



## EGI Pay4Use VO

# OPERATIONAL LEVEL AGREEMENT

---

<b>Service provider</b>	EGI Foundation
<b>Component Provider</b>	IISAS-FedCloud
<b>User</b>	PolicyCLOUD/vo.policycloud.eu
<b>First day of service delivery</b>	01/10/2022
<b>Last day of service delivery</b>	30/04/2023
<b>Status</b>	Final
<b>Agreement finalization date</b>	30/09/2022
<b>SLA/OLA Link</b>	<a href="https://documents.egi.eu/document/3667">https://documents.egi.eu/document/3667</a>

---



This work by EGI Foundation is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/)



This template is based on work, which was released under a Creative Commons 4.0 Attribution License (CC BY 4.0). It is part of the FitSM Standard family for lightweight IT service management, freely available at [www.fitsm.eu](http://www.fitsm.eu).

## DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
<b>FINAL</b>	30/09/2022	Agreed OLA with the Component Provider	Sebastian Luna-Valero

## 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 Services	<b>4</b>
<b>Service hours and exceptions</b>	<b>6</b>
Support	<b>7</b>
Incident handling	7
Service requests	7
Service level targets	<b>8</b>
Limitations and constraints	<b>8</b>
Communication, reporting and escalation	<b>9</b>
General communication	9
Regular reporting	9
Violations	10
Escalation and complaints	10
Information security and data protection	<b>10</b>
Responsibilities	<b>11</b>
Of the Component Provider	11
Of the EGI Foundation	12
Of the Customer	12
Finance and Administration	<b>12</b>
Service Offers	12
Invoicing and Payment Schedule	12
Review, extensions and termination	<b>13</b>

The present Operational Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **IISAS-FedCloud (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.

**PolicyCLOUD<sup>1</sup> aims to harness the potential of digitisation, big data and cloud technologies to improve the modelling, creation and implementation of policy. In three years (2020-2023) the project will address challenges faced by many businesses and public administrations of improving how they make policy decisions by accessing and using data.**

The Customer is a consortium represented by **ATOS**.

This Agreement is valid from **01/10/2022** to **30/04/2023**.

The Agreement was discussed and approved by the EGI Foundation and the Component Provider on **30/09/2022**.

The Agreement extends the Resource Center OLA<sup>2</sup> 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 a customer directly pays for the service used.

The Services are defined by the properties summarised in the following table described in the below links:

- **Cloud Compute:** <https://www.egi.eu/services/cloud-compute/>
- **Online Storage:** <https://www.egi.eu/services/online-storage/>

### Cloud Compute

---

<sup>1</sup> <https://policycloud.eu/>

<sup>2</sup> <https://documents.egi.eu/document/31>

Resource Centre:	<b>IISAS-FedCloud</b>
Category:	<a href="#">Cloud Compute</a>
Number of virtual CPU cores:	136
Memory per core (GB):	336 in total
Local disk (GB):	See Online Storage
Public IP addresses:	15
Allocation type:	Pledged
Other technical requirements:	Members of the Virtual Organisation " <a href="https://vo.policycloud.eu">vo.policycloud.eu</a> " need permission to create images in the OpenStack project.
Payment mode offer:	Pay-for-use <sup>3</sup>
Duration:	01/10/2022 - 30/04/2023
<b>Online Storage</b>	
Resource Centre	<b>IISAS-FedCloud</b>
Category	<a href="#">Online Storage</a>
Guaranteed storage capacity [TB]:	2 TB
Opportunistic storage capacity [TB]:	N/A
Standard interfaces supported:	Block storage
Storage technology:	Ceph distributed storage and NFS storage backed by disk array.
Other technical requirements:	
Duration:	01/10/2022 - 30/04/2023
Payment mode offer:	Pay-for-use
Allocation type:	Pledged
<b>Virtual Organisation</b>	

<sup>3</sup> See service offer for specifications (e.g. pricing, administration)

