# EGI VO

# OPERATIONAL LEVEL AGREEMENT

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|---|---|
| **Service provider** | EGI Foundation |
| **Component provider** | **CESGA** |
| **User** | MSO4SC/mathematical-software |
| **First day of service delivery** | 01/12/2018 |
| **Last day of service delivery** | 01/12/2019 |
| **Status** | FINAL |
| **Agreement finalization date** | 05/12/2018 |
| **SLA Link** | https://documents.egi.eu/document/3404 |

## DOCUMENT LOG

| Issue | Date | Comment | Author |
|-------|------|---------|--------|
| **FINAL** | 05/12/2018 | OLA signed with the provider | Małgorzata Krakowian 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

The present Operation Level Agreement ("the Agreement') is made between **EGI.eu (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.

MSO4SC[1] (**the User**) provides mathematical technologies and its applications as service for solution of societal challenges through an HPC oriented cloud e-infrastructure. The MSO4SC infrastructure can be considered competitor of the well-know, US cloud Rescale, implying that Europe takes the steps with the US in this modern technology resulting an excellent repository for many software that are worth for solving problems of the society.

The User is a consortium represented by the **CESGA[2]**.

This Agreement is valid from **01/12/2018** to **01/12/2019**.

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 **05/12/2018**.

The Agreement extends the Resource Center OLA[3] 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.

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[1] http://mso4sc.eu/
[2] http://www.cesga.es/
[3] https://documents.egi.eu/document/31

The Services are defined by the following properties:

**Cloud Compute (category: Compute)**

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

- Resource Centre: **CESGA (Country: Spain)**
    - Cloud Compute
        - Number of virtual CPU cores: 16
        - Memory per core (GB): 16 GB
        - Local disk (GB):
        - Public IP addresses: yes
        - Allocation type: Pledged
        - Payment mode offer: sponsored
        - Other technical requirements:
        - Duration: 01/12/2018 - 01/12/2019
        - Supported VOs: mathematical-software
    - VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/mathematical-software
    - VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/mathematical-software/image.list


**Online Storage (category: Storage)**

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

- Resource Center: **CESGA (Country: Spain)**
    - Online Storage
        - Block storage capacity [TB]: 0.2
        - Object storage capacity [TB]:
        - Standard interfaces supported[4]:  POSIX
        - Storage technology[5]:
        - Other technical requirements:
        - Duration: 01/12/2018 - 01/12/2019
        - Payment mode offer: sponsored
    - Allocation type:  pledged
    - Supported VOs: mathematical-software
    - VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/mathematical-software

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[4] CDMI, POSIX, SWIFT, etc.
[5] 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): 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.