



EGI Pay4Use VO

OPERATIONAL LEVEL AGREEMENT

Service provider	EGI Foundation
Component Provider	CESGA
User	Terradue – NextGEOSS Pilots / vo.nextgeoss.eu
First day of service delivery	1 June 2020
Last day of service delivery	30 Nov 2020
Status	draft
Agreement finalization date	2 July 2020
Agreement Link	https://documents.egi.eu/document/3426



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
V1	02 July 2020	First draft as extension of the previous OLA	Enol Fernandez

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 **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 central part of GEO’s Information System’s mission. 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 user communities, together with Cloud resources, seamlessly connected to provide an integrated ecosystem for supporting applications. A central component 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 **Terradue in the NextGEOSS project.**

This Agreement is valid from **01 June 2020 to 30 November 2020** and defines the agreed upon resources to provide for 3 NextGEOSS Pilots, namely:

1. DLR Air Pollution in Mega Cities
2. Deimos Territorial Planning
3. ITC Pilot T6.2.1

The Agreement was discussed and approved by the EGI Foundation and the Component Provider on **2 July 2020.**

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-per-use - Model where a customer directly pays for the service used.

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			
Pilot	DLR Air Pollution in Mega Cities	Deimos Territorial Planning	ITC Biodiversity
Category:	Cloud Compute	Cloud Compute	Cloud Compute
Number of virtual CPU cores:	10	12	6
Total amount of Memory (GB):	19	148	24
Local disk (GB):	260	1000	500
Public IP addresses:	2	6	3
Allocation type:	Pledged ²	Pledged	Pledged
Payment mode offer:	Pay-for-use ³	Pay-for-use	Pay-for-use
Duration:	01 June 2020 - 30 Nov 2020	01 June 2020 - 30 Nov 2020	01 June 2020 - 30 Nov 2020
Virtual Organisation			
Supported VOs:	vo.nextgeoss.eu		

² Resources are exclusively reserved to the Customer

³ See service offer for specifications (e.g. pricing, administration)

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		
Service Offer/Cost [€]			
Compute	€657,43	€1.533,36	€799,92

The Services are supported by additional services:

- Accounting⁴
- Service Monitoring⁵ (operational only)

Note: Please note that the following services are not provided by EGI Foundation:

- Monitoring of vo.nextgeoss.eu
- Monitoring of services provided by the Customer on agreed resources

2 Service hours and exceptions

IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

The following exceptions apply:

- Planned maintenance windows or service interruptions (“scheduled downtimes”⁵) will be notified via email in a timely manner i.e. 24 hours before the start of the outage, to the Customer through the Broadcast Tool⁶.
- The provider must provide justification for downtime periods exceeding 24 hours
- Human services are provided during support hours.

⁴ <http://accounting.egi.eu/>

⁵ <http://argo.egi.eu/>

⁶ <https://operations-portal.egi.eu/broadcast>

3 Support

Support is provided via EGI Service Desk⁷. Access requires a valid X.509 or the login via a EGI SSO account⁸. Support is available between:

- Monday to Friday.
- From 9:00 to 17:00 CET October - May, and 8:00 to 15:00 CET June - September.

Service times always apply with the exception of public holidays in the country and city of the supporting Resource Centres.

3.1 Incident handling

Incidents will be handled according to the Quality of Support level that is estimated according to the impact of the outage or service quality degradation.

The Quality of Support in this Agreement has level: **Medium**⁹.

The Quality of Support levels are defined as follows:

Medium level:

Incident priority	Response time	Comment
Less urgent	5 working days	wishes and enhancements that are "nice to have"
Urgent	1 working day	service degraded; workaround available
Very Urgent	1 working day	service degraded; no workaround available
Top priority	1 working day	service interrupted; needs to be addressed as soon as possible

Response time is provided as a service level target.

3.2 Service requests

In addition to resolving incidents, standard service requests (e.g. change requests, information requests, documentation) will be fulfilled through the defined support channels in the same way as incidents. Service requests are classified as "Less urgent".

