



EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	100%IT
Customer	AoDs/vo.access.egi.eu
First day of service delivery	01/12/2019
Last day of service delivery	31/12/2022
Status	FINAL
Agreement signature date	13/11/2019
SLA and OLA Link	https://documents.egi.eu/document/2773
Template Version	v2.12



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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
v0.2	20/10/2020	Extended agreement with the Component Provider till 12/2021	Giuseppe La Rocca
v0.3	06/12/2021	Extended agreement with the Component Provider till 12/2022	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.

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The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **100%IT (the Component 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 federate 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 **31/12/2022**.

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

The Agreement was discussed and approved by the EGI Foundation and the Component Provider on **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.
- **Opportunistic** - Resources are not exclusively allocated, but subject to local availability.
- **Time allocation** - Resources are available 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-for-use** - Model where the Customer directly pays for the service used.

The Services are defined by the following properties:

Cloud Compute (category: Compute)

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

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

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
 - Payment mode offer: Sponsored
 - Other technical requirements: Max 24 VM instances with 24 public IP addresses
 - Duration: 01/12/2019 – 31/12/2022
 - Allocation type: Pledged
 - Provider AUP link: <https://documents.egi.eu/document/2623>
 - 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>
 - Supported VOs: vo.access.egi.eu
 - GOCDB entry: [cloud-egi.100percentit.com \(org.openstack.nova\)](https://cloud-egi.100percentit.com/org.openstack.nova)

Online Storage (category: Storage)

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

- Resource Center: **100%IT (Country: United Kingdom)**
 - Online Storage
 - Guaranteed storage capacity [TB]:
 - Opportunistic storage capacity [TB]: 1
 - Standard interfaces supported³: POSIX
 - Storage technology⁴:
 - Other technical requirements:
 - Duration: 01/12/2019 – 31/12/2022
 - Payment mode offer: Sponsored
 - Allocation type: Pledged
 - Provider AUP link: <https://documents.egi.eu/document/2623>
 - Supported VOs: vo.access.egi.eu
 - VO ID card: <https://operations-portal.in2p3.fr/vo/view/voname/vo.access.egi.eu>
 - GOCDB endpoints urls: N/A

³ CDMI, POSIX, SWIFT, etc.

⁴ DPM, dCache, STORM, etc.

2 Service hours and exceptions

As defined in Resource Center OLA⁵.

3 Support

As defined in Resource Center OLA⁶.

3.1 Incident handling

As defined in Resource Center OLA⁷.

3.2 Service requests

As defined in Resource Center OLA⁸.

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

⁶ <https://documents.egi.eu/document/31>

⁷ <https://documents.egi.eu/document/31>

⁸ <https://documents.egi.eu/document/31>

5 Limitations and constraints

As defined in Resource Center OLA⁹ 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	Giuseppe La Rocca sla@mailman.egi.eu SLA Coordinator at EGI Foundation
EGI Foundation technical contact	Matthew Viljoen operations@egi.eu Operations manager at EGI Foundation
Component Provider contact	David Blundell David.Blundell@100percentit.com
Component Provider technical contact	David Blundell David.Blundell@100percentit.com
Service Support contact	See Section 3

6.2 Regular reporting

As defined in Resource Center OLA¹⁰.

6.3 Violations

The Component Provider commits to inform the EGI Foundation, if the Agreement is violated or violation is anticipated.

The following rules are agreed for communication at the event of the violation:

⁹ <https://documents.egi.eu/document/31>

¹⁰ <https://documents.egi.eu/document/31>

- In case of violations of the Services targets for **four months (within reporting period) or two consecutive months**, the Component Provider will provide justifications to EGI Foundation.
- In case of service target violation, the Component Provider must provide justifications and a plan for service enhancement **within 10 working days** from the date of the notification to/from the EGI Foundation.
 - In case of no or unsatisfactory justification and plan for improvement, EGI Foundation reserves the right to replace the Component Provider.
- EGI Foundation will notify the supporting Component Provider in case of suspected violation via the EGI Service Desk (Section 3). The case will be analysed to identify the cause and verify the violation.

