EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**CESGA**
Customer	**NextGEOSS Core Services / vo.nextgeoss.eu**
First day of service delivery	01/01/2019
Last day of service delivery	31/05/2020
Status	Final
Agreement finalization date	23/09/2019
SLA Link	https://documents.egi.eu/document/3388

DOCUMENT LOG

Issue	Date	Comment	Author
V1	06/06/2019	First draft sent to Service Provider for review	Björn Backeberg
FINAL	06/06/2019	OLA agreed with Service Provider	Björn Backeberg
V2	04/09/2019	Updated resources being provided	Björn Backeberg
FINAL	23/09/2019	Final version agreed with provider	Björn Backeberg

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 **CESGA (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.

GEOSS (Global Earth Observation System of Systems) is a coordinated effort of GEO's mission to improve EO data management and exploitation systems' interoperability (at technical, semantic, organisational levels). The NextGEOSS project, a European contribution to GEOSS, proposes to develop the next generation data hub and platform for Earth Observations, where the users can connect to access data and to deploy EO-based applications. The concept revolves around providing the data and resources to the user communities, including Cloud Computing resources, connected to provide an integrated work environment for application builders. An essential asset of NextGEOSS is the strong emphasis put on engaging the communities of providers and users and bridging the space in between.

The Customer is a consortium represented by **NextGEOSS**.

This Agreement is valid from **01/01/2019** to **31/05/2020**.

Once approved, **this Agreement is automatically renewed**, as long as the Component 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 EGI Foundation and the Component Provider **23/09/2019**.

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 customer directly pay for the service used.

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[1] https://documents.egi.eu/document/31

The Services are defined by the properties summarised in the following table described in the below links:

- Cloud Compute: https://www.egi.eu/services/cloud-compute/
- Cloud Container Compute: https://www.egi.eu/services/cloud-container/
- High-Throughput Compute: https://www.egi.eu/services/high-throughput-compute/
- Online Storage: https://www.egi.eu/services/online-storage/
- Archive storage: https://www.egi.eu/services/archive-storage/

Compute				
Core Service	**User Management**	**User Management Backup**	**GeoSpatial User Feedback**	**Operations Analytics and Dashboard**
Category	Cloud Compute	Cloud Compute	Cloud Compute	Cloud Compute
Number of virtual CPU cores	8	2	12	6
Total amount of Memory (GB)	16	4	24	18
Local disk (GB)	250	50	60	60
Public IP addresses	1	1	1	1
Allocation type	Pledged[2]	Pledged	Pledged	Pledged
Payment mode offer	Sponsored[3]	Sponsored	Sponsored	Sponsored
Duration	1 Jun 2019 – 31 May 2020	1 Jun 2019 – 31 May 2020	1 Jan 2019 – 31 May 2020	1 Jun 2019 – 31 May 2020
Storage				
Category		Online Storage		Online Storage
Guranteed storage capacity (TB)		0.5		1.1
Standard interfaces supported		E.g. CDMI, POSIX, SWIFT, etc.		E.g. CDMI, POSIX, SWIFT, etc.

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[2] Resources are exclusively reserved to the Community and the job will be executed immediately after submission.

[3] Model where the customer uses services that are funded, or co-funded, by the European Commission or government grants.

Storage technology		E.g. DPM, dCache, STORM, etc.		E.g. DPM, dCache, STORM, etc.
Duration		1 Jun 2016 – 31 May 2020		1 Jun 2019 – 31 May 2020
Payment mode offer		Sponsored		Sponsored
Allocation type		Pledged		Pledged
Virtual Organisation				
Supported VOs:	vo.nextgeoss.eu			
VO ID card:	https://operations-portal.egi.eu/vo/view/voname/vo.nextgeoss.eu			
VO-wide list:	https://appdb.egi.eu/store/vo/vo.nextgeoss.eu			

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
EGI technical contact	Matthew Viljoen
	operations@egi.eu
	Operations manager at EGI Foundation
Component Provider contact	Carlos Fernandez
	carlosf@cesga.es
	Systems Administrator
Component Provider technical contact	Ruben Diez
	siscloud@cesga.es
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 Component Provider

As defined in Resource Center OLA.

8.2 Of EGI Foundation

As defined in Resource Center OLA and:

- Support coordination with other Component Providers;
- Support coordination and conflict resolution with the User;

8.3 Of the Customer

- All responsibilities of the User are listed in relevant VO SLA.

9 Review, extensions and termination

As defined in Resource Center OLA.