



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	100%IT
User	Terradue/hydrology.terradue.com, geohazards.terradue.com
First day of service delivery	01/04/2016
Last day of service delivery	01/01/2021
Status	FINAL
Agreement finalization date	02/03/2016
SLA Link	https://documents.egi.eu/document/2763



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	02/03/2016	OLA signed with the provider	Małgorzata Krakowian Giuseppe La Rocca
v2	03/01/2018	Updated OLA until 01/2020	Giuseppe La Rocca
v3	22/11/2019	Updated OLA until 01/2021	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.

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The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **100%IT (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 European Space Agency (ESA) funded Terradue for the development of the e-Collaboration for Earth Observation (e-CEO) platform, to support on-line Data Challenges where researchers have the opportunity to tackle new research problems in a “parallel and collaborative way” and to facilitate the comparison and evaluation of different problem-solving approaches. The platform is developed and operated by Terradue. The e-CEO platform leverages Terradue’s Cloud Brokering framework (based on OpenNebula), and has been already used with external providers (Interoute, Amazon EC2) and potentially others.

The User is a consortium represented by the **Terradue**.

This Agreement is valid from **01/04/2016 to 01/01/2021**.

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 the end date of the Agreement.

The Agreement was discussed and approved by the Customer and the Provider **02/03/2016**.

The Agreement extends the Resource Center OLA¹ with the 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.

Possible payment mode offer:

- Sponsored - Model where the customer uses services that are funded, or co-funded by the European Commission or government grants.
- Pay-per-use - Model where customers directly pay for the service used.

¹ <https://documents.egi.eu/document/31>

The Services are defined by the following properties:

Cloud Compute (category: Compute)

Description: <https://www.egi.eu/services/cloud-compute/>

- Resource Centre: **100%IT (Country: United Kingdom)**
 - Cloud Compute
 - Number of Virtual CPU cores: 24 cores
 - Memory: 48GB
 - Local disk (GB):
 - Public IP addresses: if requested
 - Access type: Opportunistic
 - Payment mode offer: sponsored
 - Other technical requirements: OpenStack API, OpenStack web interface and OCCI API. Pay for use for any additional resources
 - Duration: 01/04/2016 – 01/01/2021
 - Supported VOs: geohazards.terradue.com, hydrology.terradue.com
 - VO ID card:
 - <https://operations-portal.egi.eu/vo/view/voname/geohazards.terradue.com>
 - <https://operations-portal.egi.eu/vo/view/voname/hydrology.terradue.com>
 - VO-wide list:
 - <https://appdb.egi.eu/store/vo/geohazards.terradue.com>
 - <https://appdb.egi.eu/store/vo/hydrology.terradue.com>

Online Storage (category: Storage)

Description: <https://www.egi.eu/services/online-storage/>

- Resource Centre: **100%IT (Country: United Kingdom)**
 - Online Storage
 - Guaranteed storage capacity [TB]:
 - Opportunistic storage capacity [TB]: 0.6 per cores
 - Standard interfaces supported²: POSIX
 - Storage technology³:
 - Payment mode offer: sponsored
 - Other technical requirements:
 - Duration: 01/04/2016 – 01/01/2021
 - Allocation type: Opportunistic
 - Supported VOs: geohazards.terradue.com, hydrology.terradue.com
 - VO ID card:
 - <https://operations-portal.egi.eu/vo/view/voname/geohazards.terradue.com>

² CDMI, POSIX, SWIFT, etc.

³ DPM, dCache, STORM, etc.

- <https://operations-portal.egi.eu/vo/view/voname/hydrology.terradue.com>

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): 99%

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): 99%

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	David Brunell david.blundell@100percentit.com
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.