



## EGI VO

# OPERATIONAL LEVEL AGREEMENT

---

<b>Customer</b>	EGI.eu
<b>Provider</b>	INFN-BARI
<b>User</b>	EXTraS/extras-fp.eu
<b>Start Date</b>	01/05/2016
<b>End Date</b>	01/05/2017
<b>Status</b>	FINAL
<b>Agreement Date</b>	15/05/2016
<b>SLA Link</b>	<a href="https://documents.egi.eu/document/2869">https://documents.egi.eu/document/2869</a>
<b>OLA Link</b>	<a href="https://documents.egi.eu/document/2869">https://documents.egi.eu/document/2869</a>

---



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](http://www.fitsm.eu).

## DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
<b>FINAL</b>	15/05/2016	Final version of 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 .....	5
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 .....	6
6.1	General communication .....	6
6.2	Regular reporting .....	6
6.3	Violations .....	6
6.4	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
8.3	Of the User .....	7
9	Review, extensions and termination .....	7

The present Operational Level Agreement (“the Agreement”) is made between **EGI.eu (the Customer)** and **INFN-BARI (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 EXTraS project (Exploring the X-ray Transient and variable Sky<sup>1</sup>) is harvesting the hitherto unexplored temporal domain information buried in the serendipitous data collected by the European Photon Imaging Camera (EPIC) instrument on board the ESA XMM-Newton, in 13 years of observations. The main result will be a public catalogue that will become the reference for time domain astrophysics in the soft X-ray band, until a future, dedicated mission is deployed. The project plans to perform part of this analysis by exploiting Cloud resources through a dedicated science gateway. This will allow extending the analysis to recent EPIC data, not included in the public catalogue that will be released at the end of 2016, and will also allow users from the community to analyse their own data using EXTraS pipelines. Moreover, population studies of transient and variable sources can be performed only when the systematic analysis of the full data sample and its screening and validation is concluded, i.e. after the end of the EXTraS project.

The User is a consortium represented by the **INAF-IASF**.

This Agreement is valid from **01/05/2016** to **01/05/2017**.

The Agreement was discussed and approved by the Customer and the Provider on **15/05/2016**.

The Agreement extends the Resource Center OLA<sup>2</sup> with following information:

## 1 The Services

The Services is enabled and provided to the User through Virtual Organization: extras-fp-eu

The Services are defined by the following properties:

### Cloud Compute (category: Compute)

An ‘Infrastructure as a Service’ cloud environment that is offered by EGI Resource Centres to provide on-demand compute to run any kind of workload on virtual machines.

- Resource Center: **RECAS-BARI** (Italy)
  - Services: Cloud Compute
    - Number of Virtual CPU cores: up to 10 cores
    - Memory: up to 40GB
    - Scratch/ephemeral storage: 1TB
    - Public IP addresses: yes (up to 10, more available upon request)
    - Access type: Opportunistic
    - Duration: 01/05/2016 – 01/05/2017

---

<sup>1</sup> <http://www.extras-fp7.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): 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.

<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>	Giacinto Donvito <a href="mailto:giacinto.donvito@ba.infn.it">giacinto.donvito@ba.infn.it</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.