



EGI Pay4Use VO

SERVICE LEVEL AGREEMENT

| | |
|--------------------------------------|---|
| Customer | PolicyCLOUD/vo.policycloud.eu |
| Service Provider | EGI Foundation |
| First day of service delivery | 01/08/2020 |
| Last day of service delivery | 31/12/2022 |
| Status | Final |
| Agreement finalization date | 13/10/2020 |
| Agreement link | https://documents.egi.eu/document/3667 |



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DOCUMENT LOG

| <i>Issue</i> | <i>Date</i> | <i>Comment</i> | <i>Author</i> |
|--------------|-------------|------------------------------|---|
| FINAL | 13/10/2020 | Agreed SLA with the Customer | Elisa Cauhé Enol Fernandez, 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.

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The present Service Level Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **PolicyCLOUD/vo.policycloud.eu (the Customer)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

PolicyCLOUD¹ 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 **01/08/2020** to **31/12/2022**.

The Component Provider will guarantee 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). In order to review the terms and conditions for a possible additional extension, a check-point will take place 3 months before the end of this agreement (September-October 2022).

The Agreement was discussed and approved by the Customer and the Provider on **13/10/2020**.

1 The Services

All services provided by EGI are listed under: <https://www.egi.eu/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 the customer directly pays for the service used.

The Services are defined by the following properties:

| | |
|----------------------|-------------------|
| Cloud Compute | |
| Resource Centre: | RECAS-BARI |

¹ <https://policycloud.eu/>

| | |
|--------------------------------------|---|
| ServiceCategory: | Cloud Compute |
| Number of virtual CPU cores: | 68 |
| Memory per core (GB): | 304 |
| Local disk (GB): | 40 |
| Public IP addresses: | Yes. Access to the VPN is also provided. |
| Allocation type: | Pledged |
| Other technical requirements: | The INDIGO-DataCloud PaaS orchestrator will be available on the same resources, without an additional cost. |
| Payment mode offer: | Pay-for-use ² |
| Duration: | 01/08/2020 - 31/12/2022 |
| GOCDB endpoints URLs | cloud.recas.ba.infn.it (eu.egi.cloud.vm-management.occi) |
| Online Storage | |
| ComputeResource Centre | RECAS-BARI |
| Category | Online Storage |
| Guaranteed storage capacity [TB]: | 2TB |
| Opportunistic storage capacity [TB]: | N/A |
| Standard interfaces supported: | POSIX/Object Storage |
| Storage technology: | N/A |
| Other technical requirements: | Additional 50-100GB of OpenStack Swift Storage will be made available, without an additional cost. |
| Duration: | 01/08/2020 - 31/12/2022 |
| Payment ode offer: | Pay-for-use |

² See service offer for specifications (e.g. pricing, administration)

| | |
|-----------------------------|---|
| Allocation type: | Pledged |
| Virtual Organisation | |
| Supported VOs: | vo.policycloud.eu |
| VO ID card: | https://operations-portal.egi.eu/vo/view/voname/vo.policycloud.eu |
| VO-wide list: | https://appdb.egi.eu/store/vo/vo.policycloud.eu |
| Provider AUP link | https://documents.egi.eu/document/2623 |

| Service Offer/Cost [€] | |
|-------------------------------|--------------------------------------|
| Compute | 20,000€ |
| Storage | Free (included in the compute costs) |
| Technical support | 5,000€ |
| Total ³ | 25,000€ ⁴ |

The Services are supported by additional services:

- Accounting⁵
- Service Monitoring⁶ (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

The Services operate during the following hours: twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.

The following exceptions apply:

³ For the duration of the agreement, subject to changes depending on customer requests

⁴ Excluding VAT (reverse charging)

⁵ <http://accounting.egi.eu/>

⁶ <http://argo.egi.eu/>

- Planned maintenance windows or service interruptions (“scheduled downtimes”⁷) will be notified via email in a timely manner i.e. 24 hours before the start of the outage⁸.
- Downtime periods exceeding 24 hours need justification.
- Human support is provided during support hours.

