



EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	CLOUDIFIN
Customer	LSGC/vo:biomed
First day of service delivery	01/02/2016
Last day of service delivery	30/06/2024
Status	FINAL
Dissemination Level	TLP: RED Confidential
Agreement signature date	14/02/2016
SLA and OLA Link	https://documents.egi.eu/document/2874
Template Version	v2.13



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



This template is based on work, which was released under a Creative Commons 4.0 Attribution Licence (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	13/09/2016	OLA signed with the provider	Małgorzata Krakowian Giuseppe La Rocca
v2	10/11/2017	Extended OLA with the provider till 01/2019	Giuseppe La Rocca
v3	19/12/2018	Extended OLA with the provider till 01/2020	Giuseppe La Rocca
v4	22/11/2019	Extended OLA with the provider till 01/2021	Giuseppe La Rocca
v5	12/01/2021	Extended OLA with the provider till 06/2023	Yin Chen
v6	18/01/2022	Update OLA template	Yin Chen
v7	07/02/2023	Update OLA template	Yin Chen
v8	01/07/2023	Extended OLA with the provider till 06/2024	Yin Chen

TERMINOLOGY

The EGI glossary of terms is available at: <https://go.egi.eu/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	6
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	8
7 Information security and data protection	8
8 Responsibilities	9
8.1 Of the Component Provider	9
8.2 Of EGI Foundation	9
8.3 Of the Customer	10
9 Review, extensions and termination	10
10 References	10

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

The “Life-Science community” covers notably the following scientific domains: bioinformatics, genomics, bio-banking, medical imaging, (statistical) analysis and systems biology (e.g., virtual physiological human). It covers research groups from Universities, research centers and industry, IT actors developing tools for Life Sciences, hospitals and ESFRIs. The goal of the VRC is to serve the European Life Sciences community in its exploitation of the grid.

The Customer is a consortium represented by the **French National Center for Scientific Research (CNRS)**.

This Agreement is valid from **01/02/2018** to **30/06/2024**.

Once approved, **this Agreement is automatically renewed**, as long as the Component Provider does not express a decision to terminate the Agreement at least a month before the end date of the Agreement.

The Agreement was discussed and approved by the EGI Foundation and the Component Provider on **14/02/2016**.

The Agreement extends the Resource Centre OLA [1] with the Services defined in Section 1.

In total, the Component Provider supporting this Agreement with the Service Provider offers:

Providers	Cloud Compute	Online Storage
CLOUDIFIN	90 vCPU, 2GB RAM, floating IP is available	10TB
Totals	90 vCPU, 2GB RAM, floating IP is available	10TB

1 The Services

Possible allocation types:

- **Pledged** - Resources are exclusively reserved to the Community.
- **Opportunistic** - Resources are not exclusively allocated, but subject to local availability.
- **Time allocation** - Resources are available for a fixed time period.

Example of possible usage of the services in the EGI portfolio:

- High-Throughput Compute: Opportunistic usage.
- Cloud Compute: Pledged or Time allocation.
- Cloud Container Compute: Pledged or Time allocation.
- Online Storage: Pledged or Time allocation.

Possible payment mode offer:

- **Sponsored** - Model where the Customer uses services that are funded, or co-funded by the European Commission or government grants.
- **Pay-for-use** - Model where the Customer directly pays for the service used.

The Services are defined by the following properties:

Cloud Compute (category: Compute)

Description: <https://www.egi.eu/services/cloud-compute/>

- Resource Centre: **CLOUDIFIN (Country: Romania)**
 - Cloud Compute
 - Number of virtual CPU cores: 90 vCPU cores
 - Memory per core (GB): 2GB
 - Local disk (GB):
 - Public IP addresses:
 - Payment mode offer: Sponsored
 - Other technical requirements:
 - Duration: 01/02/2018 – 30/06/2024
 - Allocation type: Opportunistic
 - Provider AUP link: <https://documents.egi.eu/document/2623>
 - Supported VOs: biomed
 - VO ID card: <https://operations-portal.egi.eu/vo/view/voname/biomed>
 - VO-wide list: <https://vmcaster.appdb.egi.eu/store/vo/biomed/image.list>
 - GOCDB endpoints urls: cloud-ctrl.nipne.ro (org.openstack.nova)

Online Storage (category: Storage)

Description: <https://www.egi.eu/services/online-storage/>

- Resource Centre: **CLOUDIFIN (Country: Romania)**
 - Online Storage
 - Guaranteed storage capacity [TB]:
 - Opportunistic storage capacity [TB]: 10TB
 - Standard interfaces supported: POSIX
 - Storage technology:
 - Other technical requirements: No
 - Duration: 01/02/2016 – 30/06/2024
 - Payment mode offer: Sponsored
 - Allocation type: Opportunistic
 - Provider AUP link: <https://documents.egi.eu/document/2623>

- Supported VOs: biomed
- VO ID card: <https://operations-portal.egi.eu/vo/view/voname/biomed>
- GOCDB endpoints urls: N/A

2 Service hours and exceptions

As defined in Resource Centre OLA [1].

3 Support

As defined in Resource Centre OLA [1].

3.1 Incident handling

As defined in Resource Centre OLA [1].

3.2 Service requests

As defined in Resource Centre OLA [1].

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 (As defined in Resource Centre OLA [1]).

5 Limitations and constraints

As defined in Resource Centre OLA [1].

