



EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	CESGA
Customer	NextGEOSS Core Services / vo.nextgeoss.eu
First day of service delivery	2019-01-01
Last day of service delivery	2021-05-31
Status	Draft
Agreement finalization date	2020-05-25
SLA and OLA Link	https://documents.egi.eu/document/3388

DOCUMENT LOG



This work by EGI Foundation is licensed under a [Creative Commons Attribution 4.0 International License](#)

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.

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
V1	2019-06-06	First draft sent to Service Provider for review	Björn Backeberg
FINAL	2019-06-06	OLA agreed with Service Provider	Björn Backeberg
V2	2019-09-04	Updated resources being provided	Björn Backeberg
FINAL	2019-09-23	Final version agreed with provider	Björn Backeberg
V3	2020-02-14	Updated resources being provided	Enol Fernández
V4	2020-05-25	Renewal for one more year	Enol Fernández

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

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 **Deimos**.

This Agreement is valid from **2019-01-01** to **2021-05-31**

Once approved, **this Agreement is automatically renewed**, as long as the Component 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 EGI Foundation and the Component Provider **2020-05-25**.

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-for-use - Model where customers directly pay for the service used.

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

The Services are defined by the following properties:

Compute					
Core Service	User Management	User Management Backup	GeoSpatial User Feedback	Operations Analytics and Dashboard	FTP Server
Category	Cloud Compute	Cloud Compute	Cloud Compute	Cloud Compute	Cloud Compute
Number of virtual CPU cores	8	2	12	6	2
Total amount of Memory (GB)	16	4	24	18	4
Local disk (GB)	250	50	60	60	20
Public IP addresses	1	1	1	2	1
Allocation type	Pledged				
Payment mode offer	Sponsored				
Duration	1 Jun 2019 – 31 May 2021				10 Feb 2020 – 31 May 2021
Storage					
Category		Online Storage		Online Storage	Online Storage
Guranteed storage capacity (TB)		0.5		1.1	2

Standard interfaces supported		E.g. CDMI, POSIX, SWIFT, etc.		E.g. CDMI, POSIX, SWIFT, etc.	-
Storage technology		E.g. DPM, dCache, STORM, etc.		E.g. DPM, dCache, STORM, etc.	OpenStack volume (Block storage)
Duration		1 Jun 2016 – 31 May 2021		1 Jun 2019 – 31 May 2021	10 Feb 2020 – 31 May 2021
Payment mode offer		Sponsored		Sponsored	Sponsored
Allocation type		Pledged		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

The following rules are agreed for communication in the event of violation:

- In case of violations of the Services targets for **four months** or **two consecutive months**, the component provider will provide justifications to EGI Foundation.
- EGI Foundation will notify the supporting Component Provider in case of suspected violation via the EGI Service Desk (Section 3). The case will be analysed to identify the cause and verify the violation.

6.4 Escalation and complaints

For escalation and complaints (A customer complaint is a customer's expression of dissatisfaction with an EGI service, either orally or in writing), EGI Foundation contact (section 6.1) point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for **four months** or **two consecutive months**, a review of the Agreement will take place involving the parties of the Agreement.
- Complaints or concerns about the Services provided directed to the EGI Foundation contact will be shared with the Service component provider.

7 Information security and data protection

The following rules for information security and data protection related to the Service apply.

- Assertion of absolute security in IT systems is impossible. The Component Provider is making every effort to maximize the security level of users' data and minimise possible harm in the event of an incident.
- The Component Provider will define and abide by an information security and data protection policy related to the service being provided.

- The parties of the Agreement will meet all requirements of any relevant policy or procedure of the Provider² and will comply with the applicable national legislation.
- The Component provider holds the role of the data controller.

8 Responsibilities

8.1 Of the Component Provider

As defined in Resource Center OLA.

- The component provider shall not terminate the virtual machines without agreement with EGI Foundation.

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;
- Support the customer with data movement in case of OLA termination.

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.

² https://www.egi.eu/about/policy/policies_procedures.html