EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	**FZJ**
User	**Peachnote/peachnote.com**
First day of service delivery	01/03/2014
Last day of service delivery	31/03/2017
Status	FINAL
Agreement finalization date	12/09/2016
SLA Link	https://documents.egi.eu/document/2886

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	12/09/2016	Final version of 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

The present Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Customer)** and **FZJ (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

Peachnote is a music score search engine and analysis platform[1]. The system is the first of its kind and can be thought as an analog of Google Books Ngram Viewer and Google Books search for music scores. Peachnote is visited by tens of thousands of users every day from all over the world.

The User is a consortium represented by Peachnote.com.

This Agreement is valid from **01/03/2014** to **31/03/2017**.

The Agreement was discussed and approved by the Customer and the Provider **12/09/2016**.

The Agreement extends the Resource Center OLA[2] with following information:

1 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)

Cloud Compute gives you the ability to deploy and scale virtual machines on--demand. It offers guaranteed computational resources in a secure and isolated environment with standard API access, without the overhead of managing physical servers. Cloud Compute offers the possibility to select pre-configured virtual appliances (e.g. CPU, memory, disk, operating system or software) from a catalogue replicated across all EGI cloud providers.

- Resource Centre: **FZJ** (Germany)
    - o Cloud Compute
        - Number of Virtual CPU cores: 8
        - Memory: 2GB per core
        - Scratch/ephemeral storage: n/a
        - Public IP addresses: 1
        - Access type: Opportunistic
        - Payment mode offer: free

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[1] http://www.peachnote.com
[2] https://documents.egi.eu/document/31

- Other technical requirements: Currently 8 TiB object storage with automatic image scaling in the service pipeline
- Duration: 03/01/2014 – 31/03/2017
- Supported VOs: peachnote.com

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
Provider contact	Björn Hagemeier b.hagemeier@fz-juelich.de
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.