⁷ <http://helpdesk.egi.eu/>

⁸ <https://www.egi.eu/sso/>

⁹ https://wiki.egi.eu/wiki/FAQ_GGUS-QoS-Levels

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

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided in the following language: English
- Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
- Force Majeure. A party shall not be liable for any failure of, or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control. Means any
 - fire, flood, earthquake or natural phenomena
 - war, embargo, riot, civil disorder, rebellion, revolutionwhich is beyond the Provider's control, or any other causes beyond the Provider's control
- 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.

Provider contact	Carlos Fernandez carlosf@cesga.es Systems manager
Provider technical contact	Ruben Diez rdiez@cesga.es Project technician
EGI contact	Malgorzata Krakowian, EGI Foundation slm@mailman.egi.eu SLM manager
EGI technical contact	Mattew Viljoen, EGI Foundation operations@egi.eu Operations manager
Service Support contact	EGI Service Desk (See Section 3)

6.2 Regular reporting

The Component Provider will supply Performance reports together with their invoices to EGI Foundation (Section 9.2).

The Component Provider is committed to providing the following reports using predefined templates¹⁰:

Report title	Content	Frequency	Produced by	Delivery
Service Performance Report	The document provides an overall assessment of service performance (per month) and OLA target performance achieved during the reporting period based on values from EGI monitoring ¹¹	Aligned with invoicing schedule (Section 9), unless otherwise specified/requested by the customer.	Component Provider	Email to EGI contact together with invoice for period.

¹⁰ <https://documents.egi.eu/document/3477>

¹¹ <http://argo.egi.eu/>

Agreement Violation	Agreement violation justification and a plan for service enhancement	Within 10 working days from the date of notification to/from the EGI Foundation about violation	Component Provider	Email to EGI technical contact together with invoice for period.
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6.3 Violations

The Component Provider commits to inform the EGI Foundation, if the Agreement is violated or violation is anticipated. The following rules are agreed for communication in the event of the Agreement violation:

- In case of service target violation, the Component Provider must provide justifications and a plan for service enhancement within 10 working days from the date of notification to/from the EGI Foundation.
 - In case of no or unsatisfactory justification and plan for improvement, EGI Foundation reserves the right to replace the Component Provider, in which the Component Provider forfeits future payments.
- In the case of repeated violations that jeopardizes the ability of the Customer to meet their goals, EGI Foundation reserves the right to replace the Component Provider and the Component Provider forfeits all outstanding payments (i.e. current and future).

6.4 Escalation and complaints

For complaints, the defined EGI Foundation contact point shall be used, and the following rules apply:

- Complaints should be directed to the EGI Foundation contact
- The Component Provider contact will be contacted in case of received complaints.

7 Information security and data protection

The following rules for information security and data protection apply:

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

- This must meet all requirements of any relevant EGI policies or procedures¹² and also must be compliant with the relevant national legislation.

8 Responsibilities

8.1 Of the Component Provider

Additional responsibilities of the Component Provider are as follows:

- The component provider shall not terminate the user allocated resources (virtual machines, storage) without agreement with EGI Foundation.

8.2 Of the 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 User

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

9 Finance and Administration

9.1 Service Offers

Component Provider is expected to adhere to the service offer and associated costs provided and agreed timescales, unless changes are otherwise agreed between both parties in writing (See Section 2).

9.2 Invoicing and Payment Schedule

Component Providers are to invoice the EGI Foundation according to the below schedule. Note that invoices need to be accompanied by a Service Performance Report (see Section 6.2).

Service delivery period	Invoicing frequency	Produced by	Delivery
01/06/2020– 30/11/2020 Six (6) months	Once, for [total]€ by 30/11/2020	Component provider	Email to EGI contact together with Service

¹² https://www.egi.eu/about/policy/policies_procedures.html

			Performance Report for period.
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Invoice details:

- Name: Tiziana Ferari, EGI Foundation Director
- Address: Science Park, 140 - 1098XG – Amsterdam, Netherlands
- VAT: NL8219.84.986.B.01
- Email: inkoop@egi.eu
- Date: [DD/MM/YYYY]
- Reference: NextGEOSS Pilots

10 Review, extensions and termination

This agreement is subject to review at least on an annual basis (from signature date) or at any time by written request by any party.