



EGI.eu

EC3: Elastic Cloud Computing Cluster OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	UPV-GRyCAP
First date of service delivery	01/09/2016
Last date of service delivery	30/09/2017
Status	FINAL
Agreement finalization date	27/10/2016
OLA Link	https://documents.egi.eu/document/2782



This work by EGI.eu 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	27/10/2016	Final version of the 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

1	The Services	4
2	Service hours and exceptions	4
3	Support	5
3.1	Incident handling	5
3.2	Service requests	5
4	Service level targets	5
5	Limitations and constraints	5
6	Communication, reporting and escalation	5
6.1	General communication	5
6.2	Violations	6
6.3	Escalation and complaints	6
7	Information security and data protection	6
8	Responsibilities	6
8.1	Of the Provider	6
8.2	Of the Customer	7
9	Review, extensions and termination	7

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

This Agreement is valid from **01/09/2016** to **30/09/2017**.

The Agreement was discussed and approved by the Customer and the Provider **27/10/2016**.

The Agreement extends the Corporate-level EGI Operational Level Agreement¹ with following information:

1 The Services

The Services are defined by the following properties:

Technical	The EC3 portal ² addresses the requirements coming from the EGI Access Platform for the long tail of science. The EC3 portal enables to launch elastic virtual clusters using the EC3 tool ³ .
Coordination	This activity is responsible for the coordination of the system operation in collaboration with those partners that are in charge of operating other systems.
Operation	<ul style="list-style-type: none">• Daily running of the system.• Provisioning of a high availability configuration.• Updating of the service components.
Maintenance	<ul style="list-style-type: none">• Bug fixing, proactive maintenance, improvement of the system.• Documentation.

2 Service hours and exceptions

As defined in Corporate-level EGI Operational Level Agreement.

¹ <https://documents.egi.eu/document/2752>

² <http://servproject.i3m.upv.es/ec3-ltos/>

³ <https://github.com/grycap/ec3/>

3 Support

As defined in Corporate-level EGI Operational Level Agreement.

Support is provided via EGI Service Desk⁴ Support Unit: EC3.

3.1 Incident handling

As defined in Corporate-level EGI Operational Level Agreement.

3.2 Service requests

As defined in Corporate-level EGI Operational Level Agreement.

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): 90%

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): 95%

Quality of Support level

- Medium (see in the Corporate-level EGI Operational Level Agreement).

5 Limitations and constraints

As defined in Corporate-level EGI Operational Level Agreement.

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.

⁴ <http://helpdesk.egi.eu/>

Customer contact for the Provider	Peter Solagna operations@egi.eu
Provider contact for the Customer	Miguel Caballer micafer1@upv.es
Service Support contact	See Section 3

6.2 Violations

As defined in Corporate-level EGI Operational Level Agreement.

6.3 Escalation and complaints

For escalation and complaints, the Provider contact point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for four consecutive months, a review of the Agreement and of the Services enhancement plan will take place involving the parties of the Agreement.
- Complaints or concerns about the Services provided should be directed to the Provider contact who will promptly address these concerns. Should the Customer still feel dissatisfied, about either the result of the response or the behaviour of the Provider, EGI.eu Director director@egi.eu should be informed.

7 Information security and data protection

As defined in Corporate-level EGI Operational Level Agreement.

8 Responsibilities

8.1 Of the Provider

Additional responsibilities of the Provider are as follow:

- Adhere to all applicable operational and security policies and procedures⁵ and to other policy documents referenced therein;
- Policies and procedures under scope: ‘Users’ and ‘Infrastructure’ apply;
- Use communication channel defined in the agreement;
- Attend OMB⁶ and other operations meeting when needed;
- Accept EGI monitoring services provided to measure fulfilment of agreed service level targets;
- Service with associated roles are registered in GOC DB⁷ as site entity under EGI.eu Operations Centre hosting EGI central operations tools⁸.

8.2 Of the Customer

The responsibilities of the customer are:

- Raise any issues deemed necessary to the attention of the Provider;
- Collect requirements from users of the LToS platform, share and discuss these on a regular basis with the provider;
- Provides presentation opportunities for the provider at events (workshops, conferences, tutorials) organised for users about the EGI LToS;
- Facilitate the acknowledgement of the provider in scientific publications written by users of this service of the EGI LToS;
- Support coordination with other EGI services;
- Provide monitoring to measure fulfilment of agreed service level targets.

9 Review, extensions and termination

There will be reviews of the service performance against service level targets and of this Agreement at planned intervals with the Customer according to the following rules:

- Technical content of the agreement and targets will be reviewed on a yearly basis.

⁵ https://www.egi.eu/about/policy/policies_procedures.html

⁶ <https://wiki.egi.eu/wiki/OMB>

⁷ <http://goc.egi.eu/>

⁸ https://goc.egi.eu/portal/index.php?Page_Type=NGI&id=4