



EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	IISAS-FedCloud
Customer	NextGEOSS Core Services / vo.nextgeoss.eu
First day of service delivery	01/03/2018
Last day of service delivery	31/05/2020
Status	Final
Agreement finalization date	10/09/2019
SLA Link	https://documents.egi.eu/document/3388



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
FINAL	28/11/2017	OLA agreed with the provider till May 2020	Małgorzata Krakowian Giuseppe La Rocca
V2	04/09/2019	Storage for JIRA Service expanded to 100GB	Björn Backeberg
VFINAL	10/09/2019	OLA agreed with provider until 31 May 2020	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.

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The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **IISAS-FedCloud (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 **01/03/2018** 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 **10/09/2019**.

The Agreement extends the Resource Center OLA¹ 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.

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.

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

Compute	
Core Service	JIRA service
Category	Cloud Compute
Number of virtual CPU cores	4
Total amount of Memory (GB)	8
Local disk (GB)	100
Public IP addresses	1
Allocation type	Pledged
Payment mode offer	Sponsored
Duration	1 Mar 2018 – 31 May 2020
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
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EGI technical contact	Matthew Viljoen operations@egi.eu Operations manager at EGI Foundation
Component Provider contact	Viet Tran viet.tran@savba.sk Senior researcher
Component Provider technical contact	Miroslav Dobrucky miroslav.dobrucky@savba.sk Senior researcher
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.