



## EGI VO

# OPERATIONAL LEVEL AGREEMENT

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<b>Customer</b>	EGI.eu
<b>Provider</b>	FZJ
<b>User</b>	Human Brain Project
<b>Start Date</b>	01/05/2016
<b>End Date</b>	31/04/2018
<b>Status</b>	FINAL
<b>Agreement Date</b>	15/06/2016
<b>SLA Link</b>	<a href="https://documents.egi.eu/document/2818">https://documents.egi.eu/document/2818</a>
<b>OLA Link</b>	<a href="https://documents.egi.eu/document/2818">https://documents.egi.eu/document/2818</a>

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## DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
<b>FINAL</b>	15/06/2016	Final version of OLA	Giuseppe La Rocca 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.

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The present Operational Level Agreement (“the Agreement”) is made between **EGI.eu (the Customer)** and **FZJ (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 Human Brain Project (HBP)<sup>1</sup> is a European Commission Future and Emerging Technologies Flagship that aims to accelerate our understanding of the human brain, make advances in defining and diagnosing brain disorders, and develop new brain-like technologies.

This Agreement is valid from **01/05/2016 to 31/04/2018**.

The Agreement was discussed and approved by the Customer and the Provider **15/06/2016**.

The Agreement extends the Resource Center OLA<sup>2</sup> 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 Storage (category: Storage)

Storage allows you to store data in a reliable and high-quality environment supported by the EGI resource providers.

- Resource Centre: **FZJ** (Germany)
  - Cloud Storage
    - Guaranteed storage capacity [TB]: 10
      - This may be increased of 30TB elastically every 3 months and up to a maximum of 100TB at the end of the second year.
    - Guaranteed high-speed I/O access to storage: 1Gbps.
    - Guaranteed Docker containers: 10 load-balanced containers running the imaging software exposed to HBP via a web service.
    - Other technical requirements: Data will be replicated for increased availability in other IaaS of the EGI Federation.
    - Duration: 01/05/2016 – 31/04/2018.
    - Access type: Pledged.

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<sup>1</sup> <https://www.humanbrainproject.eu/>

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

## 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): **98%**

### 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): **98%**

### 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.

## 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.

<b>Customer contact for the Provider</b>	Małgorzata Krakowian <a href="mailto:sla@mailman.egi.eu">sla@mailman.egi.eu</a> SLA Coordinator at EGI.eu
<b>Provider contact for the Customer</b>	Björn Hagemeyer <a href="mailto:b.hagemeyer@fz-juelich.de">b.hagemeyer@fz-juelich.de</a>
<b>Service Support contact</b>	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.