



EGi Pay4Use VO

OPERATIONAL LEVEL AGREEMENT

Service provider	EGi Foundation
Component Provider	Ibergrid - BIFI
User	GoSafe/gosafe.eng.it
First day of service delivery	1 October 2020
Last day of service delivery	31 December 2020
Status	Final
Agreement finalization date	30 September 2020



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Agreement Link

<https://documents.egi.eu/document/3669>

DOCUMENT LOG

<i>Issue</i>	<i>Date</i>	<i>Comment</i>	<i>Author</i>
V1	2020-09-24	First draft for review	Gianni Dalla Torre; Enol Fernández, EGI Foundation
vfinal	2020-09-30	Approved version	David Iñiguez, BIFI; Sy Holsinger, EGI Foundation

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 **BIFI (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.

GoSafe Project short description

GoSafe’s main goal is to create the conditions and the standards for a “EU free COVID-19 pass”, the “#GoSafe pass” that gives to the holder the right to travel safely among different countries (national and international). This pass is a token or a tag (that can be a physical or virtual).

The Customer is a consortium represented by **Engineering Ingegneria Informatica S.p.A.**

This Agreement is valid from **1/10/2020** to **31/12/2020**.

The Agreement was discussed and approved by the EGI Foundation and the Component Provider **30/09/2020**.

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-per-use - Model where a customer directly pays for the service used.

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

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

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

Compute	
Resource Centre:	BIFI
Service	Cloud Compute
# of virtual CPU cores:	40
# of GPU cards	0
# of CPU cores per GPU card	0
Memory per core (GB):	2
Local disk (GB):	...
Public IP addresses:	1
Allocation type:	Pledged ²
Other technical requirements:	...
Payment mode offer:	Pay-for-use ³
Duration:	1/10/2020 to 31/12/2020
GOCDDB endpoints URLs	colossus.cesar.unizar.es - org.openstack.nova
Service Offer/Cost [€]	
Compute	€3,444.48 + VAT
Virtual Organisation	
Supported VOs:	gosafe.eng.it
VO ID card:	https://operations-portal.egi.eu/vo/view/voname/gosafe.eng.it
VO-wide list:	https://vmcaster.appdb.egi.eu/store/vo/gosafe.eng.it/image.list

² Resources are exclusively reserved to the Customer

³ See service offer for specifications (e.g. pricing, administration)

Provider AUP link	
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Storage	
Resource Centre	BIFI
Category	Online Storage
Guaranteed storage capacity [TB]:	1
Opportunistic storage capacity [TB]:	n/a
Standard interfaces supported:	POSIX
Storage technology:	n/a
Other technical requirements:	n/a
Duration:	1/10/2020 - 31/12/2020
Payment mode offer:	Pay-for-use
Allocation type:	Pledged
GOCDDB endpoints URLs	n/a
Virtual Organisation	
Supported VOs:	gosafe.eng.it
VO ID card:	https://operations-portal.egi.eu/vo/view/voname/gosafe.eng.it
Provider AUP link	
Service Offer/Cost [€]	
Storage	Included in compute

The Services are supported by additional services:

- Accounting⁴
- Service Monitoring⁵ (operational only)

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

- Monitoring of vo gosafe.eng.it
- 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”⁵) 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 Tool⁶.
- The provider must provide justification for downtime periods exceeding 24 hours.
- Human services are provided during support hours.

3 Support

Support is provided via EGI Service Desk⁷. Access requires a valid X.509 or the login via a EGI SSO account⁸. Support is available between:

- Monday to Friday.
- From 9:00 to 17:00 CET/CEST.

⁴ <http://accounting.egi.eu/>

⁵ <http://argo.egi.eu/>

⁶ <https://operations-portal.egi.eu/broadcast>

⁷ <http://helpdesk.egi.eu/>

⁸ <https://www.egi.eu/sso/>

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**

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 (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 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): 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.

EGI contact	Sy Holsinger, EGI Foundation slm@mailman.egi.eu EGI GoSafe Project Representative
EGI technical contact	Gianni Dalla Torre support@egi.eu Cloud Community Support Officer
Provider contact	David Iñiguez david.iniguez@bifi.es Head of BIFI Computing Area
Provider technical contact	Daniel Martínez Cucalón daniel.martinez@bifi.es Technical and research staff

Service Support contact	EGI Service Desk (See Section 3)
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6.2 Regular reporting

The Component Provider will supply Performance reports together with their invoices to EGI Foundation (Section 9.2).

The Component Provider is committed to providing the following reports using predefined templates⁹:

Report title	Content	Frequency	Produced by	Delivery
Agreement Violation	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 EGI technical contact 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 service target violation, the Component Provider must provide justifications and a plan for service enhancement within 10 working days from the date of notification to/from the EGI Foundation.
 - In case of no or unsatisfactory justification and plan for improvement, EGI Foundation reserves the right to replace the Component Provider, in which the Component Provider forfeits future payments.
- In the case of repeated violations that jeopardizes the ability of the Customer to meet their goals, EGI Foundation reserves the right to replace the Component Provider and the Component Provider forfeits all outstanding payments (i.e. current and future).

6.4 Escalation and complaints

For complaints, the defined EGI Foundation contact point shall be used, and the following rules apply:

- Complaints should be directed to the EGI Foundation contact

⁹ <https://documents.egi.eu/document/3477>

- The Component Provider contact will be contacted in case of received complaints.

7 Information security and data protection

The following rules for information security and data protection apply:

- Assertion of absolute security in IT systems is impossible. The Component Provider is making every effort to maximize security level of users' data and minimize possible harm in the event of an incident.
- The Component Provider must define and abide by an information security and data protection policy related to the service being provided.
- This must meet all requirements of any relevant EGI policies or procedures¹⁰ and also must be compliant with the relevant national legislation.

8 Responsibilities

8.1 Of the Component Provider

Additional responsibilities of the Component Provider are as follows:

- 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.
- 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.

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.

¹⁰ https://www.egi.eu/about/policy/policies_procedures.html

8.3 Of the User

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 frequency	Produced by	Delivery
1/10/2020 – 31/12/2020 Three (3) months	Once, for €3,444.48 (+ VAT) by 31/01/2021	Component provider	Email to EGI contact .

Invoice details:

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

10 Review, extensions and termination

This agreement is subject to review at any time by written request by any party or until termination.