



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	CLOUDFIN
User	LSGC/vo:biomed
First day of service delivery	01/02/2018
Last day of service delivery	01/01/2019
Status	FINAL
Agreement finalization date	14/02/2017
SLA Link	https://documents.egi.eu/document/2874



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	14/02/2018	Final version OLA	Małgorzata Krakowian Giuseppe La 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	5
3.1	Incident handling	5
3.2	Service requests	6
4	Service level targets	6
5	Limitations and constraints	6
6	Communication, reporting and escalation	6
6.1	General communication	6
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	7
8.3	Of the User	7
9	Review, extensions and termination	7

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **CLOUDFIN (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 “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 User is a consortium represented by the **French National Center for Scientific Research (CNRS)**.

This Agreement is valid from **01/02/2018** to **01/01/2019**.

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

The Agreement was discussed and approved by the Customer and the Provider **14/02/2018**.

The Agreement extends the Resource Center OLA¹ with following information:

1 The Services

Possible allocation 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)

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

- Resource Centre: **CLOUDFIN (Country: Romania)**
 - Cloud Compute
 - Number of virtual CPU cores: 90 vCPU cores
 - Memory per core (GB): 2GB
 - Local disk (GB):

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

- Public IP addresses:
- Allocation type: Opportunistic
- Payment mode offer: sponsored
- Other technical requirements:
- Duration: 01/02/2018 – 01/01/2019
- 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>

Online Storage (category: Storage)

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

- Resource Center: **CLOUDFIN (Country: Romania)**
 - Online Storage
 - Guaranteed storage capacity [TB]:
 - Opportunistic storage capacity [TB]: 10TB
 - Standard interfaces supported²: POSIX
 - Storage technology³:
 - Payment offer mode: sponsored
 - Other technical requirements: No
 - Duration: 01/02/2018 – 01/01/2019
 - Allocation type: Opportunistic
 - Supported VOs: biomed
 - VO ID card: <https://operations-portal.egi.eu/vo/view/voname/biomed>

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.

² CDMI, POSIX, SWIFT, etc.

³ DPM, dCache, STORM, etc.

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	Ionut Vasile itvasile@nipre.ro
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;

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.