3 Support

Support is provided via EGI Service Desk⁹. Access requires a valid X.509 or the login via an EGI SSO account¹⁰. Support is available between:

- Monday to Friday.
- From 9:00 to 17:00 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**¹¹

| Incident priority | Response time |
|-------------------|----------------|
| Less urgent | 5 working days |
| Urgent | 5 working days |
| Very Urgent, | 1 working day |
| Top Priority | 1 working day |

so the incidents, based on their priority will be responded to with the following response times:

| Incident priority ¹² | Response time | Comment |
|---------------------------------|----------------|--|
| Less urgent | 5 working days | wishes and enhancements that are "nice to have" |
| Urgent | 1 working day | service degraded; work-around available |
| Very Urgent | 1 working day | service degraded; no work-around available |
| Top Priority | 1 working day | service interrupted; needs to be addressed as soon as possible |

Table 1. Response times to incidents according to the incident priority of “Medium” services

⁷ https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes

⁸ <http://goc.egi.eu/>

⁹ <http://helpdesk.egi.eu/>

¹⁰ <https://www.egi.eu/sso/>

¹¹ https://wiki.egi.eu/wiki/FAQ_GGUS-QoS-Levels

¹² https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

3.2 Service requests

In addition to resolving incidents, standard service requests¹³ (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”.

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%
 - RECAS-BARI: 90%
 - Online Storage: 90%
 - RECAS-BARI: 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%
 - RECAS-BARI: 95%
 - Online Storage: 95%
 - RECAS-BARI: 95%

Quality of Support level

- **Medium** (Section 3)

5 Limitations and constraints

The Services provisioning is subject to the following limitations and constraints.

- Support is provided in English.
- Availability and Reliability calculations are based on the Service Monitoring operational results.
- Failures in VO monitoring are not considered as SLA violations.

¹³ <https://confluence.egi.eu/display/EGISLM/EGI+Service+requests>

- Downtimes needed to ensure the security of the Service issues are not considered Agreement violations.
- Failures of resource providers not being part of EGI production infrastructure are not considered as Agreement violations.
- The individual service components provide resources may be terminated or replaced due to failure, retirement or other requirement(s). EGI Foundation has no liability for any damages, liabilities, losses (including any corruption, deletion, or destruction or loss of data, applications or profits), or any other consequences resulting from the foregoing.
- In no event will EGI Foundation be liable for any special, incidental, punitive or consequential damages (including, without limitation, lost profits, loss of use, loss of data or loss of goodwill), or the costs of procuring substitute products and / or Services, arising out of or in connection with this agreement or the use or performance of any products and / or Services provided by EGI Foundation hereunder, whether such liability arises from any claim based upon breach of contract, breach of warranty, tort (including negligence), product liability or otherwise. The parties have agreed that these limitations will survive and apply even if any limited remedy specified in this agreement is found to have failed of its essential purpose.
- EGI Foundation liability to the Customer with regards to an individual service is restricted to the total value of any amounts paid by the Customer to EGI Foundation in the previous 12-month period on that individual service.
- Force Majeure. A party shall not be liable for any failure 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.

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.

| | |
|-------------------------|---|
| Customer contact | Ricard Munne Caldes ricard.munne@atos.net García, María Teresa maria-teresa.garciagonzalez@atos.net |
|-------------------------|---|



| | |
|---|--|
| Customer technical contact | Panayiotis Michael panayiotismichael@mail.ntua.gr |
| EGI Foundation contact | Giuseppe La Rocca sla@mailman.egi.eu SLA Coordinator at EGI Foundation |
| EGI Foundation technical contact | Matthew Viljoen operations@egi.eu Operations manager at EGI Foundation |
| Service Support contact | 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 | Contents | Frequency | Produced by | Delivery |
|--------------------------------|---|---|----------------|----------------------------|
| Services Performance Report | The document provides an overall assessment of service performance (per month) and SLA target performance achieved during the last 6 months | Every 6 months, unless otherwise specified/requested by the customer. | EGI Foundation | Email to the Customer |
| Scientific Publications report | The document provides a list of scientific publications benefiting from the Service. | Yearly and with the Agreement ending. | Customer | During satisfaction review |

All reports shall follow predefined templates¹⁴.

