



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	LIP
User	BioISI/bioisi
Start Date	01/08/2016
End Date	01/01/2017
Status	FINAL
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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	04/08/2016	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 Services4
- 2 Service hours and exceptions5
- 3 Support5
 - 3.1 Incident handling5
 - 3.2 Service requests5
- 4 Service level targets5
- 5 Limitations and constraints5
- 6 Communication, reporting and escalation6
 - 6.1 General communication6
 - 6.2 Regular reporting6
 - 6.3 Violations6
 - 6.4 Escalation and complaints6
- 7 Information security and data protection6
- 8 Responsibilities6
 - 8.1 Of the Provider6
 - 8.2 Of the Customer7
 - 8.3 Of the User7
- 9 Review, extensions and termination7

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **NCG-INGRID-PT (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 Biosystems and Integrative Sciences Institute (BioISI)¹ is a public research & development (R&D) unit of the Faculty of Sciences of the University of Lisbon (FCUL), under the management responsibility of FFCUL (FCUL Foundation), a non-profit public organization founded by FCUL. FCUL (b.1911) is one of the leading schools of sciences in Portugal and a main component of the Lisbon University.

The Customer is a consortium represented by the Faculty of Sciences of the University of Lisbon (FCUL)².

This Agreement is valid from **01/08/2016** to **01/01/2017**.

The Agreement was discussed and approved by the Customer and the Provider on 04/08/2016.

The Agreement extends the Resource Center OLA³ with following information:

1 The Services

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

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.

- Resource Center: **NCG-INGRID-PT** (Portugal)
 - Services: Cloud Compute
 - Number of Virtual CPU cores: 42 cores
 - Memory: up to 500GB
 - Scratch/ephemeral storage: 5TB
 - Public IP addresses: yes (up to 10 available, if more needed please ask)
 - Access type: Pledged
 - Duration: 01/08/2016 – 01/01/2017

¹ <http://bioisi.campus.ciencias.ulisboa.pt/>

² <https://ciencias.ulisboa.pt/>

³ <https://documents.egi.eu/document/31>

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.

Customer contact for the Provider	Małgorzata Krakowian sla@mailman.egi.eu SLA Coordinator at EGI Foundation
Provider contact for the Customer	Mario David david@lip.pt
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.