EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**CESNET**
Customer	**VESPA/vo.europlanet-vespa.eu**
First day of service delivery	**01/05/2020**
Last day of service delivery	**30/04/2021**
Status	**Draft**
Agreement finalization date	**30/04/2020**
SLA and OLA Link	https://documents.egi.eu/secure/ShowDocument?docid=3598

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 **CESNET (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.

VESPA (Virtual European Solar and Planetary Access) is a mature project, with 50 VESPA providers distributing open access datasets throughout the world (EU, Japan, USA). In October 2019, the current number of data products available within the VESPA network reaches 18.3 millions (among which 5 millions products from the ESA/PSA, Planetary Science Archive).The VESPA team is supported by the Europlanet-RI-2024 project (started on Feb 1st 2020 for 48 months, H2020 grant agreement No 871149).

The Customer is a consortium represented by the **Observatoire de Paris**

This Agreement is valid from **01/05/2020** to **30/04/2021**.

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 **30/04/2020**.

The Agreement extends the Resource Center OLA[1] 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)

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

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

- Resource Centre: **CESNET (Country: Czech Republic)**
  - Cloud Compute
    - Number of virtual CPU cores: **20 (2 per VM)**
    - Number of GPU Cores:
    - Number of CPU Cores per GPU Core:
    - Memory per core (GB): **2**
    - Local disk (GB): **200 (20 per VM)**
    - Public IP addresses: **Yes**
    - Payment mode offer: 0.5PM technical support
    - Other technical requirements:
      - **1 fixed DNS name per VM**
      - **Ports open: 22, 80, 8080**
      - **5 remote ssh-key access per VM**
    - Duration: **01/05/2020-30/04/2021**
  - Allocation type: **Pledged**
  - Provider AUP link: **https://documents.egi.eu/public/ShowDocument?docid=2623**
  - Supported VOs: **vo.europlanet-vespa.eu**
  - VO ID card: **https://operations-portal.egi.eu/vo/view/voname/vo.europlanet-vespa.eu**
  - VO-wide list:

  - GOCDB endpoints urls:

Online Storage (category: Storage)

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

- Resource Center: **CESNET (Country: Czech Republic)**
  - Online Storage
    - Guaranteed storage capacity [TB]: **2**
    - Opportunistic storage capacity [TB]:
    - Standard interfaces supported[2]: SWIFT, CDMI, S3,...
    - Storage technology[3]: Object Storage
    - Other technical requirements:
      - **Access via EGI Check-in**
    - Duration: **01/05/2020-30/04/2021**
    - Payment ode offer: 0.5PM technical support

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

Commented [1]: +baptiste.grenier@egi.eu I divided 1PM for cloud and storage, is this fine
Assigned to Baptiste Grenier

Commented [2R1]: Yes fine with me, maybe it needs to be clarified that it's via EOSC-Hub EAP?

- o   Allocation type: **Pledged**
- o   Provider AUP link: https://documents.egi.eu/public/ShowDocument?docid=2623
- o   Supported VOs: **vo.europlanet-vespa.eu**
- o   VO ID card: https://operations-portal.egi.eu/vo/view/voname/vo.europlanet-vespa.eu
- o   GOCDB endpoints urls:

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
EGI technical contact	Matthew Viljoen operations@egi.eu Operations manager at EGI Foundation
Component Provider contact	Miroslav Ruda ruda@ics.muni.cz
Component Provider technical contact	cloud@metacentrum.cz
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 Provider[4] and will comply with the applicable national legislation.
- The Component provider holds the role of the data controller.

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;

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[4] https://www.egi.eu/about/policy/policies_procedures.html

- 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.