



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	CESGA
User	AoDs/vo.access.egi.eu
Start Date	01/09/2016
End Date	31/12/2017
Status	FINAL
Agreement Date	19/09/2016
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	19/09/2016	Final version of OLA	Małgorzata Krakowian Giuseppe la Rocca
v1.1	08/09/2017	New final version. OLA extended till 12/2017	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 Customer)** and **CESGA (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) 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 **01/09/2016** to **31/12/2017**.

The Agreement was discussed and approved by the Customer and the Provider on 19/09/2016.

The Agreement extends the Resource Center OLA¹ 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)

Cloud Compute gives you the ability to deploy and scale virtual machines on-demand. It offers guaranteed computational resources in a secure and isolated environment with standard API access, without the overhead of managing physical servers. Cloud Compute offers the possibility to select pre-configured virtual appliances (e.g. CPU, memory, disk, operating system or software) from a catalogue replicated across all EGI cloud providers.

- Resource Centre: **CESGA**
 - Cloud Compute
 - Number of Virtual CPU cores: 32
 - Memory: 64GB
 - Scratch/ephemeral storage: 2 TB
 - Public IP addresses: 4

¹ <https://documents.egi.eu/document/31>

- Access type: Pledged
- Payment mode offer: free-at-the-point-of-use
- Other technical requirements: Guarantee the operation 24h/day of the Chipster server (1 VM with 4 cores and 16GB of RAM) in the EGI Long Tail of Science.
- Duration: 01/09/2016 – 31/12/2017
- Supported VOs: vo.access.egi.eu

High-Throughput Compute (category: Compute) and Online Storage (category: Storage)

With High Throughput Compute you can run computational jobs at scale on the EGI infrastructure. It allows you to analyse large datasets and execute thousands of parallel computing tasks. High Throughput Compute is provided by a distributed network of computing centres, accessible via a standard interface and membership of a virtual organisation. EGI offers more than 650,000 cores of installed capacity, supporting about 1.6 million computing jobs per day. This service supports research and innovation at all scales: from individuals to large collaborations.

Online Storage allows you to store data in a reliable and high-quality environment and share it across distributed teams. Your data can be accessed through different standard protocols and can be replicated across different providers to increase fault-tolerance. Online Storage gives you complete control over the data you share and with whom.

- Resource Center: **CESGA**
 - High-Throughput Compute
 - Guaranteed computing time [HEPSPEC-hours]:
 - Opportunistic computing time [HEPSPEC-hours]: 1M
 - Max job duration [hours]: 100
 - Min local storage [GB] (scratch space per each core used by the job): 10
 - Min physical memory per core [GB]: 1GB
 - Middleware: gLite CREAM CE
 - Other technical requirements: Guarantee the operation of the R Project Statistical Computing (v3.2.2) service in the HTC cluster.
 - Duration: 01/09/2016 – 31/12/2017
 - Online Storage
 - Opportunistic storage capacity [TB]: 2
 - Duration: 01/09/2016 – 31/12/2017
 - Access type: Pledged
 - Supported VOs: vo.access.egi.eu

² <https://wiki.egi.eu/wiki/MAN12>

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

- 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	Carlos Fernandez carlosf@cesga.es
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;

9 Review, extensions and termination

As defined in Resource Center OLA.