



EGI Pay4Use VO

OPERATIONAL LEVEL AGREEMENT

Service provider	EGI Foundation
Component Provider	IFCA-LCG2
User	Terradue – NextGEOSS Pilots / vo.nextgeoss.eu
First day of service delivery	19 October 2020
Last day of service delivery	30 November 2020
Status	Final
Agreement finalization date	9 October 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	2020-10-08	Initial version for review	Enol Fernández, EGI Foundation
vfinal	2020-10-09	Approved version	Alvaro López, IFCA Sy Holsinger, EGI Foundation

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 **IFCA-LCG2 (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 **12 October 2020 to 30 November 2020.**

The Agreement was discussed and approved by the EGI Foundation and the Component Provider **09/10/2020.**

The Agreement extends the Resource Center OLA¹ with the following information:

1 The Services

The Services are defined by the properties summarised in the following tables and described in the below links:

- **Cloud Compute:** <https://www.egi.eu/services/cloud-compute/>
- **Online Storage:** <https://www.egi.eu/services/online-storage/>

Compute	
Pilot	Cloud Bursting final demo
Category:	Cloud Compute & Cloud Container Compute
Number of virtual CPU cores:	162
Total amount of Memory (GB):	708
Local disk (GB):	3058

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

Public IP addresses:	9 public IPs + 9 private IPs
Allocation type:	Pledged ²
Other technical requirements:	-
Payment mode offer:	Pay-for-use ³
Duration:	19 October 2020 – 30 November 2020
Storage	
Category	Online Storage
Guaranteed storage capacity:	20TB
Standard interfaces supported:	Block storage (cinder)
Storage technology:	-
Duration:	19 October 2020 – 30 November 2020
Payment mode offer:	Pay-for-use
Allocation type:	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
Service Offer/Cost [€]	
Compute & Storage	€10,700.00 + VAT

² Resources are exclusively reserved to the Customer

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

VM Configuration:

	# instances	vCPU	RAM	Disk	Extra storage
Deployer	1	2	4GB	100GB	N.A.
Primary Server	1	8	32GB	500GB	N.A.
Secondary Server	1	8	32GB	500GB	N.A.
YARN client	4	32	128GB	300GB	3 TB
HDFS client	2	8	64GB	256GB	4 TB
Totals	9	162	708	3058GB	20TB

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/CEST.

Service times always apply with the exception of public holidays in the country 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**

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/>

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): 90%

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.



EGI contact	Sy Holsinger, EGI Foundation slm@mailman.egi.eu Business Development Manager
EGI technical contact	Enol Fernández, EGI Foundation operations@egi.eu Cloud Solutions Architect
Provider contact	Alvaro Lopez García aloga@ifca.unican.es Resource center manager
Provider technical contact	Pablo Orviz Fernández cloud.admin@ifca.unican.es Resource center 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 templates⁹:

Report title	Content	Frequency	Produced by	Delivery
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.

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:

⁹ <https://documents.egi.eu/document/3477>

- 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 procedures¹⁰ 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 is responsible for monitoring and/or limiting the usage of resources defined in this agreement. EGI Foundation is not responsible for any costs incurred by over usage of what was otherwise defined in this agreement.

¹⁰ https://www.egi.eu/about/policy/policies_procedures.html

- The component provider shall not terminate the user allocated resources (virtual machines, storage) without agreement with EGI Foundation.
- The component provider should not reboot the user virtual machines without user consent unless it is strictly needed.
- Notification of resource termination shall be provided to the EGI Foundation within 15 calendar days.
- EGI Foundation is not responsible for any costs incurred as a result of resources not terminated by the component providers.
- The component provider must ensure:
 - Sufficient computational and storage resources and network connectivity to support the proper operation of its services, as indicated by passing all relevant Monitoring Service tests.
 - The provisioning of services in itself does not create any intellectual property rights in software, information and data provided to the services provided by the Component Provider, or in data generated by the services provided.
 - At least one system administrator reachable during working hours of supporting organization.
 - The full scale deployment of resources will be made available on the date of start of the agreement.

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
19/10/2020 – 30/11/2020 Six (6) weeks	Once, for €10,700.00 + VAT by 31/12/2020	Component provider	Email to EGI contact together with Service Performance Report for period.

Invoice details:

- Name: Tiziana Ferrari, 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-Final-Demo-IFCA-OLA

10 Review, extensions and termination

This agreement is subject to review at any time by written request by any party or until termination.

Signatures

The AGENCIA ESTATAL CONSEJO SUPERIOR DE INVESTIGACIONES CIENTÍFICAS, M.P. (hereinafter, CSIC), with CIF Q2818002D, domicile at Calle Serrano 117, 28.006 Madrid and in his name and representation Mr. José Manuel Gutiérrez Llorente in his capacity as Director of the INSTITUTO DE FÍSICA DE CANTABRIA (IFCA-CSIC), acting on behalf of this Agency, under the powers delegated by Resolution of April 20, 2017, of the Presidency of the CONSEJO SUPERIOR DE INVESTIGACIONES CIENTÍFICAS (BOE of May 23, 2017).

José Manuel Gutiérrez Llorente, Director

IFCA-CSIC

Date:

DocuSigned by:
Tiziana Ferrari
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Tiziana Ferrari, EGI Foundation Director

EGI Foundation

Date: Oct 19, 2020 | 19:54 CEST