Supported VOs:	vo.policycloud.eu
VO ID card:	<a href="https://operations-portal.egi.eu/vo/view/voname/vo.policycloud.eu">https://operations-portal.egi.eu/vo/view/voname/vo.policycloud.eu</a>
VO-wide list:	<a href="https://appdb.egi.eu/store/vo/vo.policycloud.eu">https://appdb.egi.eu/store/vo/vo.policycloud.eu</a>
Provider AUP link	<a href="https://documents.egi.eu/document/2623">https://documents.egi.eu/document/2623</a>
<b>Service Offer/Cost [€]</b>	
Compute	14,300 € excl. VAT
Storage	Included in the compute costs.
Technical support	Included in the compute costs.
Total	14,300 € <sup>4</sup>

The Services are supported by additional services:

- Accounting<sup>5</sup>
- Service Monitoring<sup>6</sup> (EGI operational Virtual Organization only).

Note: Please note that the following services are not provided by EGI Foundation:

- Monitoring of vo.policycloud.eu.
- Monitoring of services provided by the Customer on agreed resources.

## 2 Service hours and exceptions

IT services according to the service catalogue are in general delivered during 24 hours per day, 7 days per week (i.e. 365 days or 8,760 hours), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service.

The following exceptions apply:

- Planned maintenance windows or service interruptions (“scheduled downtimes”<sup>5</sup>) will be notified via email in a timely manner i.e. 24 hours before the start of the outage, to the Customer through the Broadcast Tool<sup>7</sup>.
- The provider must provide justification for downtime periods exceeding 24 hours.

<sup>4</sup> Excluding VAT (reverse charging)

<sup>5</sup> <http://accounting.egi.eu/>

<sup>6</sup> <http://argo.egi.eu/>

<sup>7</sup> <https://operations-portal.egi.eu/broadcast>

- Human support is provided during support hours.

## 3 Support

Support is provided via the EGI Service Desk<sup>8</sup>. Access requires a valid X.509 or the login via a EGI SSO account<sup>9</sup>. Support is available between:

- Monday to Friday.
- From 09:00 to 16:00 CET/CEST in the time zone of the relevant Resource Centres.

Service times always apply with the exception of public holidays in the country of the supporting Resource Centres.

### 3.1 Incident handling

Incidents will be handled according to the Quality of Support level that is estimated according to the impact of the outage or service quality degradation.

The Quality of Support in this Agreement has level: **Medium**<sup>10</sup>

The Quality of Support levels are defined as follows:

**Medium level:**

Incident priority	Response time	Comment
Less urgent	5 working days	wishes and enhancements that are "nice to have"
Urgent	1 working day	service degraded; workaround available
Very Urgent	1 working day	service degraded; no workaround available
Top priority	1 working day	service interrupted; needs to be addressed as soon as possible

Response time is provided as a service level target.

### 3.2 Service requests

In addition to resolving incidents, standard service requests<sup>11</sup> (e.g. change requests, information requests, documentation) will be fulfilled through the defined support channels in the same way as incidents. Service requests are classified as "Less urgent".

<sup>8</sup> <http://helpdesk.egi.eu/>

<sup>9</sup> <https://www.egi.eu/sso/>

<sup>10</sup> <https://docs.egi.eu/internal/helpdesk/features/quality-of-support-levels/>

<sup>11</sup> <https://confluence.egi.eu/display/EGISLM/EGI+Service+requests>

## 4 Service level targets

### Monthly Availability

- Defined as the ability of a service to fulfil its intended function at a specific time or over a calendar month.
- Minimum (as an average percentage per month):
  - Cloud Compute: 90%
    - IISAS-FedCloud: 90%
  - Online Storage: 90%
    - IISAS-FedCloud: 90%

### Monthly Reliability

- Defined as the ability of a service to fulfil its intended function at a specific time or over a calendar month, excluding scheduled maintenance periods.
- Minimum (as an average percentage per month):
  - Cloud Compute: 95%
    - IISAS-FedCloud: 95%
  - Online Storage: 95%
    - IISAS-FedCloud: 95%

### Quality of Support level

- Medium (Section 3)

## 5 Limitations and constraints

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided in the following language: English
- Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
- Force Majeure. A party shall not be liable for any failure of, or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control. Means any
  - fire, flood, earthquake or natural phenomena
  - war, embargo, riot, civil disorder, rebellion, revolution



- which is beyond the Provider's control, or any other causes beyond the Provider's control
- 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.

