EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	**IGI-BOLOGNA**
User	DRIHM/drihm.eu
First day of service delivery	01/01/2017
Last day of service delivery	01/01/2018
Status	DRAFT
Agreement finalization date	27/01/2017
SLA Link	https://documents.egi.eu/document/2756

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	27/01/2017	Final version of OLA	Małgorzata Krakowian 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 **IGI-BOLOGNA (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

DRIHM[1], or the Distributed Research Infrastructure for Hydro-Meteorology, together with its US facing companion project, DRIHM2US, is a prototype research infrastructure for simulating extreme hydro-meteorological events such as flash flooding. Both projects enabled a step change in how scientists can approach studying high impact weather events: more functionality, more efficiency and faster results.

The User is a consortium represented by **the Fondazione CIMA[2]**.

This Agreement is valid from **01/01/2017** to **01/01/2018**.

The Agreement was discussed and approved by the Customer and the Provider **27/01/2017**.

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

1 The Services

Possible access 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:

High-Throughput Compute (category: Compute) and Online Storage (category: Storage)

With High Throughput Compute you can run computational jobs at scale on the EGI infrastructure. It allows you to analyse large datasets and execute thousands of parallel computing tasks. High Throughput Compute is provided by a distributed network of computing centres, accessible via a standard interface and membership of a virtual organisation. EGI offers more than 650,000 cores of installed capacity, supporting about 1.6 million computing jobs per day. This service supports research and innovation at all scales: from individuals to large collaborations.

Online Storage allows you to store data in a reliable and high-quality environment and share it across distributed teams. Your data can be accessed through different standard protocols and can

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[1] http://www.drihm.eu/
[2] http://www.cimafoundation.org
[3] https://documents.egi.eu/document/31

be replicated across different providers to increase fault-tolerance. Online Storage gives you complete control over the data you share and with whom.

- Resource Center: **IGI-BOLOGNA**
  - High-Throughput Compute
    - Guaranteed computing time [HEPSPEC-hours]:
    - Opportunistic computing time [HEPSPEC-hours]: 7 Million per year
    - Max job duration [hours]: 72 hours
    - Min local storage [GB] (scratch space per each core used by the job): 1GB
    - Min physical memory per core [GB]: 2GB
    - Middleware: gLite
    - Other technical requirements: nodes with 16/24 CPU cores, MPI-based with CVMFS support
    - Duration: 01/01/2017 – 01/01/2018
  - Online Storage
    - Guaranteed storage capacity [TB]: 0.3TB
    - Opportunistic storage capacity [TB]:
    - Other technical requirements:
    - Duration: 01/01/2017 – 01/01/2018
  - Access type: Opportunistic
  - Supported VOs: drihm.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	Diego Michelotto, Doina Cristina Duma
	diego.michelotto@cnaf.infn.it
	cristina.aiftimiei@cnaf.infn.it
	grid-operations@lists.cnaf.inf.it

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.