



EGI VO

OPERATIONAL LEVEL AGREEMENT

Customer	EGI Foundation
Provider	IFCA-LCG2
User	MRILab/vo.mrilab.es
First day of service delivery	01/08/2019
Last day of service delivery	01/08/2020
Status	FINAL
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DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
v1	01/08/2019	OLA agreed 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.

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The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Customer)** and **IFCA-LCG2 (the Provider)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

Magnetic Resonance Imaging (MRI)¹ capitalizes on the quantum properties of matter to emerge as the most versatile medical imaging technique available to date, making it possible to image tissues deep and superficial, soft and hard. The vast number of protons in the human body contribute to high quality images, both in terms of spatial resolution and signal-to-noise ratio. Combined with the possibility of manipulating and detecting the magnetization of protons with electromagnetic radiation in the radio-frequency range of the spectrum, this qualifies MRI as the only medical imaging technique enabling access to deep tissues, in vivo and with high resolution, while avoiding harmful ionizing radiation.

MRI finds use also beyond human and veterinary medicine or biology, and is employed for industrial, engineering and pharmaceutical applications with materials and inanimate objects to study their internal properties or observe their behavior when subject to variable environmental parameters.

The User is a consortium represented by the **Institute for Molecular Instrumentation and Imaging (i3M)**².

This Agreement is valid from **01/08/2019 to 01/08/2020**.

Once approved, **this Agreement is automatically renewed**, if the Provider does not expressed decision to terminate the Agreement at least a month before the end date of the Agreement.

The Agreement was discussed and approved by the Customer and the Provider **01/08/2019**.

The Agreement extends the Resource Center OLA³ 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.

¹ <https://www.i3m-detectors.i3m.upv.es/research/magnetic-resonance-imaging-laboratory-mrilab/>

² <https://www.upv.es/entidades/I3M/index-en.html>

³ <https://documents.egi.eu/document/31>

- 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 Center: **IFCA-LCG2 (Country: France)**

- Cloud Compute
 - Number of virtual CPU cores: 64
 - Memory per core (GB): 64GB in total
 - Local disk (GB):
 - Public IP addresses: yes
 - Allocation type: Pledged
 - Payment mode offer: Sponsored
 - Other technical requirements: Infiniband connection is provided between the 2 VMs.
 - Duration: 01/08/2019 – 01/08/2020
 - Supported VOs: vo.mrilab.es
 - VO ID card: <https://operations-portal.in2p3.fr/vo/view/voname/vo.mrilab.es>
 - VO-wide list: <https://vmcaster.appdb.egi.eu/store/vo/vo.mrilab.es/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): 85%

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
Provider contact	Álvaro López García, aloga@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 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.