<b>Provider contact</b>	Ladislav Hluchy <a href="mailto:Ladislav.Hluchy@savba.sk">Ladislav.Hluchy@savba.sk</a> Deputy Director
<b>Provider technical contact</b>	Jan Astalos <a href="mailto:Jan.Astalos@savba.sk">Jan.Astalos@savba.sk</a>
<b>EGI contact</b>	Giuseppe La Rocca, EGI Foundation <a href="mailto:slm@mailman.egi.eu">slm@mailman.egi.eu</a> SLM manager
<b>EGI technical contact</b>	Matthew Viljoen, EGI Foundation <a href="mailto:operations@egi.eu">operations@egi.eu</a> Operations manager
<b>Service Support contact</b>	EGI Service Desk (See Section 3)

### 6.2 Regular reporting

As part of the fulfilment of this Agreement and provisioning of the service, the following reports will be provided:

Report title	Content	Frequency	Produced by	Delivery
--------------	---------	-----------	-------------	----------



<b>Service Performance Report</b>	The document provides an overall assessment of service performance (per month) and OLA target performance achieved during the reporting period based on values from EGI monitoring <sup>12</sup>	Only one report will be generated within 30 days after the last day of service delivery: 30th April 2022.	Component Provider	Email to <b>EGI contact</b> together with invoice for period.
<b>Agreement Violation</b>	Agreement violation justification and a plan for service enhancement	Within 10 working days from the date of notification to/from the EGI Foundation about violation	Component Provider	Email to <b>EGI technical contact</b> together with invoice for period.

## 6.3 Violations

The Component Provider commits to inform the EGI Foundation, if the Agreement is violated or violation is anticipated. The following rules are agreed for communication in the event of the Agreement 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.

<sup>12</sup> <http://argo.egi.eu/>

- 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

As defined by the EGI Default Operational Level Agreement<sup>13</sup>.

The following rules for Information Security and data protection must be enforced by the Component Provider:

- Make every effort to maximise the security level of users' data and minimise possible harm in the event of an incident. Incidents must be immediately reported to the EGI Computer Security Incident Response Team (CSIRT) according to the SEC01 procedure<sup>14</sup>.
- For the processing of access data (ie. data related to authentication going through Check-in):
  - The roles according to GDPR are the following:
    - The Customer's Home Organisation holds the role of independent Data Controller.
    - EGI Foundation (the Service Provider) holds the role of independent Data Controller.
    - The Component Provider holds the role of independent Data Controller.
  - In this context there is no need for having any particular agreement in place.
- In the case the Customer, as a Data Controller, is processing any personal data (research data, personal data of their users or visitors) on the provided resources, EGI Foundation holds the role of Data Processor and the Component Provider the role of sub-processor. In that situation, when the Data Controller requests having a DPA signed with EGI Foundation as a processor, an additional subcontractor agreement has to be signed between EGI Foundation and the Component Provider as sub-processor.
- The Component Provider must comply with the EGI Policy on the Processing of Personal Data<sup>15</sup> and provide a Privacy Policy. This Privacy Policy can be based on the Privacy Policy template provided by the AARC Policy Development Kit (PDK)<sup>16</sup>.
- The Component Provider must enforce the EGI Acceptable Use Policy and Conditions of Use.
- The Component Provider must comply with all principles set out by the GÉANT Data Protection Code of Conduct<sup>17</sup> (v1.0).
- Security incidents affecting the services described in Section 1 must be reported to [abuse@egi.eu](mailto:abuse@egi.eu) within 4 hours after their discovery and handled according to [SEC01: EGI CSIRT Security Incident Handling Procedure](#).

