



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	CESGA
User	NextGEOSS
First day of service delivery	XXXX
Last day of service delivery	XXXX
Status	FINAL
Agreement finalization date	XXXX
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>
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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 Customer)** and **CESGA (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

The NextGEOSS project, a European contribution to GEOSS, proposes to develop the next generation centralised hub for Earth Observation data, where the users can connect to access data and deploy EO-based applications. The concept revolves around providing the data and resources to the users communities, together with Cloud resources, seamlessly connected to provide an integrated ecosystem for supporting applications.

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

This Agreement is valid from **XXXX** to **XXXX**.

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 end date of the Agreement.

The Agreement was discussed and approved by the Customer and the Provider **XXXX**.

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.

The Services are defined by the following properties:

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

Cloud Compute (category: Compute)

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

- Resource Centre: **CESGA (Country: Spain)**
 - Cloud Compute for the **Community Feedback Mechanism**
 - Number of virtual CPU cores: 12
 - 6 VMs with 1 public IP address
 - Memory per core (GB): 18 GB
 - Local disk (GB): 10 per VM
 - Public IP addresses: 1
 - Allocation type: Pledged
 - Payment mode offer: Sponsored
 - Other technical requirements: OS Windows 2008 S1 Enterprise. Load Balance Network responding to a single IP.
 - Duration: **XXXX – XXXX**
 - 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/image.list>

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
Provider contact	Carlos Fernandez carlosf@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 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.