6.4 Escalation and complaints

For escalation and complaints (A customer complaint is a customer's expression of dissatisfaction with an EGI service, either orally or in writing), EGI Foundation contact (Section 6.1) point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for **four months (within reporting period) or two consecutive months**, a review of the Agreement will take place involving the parties of the Agreement.
- Customer complaints or concerns about the Service(s) provided directed to the EGI Foundation contact will be shared with corresponding Component Providers.

7 Information security and data protection

As defined by the EGI Default Operational Level Agreement¹¹.

The following rules for Information Security and data protection must be enforced by the component provider:

- The Component Provider must make every effort to maximize the security level of users' data and minimise possible harm in the event of an incident. Incidents must be immediately reported to the EGI CSIRT according to the SEC01 procedure¹².
- EGI Foundation holds the role of the Data Controller while the Component Provider holds the role of Data Processor. Data Processing Agreements¹³ covering the Services aforementioned must be signed between EGI Foundation (the Data Controller) and the Component Provider (the Data Processor).
- The Component Provider must comply with the EGI Policy on the Processing of Personal Data¹⁴ and provide a Privacy Policy. This Privacy Policy must be prepared together with EGI

¹¹ <https://documents.egi.eu/document/2752>

¹² <https://wiki.egi.eu/wiki/SEC01>

¹³ <https://documents.egi.eu/document/3755>

¹⁴ <https://documents.egi.eu/public/ShowDocument?docid=2732>

Foundation and must be based on the Privacy Policy template provided by the AARC Policy Development Kit (PDK)¹⁵.

- The Component Provider must enforce the EGI WISE Acceptable Usage Policy¹⁶.
- The Component Provider must comply with all principles set out by the GÉANT Data Protection Code of Conduct¹⁷ (v1.0).
- Security incidents affecting the services described in Section 1 must be reported to abuse@egi.eu within 4 hours after their discovery and handled according to [SEC01: EGI CSIRT Security Incident Handling Procedure - EGIWiki](#).
- The Component Provider must meet all requirements of any relevant EGI policies or procedures¹⁸ and also must be compliant with the relevant national legislation. Regarding EGI requirements, please refer to the following reference documentation:
 - [EGI-doc-3015: e-Infrastructure Security Policy](#)
 - [EGI-doc-3601: Service Operations Security Policy](#)
 - [EGI-doc-2732: Policy on the Processing of Personal Data](#)
 - [EGI-doc-3600: Acceptable Use Policy and Conditions of Use](#)
 - [EGI-doc-2934: Security Traceability and Logging Policy](#)
 - [EGI-doc-2935: Security Incident Response Policy](#)

8 Responsibilities

8.1 Of the Component Provider

As defined in Resource Center OLA¹⁹.

In addition:

- The Component Provider is responsible for monitoring of the usage and taking appropriate action to avoid overuse of resources defined in this agreement. EGI Foundation is not responsible for any costs incurred by over usage of what was otherwise defined in this agreement.
- The Component Provider shall not terminate the virtual machines without agreement with EGI Foundation.
 - Notification of resource termination shall be sent to the EGI Foundation 15 calendar days before.

¹⁵ <https://aarc-project.eu/policies/policy-development-kit/>

¹⁶ <https://documents.egi.eu/public/ShowDocument?docid=3600>

¹⁷ <https://wiki.refeds.org/display/CODE/Code+of+Conduct+for+Service+Providers>

¹⁸ https://www.egi.eu/about/policy/policies_procedures.html

¹⁹ <https://documents.egi.eu/document/31>

8.2 Of EGI Foundation

As defined in Resource Center OLA²⁰ and:

- Support coordination with other Component Providers;
- Support coordination and conflict resolution with the Customer;
- Support the Customer with data movement in case of OLA termination.

8.3 Of the Customer

- All responsibilities of the Customer are listed in relevant VO SLA.

9 Review, extensions and termination

As defined in Resource Center OLA²¹.

²⁰ <https://documents.egi.eu/document/31>

²¹ <https://documents.egi.eu/document/31>