EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	**INFN-CATANIA-STACK**
User	**Training/training.egi.eu**
First day of service delivery	01/01/2016
Last day of service delivery	31/12/2020
Status	FINAL
Agreement finalization date	21/03/2016
SLA Link	https://documents.egi.eu/document/2768

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	21/03/2016	Final version of OLA	Małgorzata Krakowian Giuseppe La Rocca
v1.1	13/12/2017	New version of OLA	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 **INFN-CATANIA-STACK (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 **31/12/2020**.

The Agreement was discussed and approved by the Customer and the Provider **21/03/2016**.

The Agreement extends the Resource Center OLA[1] with 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.

The Services are defined by the following properties:

Cloud Compute (category: Compute)

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

- Resource Centre: **INFN-CATANIA-STACK** (Country: Italy)
  - o Cloud Compute
    - Number of virtual CPU cores: 20
    - Memory per core (GB): 50 in total
    - Local disk (GB):
    - Public IP addresses: available
    - Allocation type: Time allocation – training duration
    - Payment mode offer: free
    - Other technical requirements:
    - Duration: 01/01/2016 – 31/12/2020
    - Supported VOs: training.egi.eu
  - o VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/training.egi.eu
  - o VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/training.egi.eu/image.list

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

Online Storage (category: Storage)

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

- Resource Center: **INFN-CATANIA-STACK** (Country: Italy)
  - o Online Storage
    - Guaranteed storage capacity [TB]:
    - Opportunistic storage capacity [TB]: 1
    - Standard interfaces supported[2]: POSIX
    - Storage technology[3]:
    - Other technical requirements:
    - Duration: 01/01/2016 – to 31/12/2020
  - o Allocation type: Time allocation – training duration
  - o Supported VOs: training.egi.eu
  - o VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/training.egi.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

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[2] CDMI, POSIX, SWIFT, etc.
[3] DPM, dCache, STORM, etc.

- 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	Roberto Barbera
	Roberto.barbera@ct.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.