



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	GARR-01-DIR
User	LSGC/vo:biomed
Start Date	01/05/2016
End Date	01/01/2018
Status	FINAL
Agreement Date	20/07/2016
SLA Link	https://documents.egi.eu/document/2874
OLA Link	https://documents.egi.eu/document/2874



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	20/07/2016	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	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	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	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 **GARR-01-DIR (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 **01/05/2016** to **01/01/2018**.

The Agreement was discussed and approved by the Customer and the Provider on **20/07/2016**.

The Agreement extends the Resource Center OLA¹ with following information:

1 The Services

The Services is enabled and provided to the User through Virtual Organization: biomed

The Services are defined by the following properties:

High-Throughput Compute (category: Compute) and Online Storage (category: Storage)

A High-Throughput Compute allows running computational tasks on high quality IT resources, accessible via a uniform/standard interface and supporting authentication/authorisation based on a membership within a virtual organisation. HTC Compute service is federated from EGI Federation providers offering seamless access to computing capabilities with integrated monitoring and accounting.

File storage is provided remotely on different Resource Providers with different storage standard interfaces that are transparently available with the possibility of replication.

- Resource Center: **GARR-01-DIR**
 - High-Throughput Compute
 - Opportunistic computing time [HEPSPEC-hours]: 2 Million per year
 - Max job duration [hours]: 72
 - Min local storage [GB] (scratch space for each core used by the job): 5GB
 - Min physical memory per core [GB]: 4GB
 - Duration: 01/05/2016 – 01/01/2018
 - Online Storage

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

- Opportunistic storage capacity [TB]: 200GB
- Duration: 01/05/2016 – 01/01/2018
- Supported VO: biomed
- Access mode offer: Opportunistic

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.

Customer contact for the Provider	Małgorzata Krakowian sla@mailman.egi.eu SLA Coordinator at EGI.eu
Provider contact for the Customer	Fulvio Galeazzi, Mario Reale fulvio.galeazzi@garr.it mario.reale@garr.it
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.