# EGI VO

# OPERATIONAL LEVEL AGREEMENT

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|---|---|
| **Customer** | EGI Foundation |
| **Provider** | INFN-BARI |
| **User** | Terradue/hydrology.terradue.com, geohazards.terradue.com |
| **First day of service delivery** | 01/01/2016 |
| **Last day of service delivery** | 01/01/2018 |
| **Status** | FINAL |
| **Agreement finalization date** | 7/03/2016 |
| **SLA Link** | https://documents.egi.eu/document/2763 |
| **OLA Link** | https://documents.egi.eu/document/2763 |

## DOCUMENT LOG

| Issue | Date | Comment | Author |
|-------|------|---------|--------|
| **FINAL** | **7/03/2016** | 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.

# Contents

The present Operational Level Agreement ("the Agreement') is made between **EGI.eu (the Customer)** and **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.

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.

This Agreement is valid **from 01/01/2016 to 01/01/2018**.

The Agreement was discussed and approved by the Customer and the Provider **7/03/2016**

The Agreement extends the Resource Center OLA[1] 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:

**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.

o   Resource Center: RECAS-BARI (Italy)
  ▪   Services: Cloud Compute
    - Number of Virtual CPU cores: 10VMs/2cores, total 20 CPU cores
    - Memory:  10 VMs/4GB, total 40GB
    - Scratch/ephemeral storage:  1TB
    - Public IP addresses: 10
    - Access type:  Opportunistic
    - Duration: 01/01/2016 – 01/01/2018
    - Supported VO: geohazards.terradue.com

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[1] https://documents.egi.eu/document/31

- o   Resource Center: RECAS-BARI (Italy)
    - ▪   Services: Cloud Compute
        - •   Number of Virtual CPU cores:  10 VMs / 2 cores, total 20
        - •   Memory: 10VMs/4GB, total 40GB
        - •   Scratch/ephemeral storage:  1 TB
        - •   Public IP addresses: 10
        - •   Access type:  Opportunistic
        - •   Duration: 01/01/2016 – 01/01/2018
        - •   Supported VO: 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): 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<br><br>sla@mailman.egi.eu<br><br>SLA Coordinator at EGI.eu |
|---|---|
| Provider contact for the Customer | Giacinto Donvito<br><br>giacinto.donvito@ba.infn.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.