



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI.eu
Provider	CESNET-MetaCloud
User	MoBRAIN/vo:enmr.eu/vo.neuGRID.eu
Start Date	01/01/2016
End Date	01/01/2017
Status	FINAL
Agreement Date	11.03.2016
SLA Link	https://documents.egi.eu/document/2751
OLA Link	https://documents.egi.eu/document/2751



This work by EGI.eu is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/)

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	11.03.2016	Final version of OLA	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.

Contents

1	The Services	4
2	Service hours and exceptions	5
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 Operational Level Agreement (“the Agreement”) is made between **EGI.eu (the Customer)** and **CESNET-MetaCloud (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 WeNMR¹ and N4U² 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 **the Faculty of Science – Chemistry, Utrecht University**.

This Agreement is valid from **01/01/2016** to **01/01/2017**.

The Agreement was discussed and approved by the Customer and the Provider on **11.03.2016**

The Agreement extends the Resource Center OLA³ with following information:

1 The Services

The Services is enabled and provided to the User through Virtual Organization: vo:enmr.eu

The Services are defined by the following 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.

- Cloud Compute
 - Number of Virtual CPU cores: up to 60
 - Memory: up to 360 GB
 - Scratch/ephemeral storage: 4TB/2TB
 - Public IP addresses: yes (up to 10, more available upon request)
 - Access type: pledged
 - Duration: 01/01/2016 – 01/01/2017

¹ www.wenmr.eu

² neugrid4you.eu

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): 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.

Customer contact for the Provider	Małgorzata Krakowian sla@mailman.egi.eu SLA Coordinator at EGI.eu
Provider contact for the Customer	Miroslav Ruda miroslav.ruda@cesnet.cz
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.