EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI.eu
Provider	CESNET
Start Date	01/01/2016
End Date	01/09/2017
Status	DRAFT
Agreement Date	15/03/2016
OLA Link	https://documents.egi.eu/document/2768

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	15/03/2016	Final version of OLA	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 **CESNET (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 **15/03/2016**

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.

- Resource Center: CESNET-MetaCloud
  - Cloud Compute
    - Number of Virtual CPU cores: 64
    - Memory: 110 GB
    - Scratch/ephemeral storage: 1 TB
    - Public IP addresses: not applicable
    - Access type: Time allocation – training duration
    - Duration: 01/01/2016 - 01/09/2017
    - Supported VOs: training.egi.eu

The Services are supported by additional services:

  - Perun
  - VOMS

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

2 Service hours and exceptions

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

3 Support

As defined in Resource Center OLA and:

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

3.1   Incident handling

As defined in Resource Center OLA.

3.2   Service requests

As defined in Resource Center OLA and:

Service request is distributed to egi-training-infrastructure@mailman.egi.eu

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%

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 sla@mailman.egi.eu SLA Coordinator at EGI.eu
Provider contact for the Customer	Miroslav Ruda ruda@ics.muni.cz
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[2].

9   Review, extensions and termination

As defined in Resource Center OLA.

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[2] https://documents.egi.eu/document/2751