

**EGI VO**

**OPERATIONAL LEVEL AGREEMENT**

|  |  |
| --- | --- |
| **Customer** | EGI.eu |
| **Provider** | CETA-CIEMAT |
| **Start Date** | 01/01/2016 |
| **End Date** | 01/09/2017 |
| **Status** | DRAFT |
| **Agreement Date** | [date] |
| **OLA Link** |  |

**DOCUMENT LOG**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Issue*** | ***Date*** | ***Comment*** | ***Author*** |
| **FINAL** |  | Final version of OLA | Małgorzata Krakowian |

**TERMINOLOGY**

The EGI glossary of terms is available at: [https://wiki.egi.eu/wiki/Glossary](https://wiki.egi.eu/wiki/Glossary%20)

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](#_Toc443919331)

[2 Service hours and exceptions 5](#_Toc443919332)

[3 Support 5](#_Toc443919333)

[3.1 Incident handling 5](#_Toc443919334)

[3.2 Service requests 5](#_Toc443919335)

[4 Service level targets 5](#_Toc443919336)

[5 Limitations and constraints 6](#_Toc443919337)

[6 Communication, reporting and escalation 6](#_Toc443919338)

[6.1 General communication 6](#_Toc443919339)

[6.2 Regular reporting 6](#_Toc443919340)

[6.3 Violations 6](#_Toc443919341)

[6.4 Escalation and complaints 6](#_Toc443919342)

[7 Information security and data protection 6](#_Toc443919343)

[8 Responsibilities 7](#_Toc443919344)

[8.1 Of the Provider 7](#_Toc443919345)

[8.2 Of the Customer 7](#_Toc443919346)

[8.3 Of the User 7](#_Toc443919347)

[9 Review, extensions and termination 7](#_Toc443919348)

The present Operational Level Agreement (“the Agreement’) is made between **EGI.eu (the Customer)** and **CETA-CIEMA (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 training infrastructure is hosted as a dedicated resource pool, a Virtual Organisation (VO), on the EGI Federated Cloud infrastructure. The infrastructure provides resources and services for face-to-face events, online training courses (Webinars, MOOCs) or self-paced learning modules.

This Agreement is valid from **01/01/2016** to **01/09/2017**.

The Agreement was discussed and approved by the Customer and the Provider on **[date]**.

The Agreement extends the Resource Center OLA[[1]](#footnote-1) with following information:

# 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 is enabled and provided to the User through Virtual Organization: vo.access.egi.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.

* Resource Center: CETA-GRID
	+ Cloud Compute
		- Number of Virtual CPU cores: 20
		- Memory: 40 GB
		- Scratch/ephemeral storage: 5.4TB shared among all the VOs
		- Public IP addresses: 20
		- Access type: Time allocation – training duration
		- Duration: 01/01/2016 - 01/09/2017
		- Supported VOs: training.egi.eu

# Service hours and exceptions

Service is provided during trainings taking place during face-to-face events, online training courses (Webinars, MOOCs) or self-paced learning modules.

# Support

Support is provided egi-training-infrastructure@mailman.egi.eu

Support is available during training event.

This excludes public holidays at the same time in all organizations providing the service.

## Incident handling

Incidents will be handled within XXXX

## Service requests

Service request is distributed to egi-training-infrastructure@mailman.egi.eu with expected response time: XXX working days

# 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%

# 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.

# Communication, reporting and escalation

## 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 Krakowiansla@mailman.egi.eu SLA Coordinator at EGI.eu  |
| **Provider contact for the Customer** | Miguel Angel Diazmiguelangel.diaz@externos.ciemat.es  |
| **Service Support contact** | See Section 3 |

## Regular reporting

As defined in Resource Center OLA.

## Violations

As defined in Resource Center OLA.

## Escalation and complaints

As defined in Resource Center OLA.

# Information security and data protection

As defined in Resource Center OLA.

# Responsibilities

## Of the Provider

As defined in Resource Center OLA.

## Of the Customer

As defined in Resource Center OLA and:

* Support coordination with other Providers;
* Support coordination and conflict resolution with the User;

## Of the User

* All responsibilities of the User are listed in relevant VO SLA[[2]](#footnote-2).

# Review, extensions and termination

As defined in Resource Center OLA.

1. <https://documents.egi.eu/document/31> [↑](#footnote-ref-1)
2. <https://documents.egi.eu/document/2751> [↑](#footnote-ref-2)