EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**EODC**
Customer	**Joint Research Centre (JRC), EU Science Hub / vo.eurogeoss.eu**
First day of service delivery	01/06/2019
Last day of service delivery	30/11/2019
Status	Final
Agreement finalization date	09/09/2019
SLA Link	http://documents.egi.eu/document/3512

DOCUMENT LOG

Issue	Date	Comment	Author
V01	19/07/2019	First draft sent to provider for input	Bjorn Backeberg Małgorzata Krakowian Giuseppe La Rocca
V02	19/08/2019	Incorporated feedback from provider	Bjorn Backeberg
VFINAL	09/09/2019	Final version agreed with provider	Bjorn Backeberg

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 Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Service Provider)** and **EODC GmbH (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 Joint Research Centre (JRC) is the European Commission's science and knowledge service which employs scientists to carry out research in order to provide independent scientific advice and support to EU policy. Services provided within the context of this agreement are for an agriculture monitoring use case.

The Customer is represented by the **Joint Research Centre (JRC).**

This Agreement is valid from **01/06/2019** to **30/11/2019**.

Once approved, **this Agreement is automatically renewed**, as long as the Component 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 EGI Foundation and the Component Provider **09/09/2019**.

The Agreement extends the Resource Center OLA[1] 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)

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[1] https://documents.egi.eu/document/31

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

- Component Provider: EODC
  - Cloud Compute
    - Number of VMs: 2
    - Number of virtual CPU cores: 4 vCPU cores per VM (Total 8)
    - Memory (GB): 16GB per VM
    - Local disk (GB): 100GB per VM
    - Allocation type: Pledged
    - Payment mode offer: Sponsored
    - Duration: 01 June 2019 – 30 November 2019
    - Supported VOs: vo.eurogeoss.eu
  - VO ID card: https://operations-portal.egi.eu/vo/view/voname/vo.eurogeoss.eu

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
Component Provider contact	Christian Briese
	support@eodc.eu
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.