



EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	IFCA-LCG2
Customer	LABSS/labss.istc.cnr.it
First day of service delivery	2019-07-26
Last day of service delivery	2019-09-30
Status	Final
Agreement finalization date	2019-07-26
SLA Link	https://documents.egi.eu/document/3478



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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
V1	2019-07-12	Initial version	Enol Fernández
V2	2019-07-15	Added extra support contact	Enol Fernández
V3	2019-07-26	Added IFCA AUP	Enol Fernández

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

1	The Services	4
2	Service hours and exceptions.....	4
3	Support	5
3.1	Incident handling.....	5
3.2	Service requests	5
4	Service level targets	5
5	Limitations and constraints.....	6
6	Communication, reporting and escalation	6
6.1	General communication	6
6.2	Regular reporting.....	6
6.3	Violations.....	6
6.4	Escalation and complaints	7
7	Information security and data protection	7
8	Responsibilities	7
8.1	Of the Component Provider	7
8.2	Of EGI Foundation	7
8.3	Of the Customer	7
9	Review, extensions and termination.....	7

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.

The Laboratory of Agent-Based Social Simulation (LABSS) is an international research group working at the intersection of cognitive, social, and computational science based at the Institute of Cognitive Sciences and Technologies (ISTC) of the National Research Council of Italy (CNR) and aims to foster an explorative approach to Agent Based Modeling and Simulation.

The Customer is a consortium represented by the **CNR**.

This Agreement is valid from **2019-07-26** to **2019-09-30**.

The Agreement was discussed and approved by the EGI Foundation and the Component Provider **2019-07-26**.

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:

Cloud Compute (category: Compute)

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

- Resource Centre: IFCA-LCG2
 - Cloud Compute

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

- Number of virtual CPU cores:80
- Memory (GB): 1024
- Local disk (GB):
- Public IP addresses:1
- Allocation type: Opportunistic
- Payment mode offer: Sponsored
- Other technical requirements:
- Duration:2 months
- Supported VOs: labss.istc.cnr.it
- VO ID card: <https://operations-portal.egi.eu/vo/view/voname/labss.istc.cnr.it>
- VO-wide list: N/A
- AUP: <https://confluence.ifca.es/display/IC/Acceptable+Use+Policy>
- Terms of use: <https://confluence.ifca.es/display/IC/Terms+of+Use>

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): 90%

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
Component Provider contact	Álvaro López García aloga@ifca.unican.es
Component Provider support contact	cloud.admin@ifca.unican.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 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.