



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	100%IT
User	AoDs/vo.access.egi.eu
First day of service delivery	01/12/2019
Last day of service delivery	31/12/2020
Status	FINAL
Agreement finalization date	13/11/2019
SLA Link	https://documents.egi.eu/document/2773



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	13/11/2019	OLA agreed with the provider	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	7
6.3	Violations	7
6.4	Escalation and complaints	7
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 **100%IT (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 EGI Applications on Demand (AoD)¹ service allows user-friendly access to a portfolio of scientific applications and application hosting frameworks (Science Gateways, VREs) that are configured to use the dedicated pool of cloud computing and HTC clusters from EGI. The service also allows users to run their own simulation/analysis models with custom input data. The service operates as an open and extensible ‘hub’ for providers and e-infrastructure user support teams who wish to federated and share applications and services with individual researchers, or small, fragmented communities, typically referred to as ‘the long tail of science’.

The User is a consortium represented by the **EGI Foundation**.

This Agreement is valid from **01/12/2019 to 31/12/2020**.

Once approved, **this Agreement is automatically renewed**, as long as the Provider does not expressed decision to terminate the Agreement at least a month before the end date of the Agreement.

The Agreement was discussed and approved by the Customer and the Provider **13/11/2019**.

The Agreement extends the Resource Center OLA² with the 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.

Possible payment mode offer:

- Sponsored - Model where the customer uses services that are funded, or co-funded by the European Commission or government grants.
- Pay-per-use - Model where customers directly pay for the service used.

¹ <https://www.egi.eu/services/applications-on-demand/>

² <https://documents.egi.eu/document/31>

The Services are defined by the following properties:

Cloud Compute (category: Compute)

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

Resource Center: **100%IT (Country: United Kingdom)**

- Cloud Compute
 - Number of virtual CPU cores: 24
 - Memory per core (GB): 2
 - Local disk (GB):
 - Public IP addresses: 24
 - Allocation type: Pledged
 - Payment mode offer: Sponsored
 - Other technical requirements: Max 24 VM instances with 24 public IP addresses
 - Duration: 01/12/2019 – 31/12/2020
 - Supported VOs: vo.access.egi.eu
 - VO ID card: <https://operations-portal.in2p3.fr/vo/view/voname/vo.access.egi.eu>
 - VO-wide list: <https://vmcaster.appdb.egi.eu/store/vo/vo.access.egi.eu/image.list>

Online Storage (category: Storage)

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

Resource Center: **100%IT (Country: United Kingdom)**

- Cloud Compute
 - Guaranteed storage capacity [TB]:
 - Opportunistic storage capacity [TB]: 1
 - Standard interfaces supported³: POSIX
 - Storage technology⁴: Not specified
 - Other technical requirements:
 - Duration: 01/12/2019 – 31/12/2020
 - Supported VOs: vo.access.egi.eu
- VO ID card: <https://operations-portal.in2p3.fr/vo/view/voname/vo.access.egi.eu>

2 Service hours and exceptions

As defined in Resource Center OLA.

³ CDMI, POSIX, SWIFT, etc.

⁴ DPM, dCache, STORM, etc.

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	David Blundell David.Blundell@100percentit.com
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.