EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**RECAS-BARI**
User	**EMSO-ERIC/vo.emso-eric.eu**
First day of service delivery	01/12/2019
Last day of service delivery	31/12/2020
Status	DRAFT
Agreement finalization date	19/11/2019
SLA Link	https://documents.egi.eu/document/

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL		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.

Contents

The present Operational Level Agreement ("the Agreement') is made between **EGI Foundation (the Service Provider)** and **RECAS-BARI (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 **European Multidisciplinary Seafloor and water column Observatory (EMSO)**[1] aims to explore the oceans and to explain the critical role they play in the broader Earth systems, focussing on climate change, risks of biodiversity loss, and natural hazards. EMSO's observatories are platforms equipped with multiple sensors to measure biogeochemical and physical parameters such as ocean temperature, dissolved oxygen concentration, and ocean current speed and direction.

EMSO consists in a system of regional facilities placed at key sites around Europe, from North East to the Atlantic, through the Mediterranean, to the Black Sea. Observatories are platforms equipped with multiple sensors, placed along the water column and on the seafloor. They constantly measure different biogeochemical and physical parameters, that address natural hazards, climate change and marine ecosystems.

EMSO is a consortium of partners sharing in a common strategic framework scientific facilities (data, instruments, computing and storage capacity). Formally it is a European Research Infrastructure Consortium (ERIC), legal framework created for pan-European large-scale research infrastructures.

The User is a consortium represented by the EMSO-ERIC project.

This Agreement is valid from **01/12/2019** to **31/12/2020**.

Once approved, **this Agreement is automatically renewed**, as long as 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 **/11/2019**.

The Agreement extends the Resource Center OLA[2] 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:

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

- 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 customers 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: **RECAS-BARI (Country: Italy)**
    - Cloud Compute
        - Number of virtual CPU cores: 300
        - Memory per core (GB): A total of 1.2TB is provided
        - Local disk (GB):
        - Public IP addresses:
        - Allocation type: Pledged
        - Payment mode offer: Sponsored
        - Other technical requirements:
        - Duration: 01/12/2019 – 31/12/2020
        - Supported VOs: vo.emso-eric.eu
    - VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/vo.emso-eric.eu
    - VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/vo.emso-eric.eu/image.list

Online Storage (category: Storage)

Description: https://www.egi.eu/services/online-storage/

- Resource Centre: **RECAS-BARI (Country: Italy)**
    - Online Storage
        - Guaranteed storage capacity [TB]: 10
        - Opportunistic storage capacity [TB]:
        - Standard interfaces supported[3]: POSIX
        - Storage technology[4]:
        - Other technical requirements: High IOPS (preferably SSD)
        - Duration: 01/12/2019 – 31/12/2020
        - Payment mode offer: Sponsored
    - Allocation type: Pledged
    - Supported VOs: vo.emso-eric.eu
    - VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/vo.emso-eric.eu

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[3] CDMI, POSIX, SWIFT, etc.
[4] DPM, dCache, STORM, etc.

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): 95%

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
Provider contact	Giacinto Donvito giacinto.donvito@ba.infn.it
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.