

**EGI VO**

**OPERATIONAL LEVEL AGREEMENT**

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| --- | --- |
| **Customer** | EGI Foundation |
| **Provider** | IISAS-FedCloud |
| **User** | D4Science/d4sience.org |
| **Start Date** | 01/07/2016 |
| **End Date** | 01/01/2019 |
| **Status** |  |
| **Agreement Date** | 26/07/2016 |
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**DOCUMENT LOG**

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| ***Issue*** | ***Date*** | ***Comment*** | ***Author*** |
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**TERMINOLOGY**

The EGI glossary of terms is available at: [https://wiki.egi.eu/wiki/Glossary](https://wiki.egi.eu/wiki/Glossary%20)

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 Foundation (the Customer)** and **IISAS-FedCloud (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 communities addressed by the D4Science Infrastructure are the ones served by a number of initiatives and projects powered by it such as iMarine, SoBigData, BlueBRIDGE, Parthenos, EGIP, Descramble and others. They are interested in performing data analysis on biological, social, geothermal, satellite, and environmental data. To this aim, D4Science uses two types of services that have been properly packaged and made available as Virtual Appliances.

The first service is composed by a distributed set of web services embedding computational process for discovering patterns in large data sets involving methods at the intersection of artificial intelligence, machine learning, and statistics (DataMiner Worker).

The second service exploits a set of "lightweight" workers (Generic Worker) that are used for computations, in which one computation is divided into several parts that are low-resources demanding. Generic Workers employ one core for service operations and another one for processes executions. Applications include for example the combination of geographical and biological information to produce projections of environmental scenarios, assessing fisheries activities in the global oceans, predicting the impact of climate changes on biodiversity, preventing the spread of invasive species, identifying geographical and ecological aspects of disease transmission, helping in conservation planning, and guiding field surveys.

The Customer is a consortium represented by the CNR Istituto di Scienza e Tecnologie dell' Informazione A. Faedo.

This Agreement is valid **from 01/06/2016 to 01/01/2019**.

The Agreement was discussed and approved by the Customer and the Provider on **26/07/2016**.

The Agreement extends the Resource Center OLA[[1]](#footnote-1) with following information:

# 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 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.

* Services: Cloud Compute
  + Number of Virtual CPU cores: 5VMs with 2 cores, 10 cores in total
  + Memory: 8 GB/core, 80 cores in total
  + Scratch/ephemeral storage: 80 GB/core
  + Public IP addresses:
  + Access type: Opportunistic
  + Other technical requirements: FedCloud/OCCI support
  + Duration: 01/07/2016 – 01/01/2019
  + Supported VO: d4science.org

# Service hours and exceptions

As defined in Resource Center OLA.

# Support

As defined in Resource Center OLA.

## Incident handling

As defined in Resource Center OLA.

## Service requests

As defined in Resource Center OLA.

# 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): 90%

**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): 95%

**Quality of Support level**

* Medium (Section 3)

# 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.

# Communication, reporting and escalation

## 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](mailto:sla@mailman.egi.eu)  SLA Coordinator at EGI.eu |
| **Provider contact for the Customer** | Viet Tran  [viet.ui@savba.sk](mailto:viet.ui@savba.sk) |
| **Service Support contact** | See Section 3 |

## Regular reporting

As defined in Resource Center OLA.

## Violations

As defined in Resource Center OLA.

## Escalation and complaints

As defined in Resource Center OLA.

# Information security and data protection

As defined in Resource Center OLA.

# Responsibilities

## Of the Provider

As defined in Resource Center OLA.

## Of the Customer

As defined in Resource Center OLA and:

* Support coordination with other Providers;
* Support coordination and conflict resolution with the User;

## Of the User

* All responsibilities of the User are listed in relevant VO SLA.

# Review, extensions and termination

As defined in Resource Center OLA.

1. <https://documents.egi.eu/document/31> [↑](#footnote-ref-1)