6.3 Violations

The EGI Foundation commits to inform the Customer, if this Agreement is violated or violation is anticipated. 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**, EGI Foundation will provide justifications to the Customer.
 - In case of unavailability of the Component Provider to provide the service, the EGI Foundation will search for a new Component Provider and support migration.
- The Customer 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.

¹⁴ <https://documents.egi.eu/document/2748>

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 should be directed to the EGI Foundation contact who will promptly address these concerns. Should the Customer still feel dissatisfied, about either the result of the response or the behaviour of the supporting Component Provider, complaints@egi.eu should be informed.

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 Provider¹⁵ and will comply with the applicable national legislation.
- The Component Provider (see Section 1) holds the role of the data controller and should be contacted directly for data subject matters.

8 Responsibilities

8.1 Of EGI Foundation

Additional responsibilities of EGI Foundation are as follows.

- EGI Foundation adheres to all applicable operational and security policies and procedures¹⁶ and to other policy documents referenced therein.
- EGI Foundation monitors the Service in order to measure the fulfilment of the agreed service level targets.

¹⁵ https://www.egi.eu/about/policy/policies_procedures.html

¹⁶ https://www.egi.eu/about/policy/policies_procedures.html

- EGI Foundation retains the right to introduce changes in how the Service is provided, in which case the Provider will promptly inform the Customer and update the Agreement accordingly.

8.2 Of the Customer

The responsibilities of the Customer are:

1. **The customer facilitates the use of EGI acknowledgement by communicating to users the need of adding the following sentence in acknowledgement: “This work used the EGI infrastructure with the dedicated support of RECAS-BARI”.**
2. The Customer will provide during the Agreement review (yearly) the list of scientific publications benefiting from the Service.
3. The Customer must not share access credentials with anyone else.
4. The data stored in the system by the Customer must not cause any legal violation due to the content type (such as copyright infringement, dual use, illegal material).
5. The use must be consistent with the Acceptable Use Policy¹⁷ of the Service as well as AUP of the provider (if exist).
6. The Customer will notify the Provider in case the actual amount of the Service used results in being under- or over-estimated. The Customer will request an update of the Agreement to ensure optimal usage of the Service.
7. The Customer must request EGI Service Desk support¹⁸ to enable assigning tickets with appropriate VO name.
8. When applicable, the Customer is responsible for ensuring that the Virtual Machine images endorsed and listed in the AppDB¹⁹ VO image lists are properly maintained and updated.
9. The Customer is responsible for the management of their own data including movement or removal of the data once the agreement is terminated.

9 Finance and administration

9.1 Service Offers

The EGI Foundation 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).

¹⁷ <https://documents.egi.eu/document/74>

¹⁸ https://wiki.egi.eu/wiki/FAQ_GGUS-New-Support-Unit

¹⁹ <https://appdb.egi.eu/>

9.2 Invoicing and Payment Schedule

The EGI Foundation is to invoice the Customer directly 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 frequency | Produced by | Delivery |
|-------------------------|--|----------------|---|
| 01/08/2020 – 31/12/2020 | Within 30 days of established delivery period end date for 5,000€ | EGI Foundation | Email to Customer together with Service Performance Report for period. |
| 01/01/2021 – 31/12/2021 | Within 30 days of established delivery period end date for 10,000€ | EGI Foundation | Email to Customer together with Service Performance Report for period. |
| 01/01/2022 – 31/12/2022 | Within 30 days of established delivery period end date for 10,000€ | EGI Foundation | Email to Customer together with Service Performance Report for period. |

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

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) 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.