<sup>13</sup> <https://documents.egi.eu/document/2752>

<sup>14</sup> <https://go.egi.eu/sec01>

<sup>15</sup> <https://documents.egi.eu/document/2732>

<sup>16</sup> <https://aarc-project.eu/policies/policy-development-kit/>

<sup>17</sup> <https://wiki.refeds.org/display/CODE/Code+of+Conduct+for+Service+Providers>

- The Component Provider must meet all requirements of any relevant EGI policies or procedures<sup>18</sup> and also must be compliant with the relevant national legislation. Regarding EGI requirements, please refer to the following reference documentation:
  - [EGI-doc-3015: e-Infrastructure Security Policy](#)
  - [EGI-doc-3601: Service Operations Security Policy](#)
  - [EGI-doc-2732: Policy on the Processing of Personal Data](#)
  - [EGI-doc-3600: Acceptable Use Policy and Conditions of Use](#)
  - [EGI-doc-2934: Security Traceability and Logging Policy](#)
  - [EGI-doc-2935: Security Incident Response Policy](#)

## 8 Responsibilities

### 8.1 Of the Component Provider

As defined in Resource Centre OLA<sup>19</sup>.

Additional responsibilities of the Component Provider are as follow:

- The Component Provider is responsible for monitoring and/or limiting the usage of resources defined in this agreement. EGI Foundation is not responsible for any costs incurred by over usage of what was otherwise defined in this agreement.
- The Component Provider shall not terminate the user allocated resources (virtual machines, storage) without agreement with EGI Foundation.
- The Component Provider should not reboot the user virtual machines without user consent unless it is strictly needed.
- Notification of resource termination shall be provided to the EGI Foundation within 15 calendar days.
- EGI Foundation is not responsible for any costs incurred as a result of resources not terminated by the Component Providers.
- Ensure
  - Sufficient computational and storage resources and network connectivity to support the proper operation of its services, as indicated by passing all relevant Monitoring Service tests.
  - The provisioning of services in itself does not create any intellectual property rights in software, information and data provided to the services provided by the Component Provider, or in data generated by the services provided.
  - The full scale deployment of resources will be made available after **1 week** after the signing of the agreement.

---

<sup>18</sup> [https://www.egi.eu/about/policy/policies\\_procedures.html](https://www.egi.eu/about/policy/policies_procedures.html)

<sup>19</sup> <https://documents.egi.eu/document/31>

- The pledged resources will be used for the deployment of the PolicyCLOUD platform and use cases.
- **The availability of the platform for a maximum of 90 days from the end of the agreement, or until the final PolicyCLOUD review takes place (with no additional costs).**

## 8.2 Of the 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 Finance and Administration

## 9.1 Service Offers

Component Provider is expected to adhere to the service offer and associated costs provided and agreed timescales, unless changes are otherwise agreed between both parties in writing (See Section 2).

## 9.2 Invoicing and Payment Schedule

Component Providers are to invoice the EGI Foundation according to the below schedule. Note that invoices need to be accompanied by a Service Performance Report (see Section 6.2).

Service delivery period	Invoicing due date	Produced by	Delivery
01/10/2022 - 30/04/2023	On 31st January 2023 for 14,300€ + 21% VAT	Component Provider	Email to <b>EGI contact</b>

Invoice details:

- Name: Tiziana Ferrari, EGI Foundation Director
- Address: Science Park, 140 - 1098XG – Amsterdam, The Netherlands
- VAT: NL8219.84.986.B.01
- Email: [inkoop@egi.eu](mailto:inkoop@egi.eu)
- Date: [DD/MM/YYYY]
- Reference: PolicyCLOUD, 870675

## 10 Review, extensions and termination

This agreement is subject to review on an annual basis (at the end of the calendar year from the service delivery date and before the 15th. of Dec.) by which a customer performance validation will be conducted and a report produced (see Section 6.2).

The continuation of this agreement is subject to successfully meeting customer performance requirements outlined in Section 4.

Reviews of the agreement can be performed at any time by written request by any party.

If the Customer wishes to extend the duration after the Agreement termination date, an extension will be negotiated with EGI Foundation.

EGI Foundation retains the right to introduce changes in the Service, in which case the Customer retains the right of terminating the Agreement.

The Agreement can be terminated at any time upon agreement of the parties. Amendments, comments and suggestions must be addressed to EGI Foundation and the Customer according to Section 6.