



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	INFN-CATANIA
User	LToS/vo.access.egi.eu
First day of service delivery	01/04/2016
Last day of service delivery	01/09/2017
Status	FINAL
Agreement finalization date	18/03/2016
SLA Link	https://documents.egi.eu/document/2773



This work by EGI Foundation is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/)

This template is based on work, which was released under a Creative Commons 4.0 Attribution License (CC BY 4.0). It is part of the FitSM Standard family for lightweight IT service management, freely available at www.fitsm.eu.

DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	18/03/2016	Final version of OLA	Małgorzata Krakowian Giuseppe Ia 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	6
3.1	Incident handling	6
3.2	Service requests	6
4	Service level targets	6
5	Limitations and constraints	6
6	Communication, reporting and escalation	7
6.1	General communication	7
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	8
8.3	Of the User	Error! Bookmark not defined.
9	Review, extensions and termination	8

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **INFN-CATANIA (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

EGI Foundation identifies as Long Tail of Science (LToS) users as the individual researchers and small laboratories who - opposed to large, expensive collaborations - do not have access to computational resources and online services to manage and analyse large amount of data.

The users of the LToS generally are not interested in long-term and continuative collaboration with EGI, but more in a spot usage of the EGI resources, to accommodate bursts of computing capacity requirements.

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

This Agreement is valid from **01/04/2016** to **01/09/2016**.

The Agreement was discussed and approved by the Customer and the Provider **18/03/2016**.

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: **INFN-CATANIA-STACK**
 - Cloud Compute
 - Number of Virtual CPU cores: 20
 - Memory: 50GB
 - Scratch/ephemeral storage: 1TB

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

- Public IP addresses: 10
- Access type: Opportunistic
- Payment mode offer: free
- Duration: 01/04/2016 – 01/09/2017
- 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: **GILDA-INFN-CATANIA**
 - High-Throughput Compute
 - Opportunistic computing time [HEPSPEC-hours]: 1M
 - Max job duration [hours]: 72
 - Min local storage [GB] (scratch space per each core used by the job): 10
 - Min physical memory per core [GB]: 10GB
 - Middleware: gLite CREAM CE
 - Other technical requirements: Guarantee the operation of the R Project Statistical Computing (v3.2.2) service in the HTC cluster. Configure the CREAM CE server in order to allow the identification of the individual users under a common robot certificate following the instructions described in this wiki².
 - Duration: 01/04/2016 – 01/09/2017
 - Online Storage
 - Opportunistic storage capacity [TB]: 100 GB
 - Duration: 01/04/2016 – 01/09/2017

2 Service hours and exceptions

As defined in Resource Center OLA.

² <https://wiki.egi.eu/wiki/MAN12>

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	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;

9 Review, extensions and termination

As defined in Resource Center OLA.