EGI VO

OPERATIONAL LEVEL AGREEMENT

Service provider	EGI Foundation
Component provider	**CESGA**
User	**D4Science/d4science.org**
First day of service delivery	01/09/2016
Last day of service delivery	31/12/2020
Status	FINAL
Agreement finalization date	19/08/2016
SLA Link	https://documents.egi.eu/document/2875

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	19/08/2016	OLA signed with the provider	Małgorzata Krakowian Giuseppe La Rocca
v2	03/11/2017	OLA extended with the provider until 12/2018	Giuseppe La Rocca
v3	19/12/2018	OLA extended with the provider until 12/2019	Giuseppe La Rocca
v4	22/11/2019	OLA extended with the provider until 12/2020	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

The present Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Service provider)** and **CESGA (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 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 User is a consortium represented by the **CNR Istituto di Scienza e Tecnologie dell' Informazione A. Faedo.**

This Agreement is valid from **01/09/2016** to **31/12/2020**.

Once approved, **this Agreement is automatically renewed**, as long as the 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 Customer and the Provider **19/08/2016**.

The Agreement extends the Resource Center OLA[1] with the 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.

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-per-use - Model where customers directly pay 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: **CESGA (Country: Spain)**
    - o Cloud Compute

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[1] https://documents.egi.eu/document/31

- Number of virtual CPU cores: 128
  - No. 6 VMs with 8 vCPU cores
  - No. 2 VMs with 16 vCPU cores
  - No. 24 VMs with 2 vCPU cores
- Memory per core (GB): 352 GB
  - No. 6 VMs with 16GB of RAM
  - No. 2 VMs with 32GB of RAM
  - No. 24 VMs with 8GB of RAM
- Local disk (GB): 20GB
- Public IP addresses: up to 16, available with opportunistic access
- Payment mode offer: Sponsored
- Other technical requirements: 2 sockets AMD Opteron(tm) Processor 6174 and servers with 2 sockets Intel(R) Xeon(R) CPU E5-2650 v3 @ 2.30GHz.
  - Duration: 01/09/2016 – 31/12/2020
- Allocation type: Opportunistic
- Provider AUP link: https://documents.egi.eu/document/2623
- Supported VOs: d4science.org
- VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/d4science.org
- VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/d4science.org/image.list
- GOCDB endpoint urls: fedcloud-osservices.egi.cesga.es (org.openstack.nova)

Online Storage (category: Storage)

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

- Resource Center: **CESGA (Country: Spain)**
  - Online Storage
    - Guaranteed storage capacity [TB]:
    - Opportunistic storage capacity [TB]: 2
      - No. 6 VMs with 100GB of storage
      - No. 2 VMs with 100GB of storage
      - No. 24 VMs with 50GB of storage
    - Standard interfaces supported[2]: POSIX
    - Storage technology[3]:
    - Other technical requirements:
    - Duration: 01/09/2016 – 31/12/2020
    - Payment mode offer: Sponsored
  - Allocation type: Pledged
  - Provider AUP link: https://documents.egi.eu/document/2623
  - Supported VOs: d4science.org

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[2] CDMI, POSIX, SWIFT, etc.
[3] DPM, dCache, STORM, etc.

- VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/d4science.org
- GOCDB endpoint urls: N/A

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): 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)

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
Component provider contact	Carlos Fernandez
	carlosf@cesga.es
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.