



EGI VO

OPERATIONAL LEVEL AGREEMENT

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	07/03/2016
SLA Link	https://documents.egi.eu/document/2763



This work by EGI Foundation 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	07/03/2016	Final version 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

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	6
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	7
8	Responsibilities	7
8.1	Of the Provider	7
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 Foundation (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 **07/03/2016**

The Agreement extends the Resource Center OLA¹ 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)

Cloud Compute gives you the ability to deploy and scale virtual machines on-demand. It offers guaranteed computational resources in a secure and isolated environment with standard API access, without the overhead of managing physical servers. Cloud Compute offers the possibility to select pre-configured virtual appliances (e.g. CPU, memory, disk, operating system or software) from a catalogue replicated across all EGI cloud providers.

- Resource Centre: **RECAS-BARI (Country: Italy)**
 - Cloud Compute
 - Number of Virtual CPU cores: 10VMs with 2 cores, total 20 vCPU cores
 - Memory: 10VMs/4GB, total 40GB
 - Scratch/ephemeral storage: 1TB
 - Public IP addresses: 10

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

- Access type: Pledged
- Payment mode offer: Free
- Other technical requirements:
- Duration: 01/01/2016 – 01/01/2018
- Supported VOs: geohazards.terrადue.com, hydrology.terrადue.com
- VO ID card:
 - <https://operations-portal.egi.eu/vo/view/voname/geohazards.terrადue.com>
 - <https://operations-portal.egi.eu/vo/view/voname/hydrology.terrადue.com>
- VO-wide list:
 - <https://appdb.egi.eu/store/vo/geohazards.terrადue.com>
 - <https://appdb.egi.eu/store/vo/hydrology.terrადue.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.

EGI Foundation contact	Małgorzata Krakowian sla@mailman.egi.eu SLA Coordinator at EGI Foundation
Provider contact	Giacinto Donvito 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.