



EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	CESGA
Customer	EOSC-Synergy/covid19.eosc-synergy.eu
First day of service delivery	2020-03-20
Last day of service delivery	2021-04-19
Status	Final
Agreement finalization date	2020-03-24
SLA and OLA Link	https://documents.egi.eu/document/3590



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DOCUMENT LOG

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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 **CESGA (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.

COVID19 VO leverages EGI Federated Cloud and EOSC Synergy resources to support Open Science related to the COVID-19 Coronavirus.

The Customer is a consortium represented by the **EOSC-Synergy**

This Agreement is valid from **2020-03-20** to **2021-03-19**.

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

The Agreement was discussed and approved by the EGI Foundation and the Component Provider **2020-03-24**.

The Agreement extends the Resource Center OLA¹ 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.
- Pay-for-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:
 - Cloud Compute

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

- Number of virtual CPU cores: 240
- Total Memory (GB): 640
- Local disk (GB): 10TB
- Public IP addresses: available on demand
- Payment mode offer: Sponsored
- Other technical requirements: n/a
- Duration: 1 year
- Allocation type: opportunistic
- Provider AUP link: <https://www.cesga.es/en/community/service-request/>
- Supported VOs: covid19.eosc-synergy.eu
- VO ID card: <https://operations-portal.egi.eu/vo/view/voname/covid19.eosc-synergy.eu>
- VO-wide list:
<https://vmcaster.appdb.egi.eu/store/vo/covid19.eosc-synergy.eu/image.list>
- GOCDB endpoints urls: fedcloud-osservices.egi.cesga.es

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
EGI technical contact	Matthew Viljoen operations@egi.eu Operations manager at EGI Foundation
Component Provider contact	Carlos Fernández carlosf@cesga.es Systems Manager
Component Provider technical contact	Rubén Díez rdiez@cesga.es System Administrator
Service Support contact	See Section 3

6.2 Regular reporting

As defined in Resource Center OLA.

6.3 Violations

The following rules are agreed for communication in the event of violation:

- In case of violations of the Services targets for **four months** or **two consecutive months**, the component provider will provide justifications to EGI Foundation.
- EGI Foundation will notify the supporting Component Provider in case of suspected violation via the EGI Service Desk (Section 3). The case will be analysed to identify the cause and verify the violation.

6.4 Escalation and complaints

For escalation and complaints (A customer complaint is a customer's expression of dissatisfaction with an EGI service, either orally or in writing), EGI Foundation contact (section 6.1) point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for **four months** or **two consecutive months**, a review of the Agreement will take place involving the parties of the Agreement.
- Complaints or concerns about the Services provided directed to the EGI Foundation contact will be shared with the Service component provider.

7 Information security and data protection

The following rules for information security and data protection related to the Service apply.

- Assertion of absolute security in IT systems is impossible. The Component Provider is making every effort to maximize the security level of users' data and minimise possible harm in the event of an incident.
- The Component Provider will define and abide by an information security and data protection policy related to the service being provided.
- The parties of the Agreement will meet all requirements of any relevant policy or procedure of the Provider² and will comply with the applicable national legislation.
- The Component provider holds the role of the data controller.

² https://www.egi.eu/about/policy/policies_procedures.html

8 Responsibilities

8.1 Of the Component Provider

As defined in Resource Center OLA.

- The component provider shall not terminate the virtual machines without agreement with EGI Foundation.

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;
- Support the customer with data movement in case of OLA termination.

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.