



## EGI VO

# OPERATIONS LEVEL AGREEMENT

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<b>Customer</b>	EGI.eu
<b>Provider</b>	RECAS-BARI
<b>User</b>	BILS/vo.nbis.se
<b>Start Date</b>	01/12/2015
<b>End Date</b>	01/12/2017
<b>Status</b>	FINAL
<b>Agreement Date</b>	<b>30/11/2015</b>
<b>SLA Link</b>	<a href="https://documents.egi.eu/document/2701">https://documents.egi.eu/document/2701</a>
<b>OLA Link</b>	<a href="https://documents.egi.eu/document/2701">https://documents.egi.eu/document/2701</a>

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## DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
<b>FINAL</b>	30/11/2015	Final version	Małgorzata Krakowian

## 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.

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

BILS<sup>1</sup> (**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, Sweden<sup>2</sup>.

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 OLA<sup>3</sup> 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) and Storage (category: Storage)**

- **Cloud Compute**
  - 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
  - Duration: 01/12/2015 - 01/12/2017
- **Storage**
  - Block Storage: 2 TB
  - Object Storage: 2 TB
  - Access type: pledged resources
  - Duration: 01/12/2015 - 01/12/2017

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<sup>1</sup> <https://bils.se/>

<sup>2</sup> The affiliated university may be changed to Uppsala University within a year.

<sup>3</sup> <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.

<b>Customer contact for the Provider</b>	Małgorzata Krakowian <a href="mailto:sla@mailman.egi.eu">sla@mailman.egi.eu</a> SLA Coordinator at EGI.eu
<b>Provider contact for the Customer</b>	Giacinto Donvito <a href="mailto:giacinto.donvito@ba.infn.it">giacinto.donvito@ba.infn.it</a>
<b>Service Support contact</b>	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 SLA.

# 9 Review, extensions and termination

As defined in Resource Center OLA.