



EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	RECAS-BARI
User	CLARIN ERIC/vo.clarin.eu
First day of service delivery	01/11/2019
Last day of service delivery	31/12/2021
Status	FINAL
Agreement finalization date	11/11/2019
SLA Link	https://documents.egi.eu/document/3377

Version	v2.12
----------------	-------



This work by EGI Foundation is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/)

This template is based on work, which was released under a Creative Commons 4.0 Attribution License (CC BY 4.0). It is part of the FitSM Standard family for lightweight IT service management, freely available at www.fitsm.eu.

DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	11/11/2019	OLA agreed with the provider	Małgorzata Krakowian Giuseppe La Rocca
v0.2	20/11/2020	Extended OLA with the provider till 12/2021	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

1	The Services	4
2	Service hours and exceptions	5
3	Support	5
3.1	Incident handling	5
3.2	Service requests	5
4	Service level targets	5
5	Limitations and constraints	6
6	Communication, reporting and escalation	6
6.1	General communication	6
6.2	Regular reporting	7
6.3	Violations	7
6.4	Escalation and complaints	7
7	Information security and data protection	7
8	Responsibilities	7
8.1	Of the Provider	7
8.2	Of the Customer	7
8.3	Of the User	7
9	Review, extensions and termination	7

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **RECAS-BARI (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 **31/12/2021**.

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 **11/11/2019**.

The Agreement extends the Resource Center OLA¹ 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)

¹ <https://documents.egi.eu/document/31>

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

- Resource Centre: **RECAS-BARI (Country: Italy)**
 - 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
 - Payment mode offer: Sponsored
 - Other technical requirements:
 - Duration: 01/11/2019 – 31/12/2021
 - Allocation type: Pledged
 - Provider AUP link: <https://documents.egi.eu/document/2623>
 - 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>
 - GOCDB url: cloud.recas.ba.infn.it (org.openstack.nova)

Online Storage (category: Storage)

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

- Resource Centre: **RECAS-BARI (Country: Italy)**
 - Online Storage
 - Guaranteed storage capacity [TB]: 1
 - Opportunistic storage capacity [TB]:
 - Standard interfaces supported²: POSIX
 - Storage technology³:
 - Other technical requirements: High IOPS (preferably SSD)
 - Duration: 01/11/2019 – 31/12/2021
 - Payment mode offer: Sponsored
 - Allocation type: Pledged
 - Provider AUP link: <https://documents.egi.eu/document/2623>
 - Supported VOs: vo.clarin.eu
 - VO ID card: <https://operations-portal.in2p3.fr/vo/view/voname/vo.clarin.eu>
 - GOCDB url: N/A

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 sla@mailman.egi.eu SLA Coordinator at EGI Foundation
Component Provider contact	Giacinto Donvito giacinto.donvito@ba.infn.it
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.