# EGI VO

# OPERATIONAL LEVEL AGREEMENT

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|---|---|
| **Service Provider** | EGI Foundation |
| **Component Provider** | **CESNET-MCC** |
| **User** | **CLARIN ERIC/vo.clarin.eu** |
| **First day of service delivery** | 01/11/2019 |
| **Last day of service delivery** | 31/12/2020 |
| **Status** | FINAL |
| **Agreement finalization date** | 11/11/2019 |
| **SLA Link** | https://documents.egi.eu/document/3377 |

## DOCUMENT LOG

| Issue | Date | Comment | Author |
|-------|------|---------|--------|
| **FINAL** | 11/11/2019 | OLA agreed with the provider | Małgorzata Krakowian<br>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 **CESNET-MCC (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.

CLARIN stands for "Common Language Resources and Technology Infrastructure". It is a research infrastructure that was initiated from the vision that all digital language resources and tools from all over Europe and beyond are accessible through a single sign-on online environment for the support of researchers in the humanities and social sciences.

In 2012 CLARIN ERIC was established and took up the mission to create and maintain an infrastructure to support the sharing, use and sustainability of language data and tools for research in the humanities and social sciences. Currently CLARIN provides easy and sustainable access to digital language data (in written, spoken, or multimodal form) for scholars in the social sciences and humanities, and beyond. CLARIN also offers advanced tools to discover, explore, exploit, annotate, analyse or combine such data sets, wherever they are located.

The User is a consortium represented by CLARIN ERIC.

This Agreement is valid from **01/11/2019** to **31/12/2020**.

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 the end date of the Agreement.

The Agreement was discussed and approved by the Customer and the Provider **11/11/2019**.

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.

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[1] 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: **CESNET-MCC (Country: Czech Republic)**
    - Cloud Compute
        - Number of virtual CPU cores: 12 vCPU cores
            - 1 VM with 12 vCPU cores
        - Memory per core (GB):  24GB  in total
            - 1 VM with 24GB of RAM
        - Local disk (GB):
        - Public IP addresses: n/a
        - Allocation type: Pledged
        - Payment mode offer: Sponsored
        - Other technical requirements:
        - Duration: 01/11/2019 – 31/12/2020
        - Supported VOs: vo.clarin.eu
    - VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/vo.clarin.eu
    - VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/vo.clarin.eu/image.list


**Online Storage (category: Storage)**

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

- Resource Centre: **CESNET-MCC (Country: Czech Republic)**
    - Online Storage
        - Guaranteed storage capacity [TB]: 1
        - Opportunistic storage capacity [TB]:
        - Standard interfaces supported[2]: POSIX
        - Storage technology[3]:
        - Other technical requirements: High IOPS (preferably SSD)
        - Duration: 01/11/2019 – 31/12/2020
        - Payment mode offer: Sponsored
    - Allocation type:  Pledged
    - Supported VOs: vo.clarin.eu
    - VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/vo.clarin.eu

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

# 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): 95%

**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<br>sla@mailman.egi.eu<br>SLA Coordinator at EGI Foundation |
|---|---|
| Component Provider contact | Miroslav Ruda,<br>ruda@ics.muni.cz |
| 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.