



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	BEgrid-BELNET
User	ERIC-CLL/ericll.org
First day of service delivery	01/07/2018
Last day of service delivery	01/01/2020
Status	FINAL
Agreement finalization date	09/07/2018
SLA Link	https://documents.egi.eu/document/3339



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	09/07/2018	OLA agreed with the provider	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.

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The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **BEgrid-BELNET (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 European Research Initiative on CLL¹ is an European organization devoted to improving the outcome of patients with CLL and related diseases; Working Party of the European LeukemiaNet; and, Scientific Working Group of the European Hematology Association, open to all scientists working or interested in this particular field. ERIC has more than 720 members in more than 46 countries who are also active in other scientific societies and consortia (e.g. European Hematology Association, American Society of Hematology, Euroclonality-NGS, iwCLL), with large lists of potential users.

The User is a consortium represented by the **Institute of Applied Biosciences, Center for Research and Technology Hellas, Thessaloniki, Greece.**

This Agreement is valid from **01/07/2018 to 01/01/2020.**

Once approved, **this Agreement is automatically renewed**, as long as the Provider does not expressed decision to terminate the Agreement at least a month before end date of the Agreement.

The Agreement was discussed and approved by the Customer and the Provider **09/07/2018.**

The Agreement extends the Resource Center OLA² with 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.

¹ www.ericll.org

² <https://documents.egi.eu/document/31>

The Services are defined by the following properties:

Cloud Compute (category: Compute)

Description: <https://www.egi.eu/services/cloud-compute/>

- Resource Centre: **BEgrid-BELNET (Country: Belgium)**
 - Cloud Compute for hosting the ERIC-CLL ARRest/AssignSubsets service
 - Number of virtual CPU cores: 8 vCPU cores
 - Memory per core (GB): 8 GB in total
 - Local disk (GB): 20 GB
 - Cloud Compute for hosting the ERIC-CLL Galaxy service
 - Number of virtual CPU cores: 8 vCPU cores
 - Memory per core (GB): 8 GB in total
 - Local disk (GB): 40 GB
 - Cloud Compute for hosting the ERIC-CLL portal
 - Number of virtual CPU cores: 4 vCPU cores
 - Memory per core (GB): 4 GB in total
 - Local disk (GB): 20 GB
 - Cloud Compute for hosting the ERIC-CLL DB
 - Number of virtual CPU cores: 2 vCPU cores
 - Memory per core (GB): 4 GB in total
 - Local disk (GB): 8 GB
 - Public IP addresses: yes
 - Access type: Pledged
 - Payment mode offer: sponsored
 - Other technical requirements:
 - Duration: 01/07/2018 – 01/01/2020
 - Supported VOs: ericll.org
 - VO ID card:
 - <https://operations-portal.egi.eu/vo/view/voname/ericll.org>
 - VO-wide list:
 - N/A

Online Storage (category: Storage)

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

- Resource Centre: **BEgrid-BELNET (Country: Belgium)**
 - Block Storage for the ERIC-CLL Galaxy service
 - Guaranteed storage capacity [TB]: 0.5TB
 - Block Storage for the ERIC-CLL DB
 - Guaranteed storage capacity [TB]: 0.5TB
 - Opportunistic storage capacity [TB]:

- Standard interfaces supported³: POSIX
- Storage technology⁴:
- Payment mode offer: sponsored
- Other technical requirements:
- Duration: 01/07/2018 – 01/01/2020
- Allocation type: Opportunistic
- Supported VOs: ericll.org
- VO ID card:
 - <https://operations-portal.egi.eu/vo/view/voname/ericll.org>

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%

³ CDMI, POSIX, SWIFT, etc.

⁴ DPM, dCache, STORM, etc.

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	Stephane Gerard stephane.gerard@vub.be
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.