EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	**NCG-INGRID-PT**
User	MoBRAIN/vo:enmr.eu
First day of service delivery	01/01/2016
Last day of service delivery	31/12/2020
Status	FINAL
Agreement finalization date	22/02/2016
SLA Link	https://documents.egi.eu/document/2751

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	22/02/2016	Final version of OLA	Małgorzata Krakowian Giuseppe La Rocca
v1.1	15/12/2017	New updated version of OLA. Extended till 12/2020	Giuseppe La Rocca

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

The present Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Customer)** and **NCG-INGRID-PT (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

The main objective of MoBrain is to lower barriers for scientists to access modern e-Science solutions from micro to macro scales. By building on grid- and cloud-based infrastructures and on the existing expertise available within WeNMR[1] and N4U[2] and by integrating molecular structural biology and medical imaging services and data, MoBrain will kick-start the development of a larger, integrated, global science virtual research environment for life and brain scientists worldwide. The projects defined in MoBrain are geared toward facilitating this overall objective, each with specific objectives to reinforce existing services, develop new solutions and pave the path to global competence centre and virtual research environment for transnational research from molecular to brain.

The User is a consortium represented by the **Faculty of Science – Chemistry, Utrecht University.**

This Agreement is valid from **01/01/2016** to **31/12/2020**.

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

The Agreement was discussed and approved by the Customer and the Provider **22/02/2016**.

The Agreement extends the Resource Center OLA[3] with following information:

1 The Services

Possible allocation types:

- Pledged - Resources are exclusively reserved to the Community and the job will be executed immediately after submission.
- Opportunistic - Resources are not exclusively allocated, but subject to local availability.
- Time allocation - Resources are available in fair share-like mode for a fixed time period.

The Services are defined by the following properties:

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[1] www.wenmr.eu
[2] neugrid4you.eu
[3] https://documents.egi.eu/document/31

High-Throughput Compute (category: Compute)

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

- Resource Center: **NCG-INGRID-LP (Country: Portugal)**
    - High-Throughput Compute:
        - Guaranteed computing time [HEPSPEC-hours]:
        - Opportunistic computing time [HEPSPEC-hours]: 1 Millions
        - Max job duration [hours]: 52
        - Min local storage [GB] (scratch space per each core used by the job): 10GB
        - Min physical memory per core [GB]: 2GB
        - Middleware: UMD3 (gLite, EMI3)
        - Payment mode offer: sponsored
        - Other technical requirements:
        - Duration: 01/01/2016 – to 31/12/2020
    - Allocation type: fair-share for HTC
    - Supported VOs: enmr.eu
    - VO ID card: https://operations-portal.egi.eu/vo/view/voname/enmr.eu

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): 85%

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): 90%

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.

EGI Foundation contact	Małgorzata Krakowian
	sla@mailman.egi.eu
	SLA Coordinator at EGI Foundation
Provider contact	Joao Pina (jpina@lip.pt)
	grid.admin@lip.pt
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 SLA.

9 Review, extensions and termination

As defined in Resource Center OLA.