.borg@bils.se Technical Coordinator at BILS
Provider contact for the Customer	Małgorzata Krakowian sla@mailman.egi.eu SLA Coordinator at EGI.eu
Service Support contact	See Section 3

6.2 Regular reporting

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

Report title	Contents	Frequency	Delivery
Services Performance Report	The document provides the overall assessment of service performance (per month) and SLA target performance achieved during last 6 months	Every six months	Email to the Customer

6.3 Violations

The Provider commits to inform the Customer, if this Agreement is violated or violation is anticipated. The following rules are agreed for communication in the event of violation:

- In case of violations of the Services targets for two consecutive months, the Provider will provide justifications and a plan for Services enhancement to the Customer. The Provider will produce a status report and a Service enhancement plan for the improvement of the Services within one month from the date of the first notification.
- The Customer will notify the supporting Resource Centres 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.

6.4 Escalation and complaints

For escalation and complaints, the Provider contact (section 6.1) point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for four consecutive months, a review of the Agreement and of the Services enhancement plan will take place involving the parties of the Agreement.
- Complaints or concerns about the Services provided should be directed to the Provider contact who will promptly address these concerns. Should the Customer still feel dissatisfied, about either the result of the response or the behaviour of the supporting Resource Centres, EGI.eu Director director@egi.eu should be informed.

7 Information security and data protection

The following rules for information security and data protection related to the Service apply.

- Assertion of absolute security in IT systems is impossible. The Provider is making every effort to maximize security level of users' data and minimize possible harm in the event of an incident.
- The Provider will define and abide by an information security and data protection policy related to the service being provided.
- The parties of the Agreement will meet all requirements of any relevant policy or procedure of the Provider⁹ and will comply with the applicable national legislations.

⁹ https://www.egi.eu/about/policy/policies_procedures.html

8 Responsibilities

8.1 Of the Provider

Additional responsibilities of the Provider are as follows.

- The Provider adheres to all applicable operational and security policies and procedures¹⁰ and to other policy documents referenced therein.
- The Provider allows monitoring of the Service in order to measure the fulfilment of the agreed service level targets.
- The Provider retains the right to introduce changes in how the Service is provided, in which case the Provider will promptly inform the Customer and update the Agreement accordingly.

8.2 Of the Customer

The responsibilities of the Customer are:

- The Customer must not share access credentials with anyone else.
- The data stored in the system by the Customer must not cause any legal violation due to the content type (such as copyright infringement, dual use, illegal material).
- The use must be consistent with the Acceptable Use Policy¹¹ of the Service.
- The Customer will notify the Provider in case the actual amount of the Service used results in being under- or over-estimated. The Customer will request an update of the Agreement to ensure optimal usage of the Service.
- The Customer will create one or more Virtual Organizations (VOs) to define the group of users entitled to access the Service. Information about the VO will be regularly updated in EGI Operations Portal¹².
- The Customer must request EGI Service Desk support¹³ to enable assigning tickets with appropriate VO name.
- When applicable, the Customer is responsible of ensuring that the Virtual Machine images endorsed and listed in the AppDB¹⁴ VO image list are properly maintained and updated.
- The Customer commits to acknowledge EGI in the scientific publications benefiting from the Service: “This work used the EGI infrastructure with the support of INFN (Italy), ULAKBIM (Turkey) and IN2P3-IRES (France)”.

¹⁰ https://www.egi.eu/about/policy/policies_procedures.html

¹¹ <https://documents.egi.eu/document/74>

¹² <http://operations-portal.egi.eu/>

¹³ https://wiki.egi.eu/wiki/FAQ_GGUS-New-Support-Unit

¹⁴ <https://appdb.egi.eu/>

- The Customer will provide during Agreement review (yearly) list of scientific publications benefiting from the Service.

9 Review, extensions and termination

The Services performance will be reviewed against the defined Service level targets according to Section 4. The Agreement will be annually reviewed until expiration.

If the Customer wishes to extend the duration after the Agreement termination date, an extension will be negotiated with the Provider.

The Provider retains the right to introduce changes in the Service, in which case the Customer retains the right of terminating the Agreement.

The Agreement can be terminated at any time upon agreement of the parties. Amendments, comments and suggestions must be addressed to the Provider and the Customer according to Section 6.