In addition:



- 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	Giuseppe La Rocca sla@mailman.egi.eu SLA Coordinator at EGI Foundation
EGI Foundation technical contact	Matthew Viljoen operations@egi.eu Operations Manager at EGI Foundation
Component Provider contact	Ionut Vasile itvasile@nipre.ro
Component Provider technical contact	Ionut Vasile itvasile@nipre.ro
Service Support contact	See Section 3

6.2 Regular reporting

As defined in Resource Centre OLA [1].

6.3 Violations

The Component Provider commits to inform the EGI Foundation, if the Agreement is violated or violation is anticipated.

The following rules are agreed for communication at the event of the violation:

- In case of violations of the Services targets for **four months (within reporting period) or two consecutive months**, the Component Provider will provide justifications to EGI Foundation.
- In case of service target violation, the Component Provider must provide justifications and a plan for service enhancement **within 10 working days** from the date of the notification to/from the EGI Foundation.

- In case of absence or improper justification and plan for improvement, EGI Foundation reserves the right to replace the Component Provider.
- EGI Foundation will notify the supporting Component Provider in case of suspected violation via the EGI Service Desk (Section 3). The case will be analysed to identify the cause and verify the violation.

6.4 Escalation and complaints

For escalation and complaints (a customer complaint is a customer's expression of dissatisfaction with an EGI service, either orally or in writing), EGI Foundation contact point (Section 6.1) shall be used, and the following rules apply:

- In case of repeated violation of the Services targets for **four months (within reporting period)** or **two consecutive months**, a review of the Agreement will take place involving the parties of the Agreement.
- Customer complaints, or concerns about the Service(s) provided, addressed to the EGI Foundation contact will be shared with the corresponding Component Providers.

7 Information security and data protection

As defined by the EGI Default Operational Level Agreement¹.

The following rules for Information Security and data protection must be enforced by the Component Provider:

- Make every effort to maximise the security level of users' data and minimise possible harm in the event of an incident. Incidents must be immediately reported to the **EGI Computer Security Incident Response Team (CSIRT)** according to the SEC01 procedure².
- For the processing of access data (i.e. data related to authentication going through Check-in), the Customer's Home Organisation, EGI Foundation (the Service Provider) and the Component Providers hold the role of Data Controllers. As part of the authentication process, personal data is transmitted between these data controllers based on the consent of the user (Data Subject). In this context, and unless it has been agreed to use a different model, there is no need for having any particular data processing agreement in place.
- In the event that the Customer, as Data Controller, processes personal data (research data, personal data of their users or visitors) on the provided resources, EGI Foundation holds the role of Data Processor and the Component Provider the role of sub-processor. In that situation, when the Data Controller requests having a DPA signed with EGI Foundation as a processor, an additional subcontractor agreement has to be signed between EGI Foundation and the Component Provider as sub-processor.

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

² <https://go.egi.eu/sec01>

- The Component Provider must comply with the EGI Policy on the Processing of Personal Data³ and provide a Privacy Policy to the Customer. This Privacy Policy can be based on the Privacy Policy template provided by the AARC Policy Development Kit (PDK)⁴.
- The Component Provider must enforce the Acceptable Use Policy and Conditions of Use⁵.
- The Component Provider must comply with all principles set out by the GÉANT Data Protection Code of Conduct⁶ (v1.0).
- Security incidents affecting the services described in Section 1 must be reported to abuse@egi.eu within 4 hours after their discovery and handled according to [SEC01: EGI CSIRT Security Incident Handling Procedure](#).
- The Component Provider must meet all requirements of any relevant EGI policies or procedures⁷ and also must be compliant with the relevant national legislation. Regarding EGI requirements, please refer to the following reference documentation:
 - [EGI-doc-3015: e-Infrastructure Security Policy](#)
 - [EGI-doc-3601: Service Operations Security Policy](#)
 - [EGI-doc-2732: Policy on the Processing of Personal Data](#)
 - [EGI-doc-3600: Acceptable Use Policy and Conditions of Use](#)
 - [EGI-doc-2934: Security Traceability and Logging Policy](#)
 - [EGI-doc-2935: Security Incident Response Policy](#)

8 Responsibilities

8.1 Of the Component Provider

As defined in Resource Centre OLA [1].

In addition:

- The Component Provider is responsible for monitoring the resources usage and taking appropriate action to avoid overuse of the resources defined in this agreement. EGI Foundation is not responsible for any costs incurred by over usage of what was otherwise defined in this agreement.
- The Component Provider shall not terminate the virtual machines without agreement with EGI Foundation.
 - Notification of resource termination shall be sent to the EGI Foundation 15 calendar days before.

³ <https://documents.egi.eu/document/2732>

⁴ <https://aarc-project.eu/policies/policy-development-kit/>

⁵ <https://documents.egi.eu/document/3600>

⁶ <https://wiki.refeds.org/display/CODE/Code+of+Conduct+for+Service+Providers>

⁷ https://go.egi.eu/policies_procedures

8.2 Of EGI Foundation

As defined in Resource Centre OLA [1].

In addition:

- Support coordination with other Component Providers.
- Support coordination and conflict resolution with the Customer.
- Support the Customer with data movement in case of OLA termination.

8.3 Of the Customer

- All responsibilities of the Customer are listed in relevant VO SLA.

9 Review, extensions and termination

As defined in Resource Centre OLA [1].

10References

	Title	URL
[1]	Resource Centre Operational Level Agreement	https://documents.egi.eu/document/31