EGI VO

OPERATIONAL LEVEL AGREEMENT

Service Provider	EGI Foundation
Component Provider	**RECAS-BARI**
User	**ECRIN-ERIC/vo.crmdr.org**
First day of service delivery	01/10/2020
Last day of service delivery	31/03/2021
Status	FINAL
Agreement finalization date	02/10/2020
SLA Link	https://documents.egi.eu/document/

DOCUMENT LOG

Issue	Date	Comment	Author
FINAL	02/10/2020	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 Clinical Research Infrastructure Network (ECRIN)**[1] is a distributed RI that supports the conduct of multinational, high-quality, transparent clinical trials by overcoming the obstacles caused by fragmentation and poor interoperability of the national, clinical research environment in Europe. ECRIN creates added value through access to expertise and patients, increasing the reach, diversity, and result quality of clinical trials. As such, it fulfils the vision of a society where all decisions in medical practice are based on sound scientific evidence from high-quality clinical research.

ECRIN provides a pathway through Europe's fragmented health and legal systems with its pan-European infrastructure that is designed to support multinational clinical research and unlock access to patients and medical expertise. ECRIN's support is primarily provided during implementation, but also for preparation and protocol evaluation of the trial study. While advice and information are freely provided during preparation, access to ECRIN trial management services is subject to scientific and logistical evaluation of the full study protocol.

The User is a consortium represented by the ECRIN-ERIC research infrastructure.

This Agreement is valid from **01/10/2020** to **31/03/2021**.

Once approved, **this Agreement is automatically renewed**, as long as the 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 Customer and the Provider **02/10/2020**.

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:

- 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.

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

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
    - Development web-server:
      - Number of virtual CPU cores: 8
      - Memory per core (GB): 2. A total of 16GB is provided
      - Local disk (GB):
    - Production web-server:
      - Number of virtual CPU cores: 8
      - Memory per core (GB): 4. A total of 32GB is provided
      - Local disk (GB):
    - Database:
      - Number of virtual CPU cores: 8
      - Memory per core (GB): 4. A total of 32GB is provided
      - Local disk (GB):
    - Public IP addresses: yes
    - Allocation type: Pledged
    - Payment mode offer: Sponsored
    - Other technical requirements:
    - Duration: 01/10/2020 – 31/03/2021
    - Supported VOs: vo.crmdr.org
  - VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/vo.crmdr.org
  - VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/vo.crmdr.org/image.list
  - GOCDB endpoints urls: cloud.recas.ba.infn.it (org.openstack.nova)

Online Storage (category: Storage)

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

- Resource Centre: **RECAS-BARI (Country: Italy)**
  - Online Storage
    - Development web-server:
      - Guaranteed storage capacity [TB]: 0.512
      - Opportunistic storage capacity [TB]:
    - Development web-server:

- Guaranteed storage capacity [TB]: 1
- Opportunistic storage capacity [TB]:

▪ Database:
  - Guaranteed storage capacity [TB]: 5
  - Opportunistic storage capacity [TB]:

▪ Standard interfaces supported[3]: POSIX

▪ Storage technology[4]:

▪ Other technical requirements:

▪ Duration: 01/10/2020 – 31/03/2021

▪ Payment mode offer: Sponsored

o Allocation type: Pledged

o Supported VOs: vo.crmdr.org

o VO ID card: https://operations-portal.in2p3.fr/vo/view/voname/vo.crmdr.org

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%

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

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	Giuseppe La Rocca 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.