EGI VO

SERVICE LEVEL AGREEMENT

Customer	GoSafe/GoSafe
Service Provider	EGI Foundation
First day of service delivery	1 October 2020
Last day of service delivery	31 December 2020
Status	Draft
Agreement finalization date	25 September 2020
Agreement link	https://documents.egi.eu/document/3669

DOCUMENT LOG

Issue	Date	Comment	Author
v1	2020-09-08	First draft for review	Giuseppe La Rocca, Céline Bitoune, Gianni Dalla Torre, Enol Fernández, Sy Holsinger - EGI Foundation
v1.1	2020-09-25	Approved version attached to the contract as an Annex	Gianni Dalla Torre, Enol Fernández, Sy Holsinger - EGI Foundation Claudia Vicari - ENG
v1.2	2020-10-28	Specifications of first component provider (BIFI) added	Gianni Dalla Torre, Enol Fernández, 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.

Contents

The present Service Level Agreement ("the Agreement') is made between **EGI Foundation (the Service Provider)** and **GoSafe/GoSafe (the Customer)** 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 **01/10/2020** to **31/12/2020**.

The Agreement was discussed and approved by the Customer and the Provider on **22/10/2020.**

1 The Services

All services provided by EGI are listed under: https://www.egi.eu/services/. The Services are defined by the following properties:

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):	1000
Public IP addresses:	1
Allocation type:	Pledged[1]
Other technical requirements:	n/a

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[1] Resources are exclusively reserved to the Customer

Payment mode offer:	Pay-for-use[2]
Duration:	1/10/2020 to 31/12/2020
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

Storage	
Resource Centre	BIFI
Category	Online Storage
Guaranteed storage capacity [TB]:	1
Standard interfaces supported:	POSIX
Storage technology:	n/a
Other technical requirements:	n/a
Duration:	1/10/2020 - 31/12/2020
Payment ode offer:	Pay-for-use
Allocation type:	Pledged
Virtual Organisation	
Supported VOs:	gosafe.eng.it
VO ID card:	https://operations-portal.egi.eu/vo/view/voname/gosafe.eng.it

The Services are supported by additional services:

- Accounting[3]

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

[3] http://accounting.egi.eu/

- Service Monitoring[4] (EGI operational Virtual Organization 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

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:

- 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[6].
- Downtime periods exceeding 24 hours need justification.

3 Support

Support is provided via EGI Service Desk[7]. Access requires a valid X.509 or the login via an EGI SSO account[8]. Support is available between:

- Monday to Friday.
- From 9:00 to 17:00 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[9]**

Incident priority	Response time
Less urgent	5 working days
Urgent	5 working days

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[4] http://argo.egi.eu/

[5] https://wiki.egi.eu/wiki/GOCDB/Input_System_User_Documentation#Downtimes

[6] http://goc.egi.eu/

[7] http://helpdesk.egi.eu/

[8] https://www.egi.eu/sso/

[9] https://wiki.egi.eu/wiki/FAQ_GGUS-QoS-Levels

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[10]	Response time	Comment
Less urgent	5 working days	wishes and enhancements that are "nice to have"
Urgent	5 working days	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

<div align="center">**Table 1. Response times to incidents according to the incident priority of "Medium" services**</div>

3.2 Service requests

In addition to resolving incidents, standard service requests (https://wiki.egi.eu/wiki/EGI_Service_requests) 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):
  - o Service Compute: 90%
    - ▪ Component Provider Ibergrid - BIFI: 90%
  - o Service Storage: 90%
    - ▪ Component Provider Ibergrid - BIFI: 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):
  - o Service Compute: 95%
    - ▪ Component Provider Ibergrid - BIFI: 95%
  - o Service Storage: 95%
    - ▪ Component Provider Ibergrid - BIFI: 95%

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[10] https://wiki.egi.eu/wiki/FAQ_GGUS-Ticket-Priority

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.
- 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.
- 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	Lanfranco Marasso lanfranco.marasso@eng.it
Customer technical contact	Marco Alessi Marco.Alessi@eng.it
EGI Foundation contact	Sy Holsinger slm@mailman.egi.eu EGI GoSafe Project Representative

EGI Foundation technical contact	Gianni Dalla Torre
	support@egi.eu
	Cloud Community Support Officer
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	With the Agreement ending.	EGI Foundation	Email to the Customer
Scientific Publications report	The document provides a list of scientific publications benefiting from the Service.	With the Agreement ending.	Customer	During satisfaction review

All reports shall follow predefined templates[11].

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 **two consecutive months**, EGI Foundation will provide justifications to the Customer.
  o 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.

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[11] 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 **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 Provider[12] 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 procedures[13] and to other policy documents referenced therein.

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

- EGI Foundation monitors the Service in order to measure the fulfilment of the agreed service level targets.
- 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:

- **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 Ibergrid - BIFI"**
- The Customer will provide during Agreement review (yearly) list of scientific publications benefiting from the Service.
- The Customer must not share access credentials with anyone else.
- 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).
- The use must be consistent with the Acceptable Use Policy[14] of the Service as well as AUP of the provider (if exist).
- 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.
- The Customer will create one or more Virtual Organizations (VOs) to define the group of users entitled to access the Service. Information about the VO will be regularly updated in EGI Operations Portal[15].
- The Customer must request EGI Service Desk support[16] to enable assigning tickets with appropriate VO name.
- When applicable, the Customer is responsible for ensuring that the Virtual Machine images endorsed and listed in the AppDB[17] VO image lists are properly maintained and updated.
- The Customer is responsible for the management of their own data including movement or removal of the date once the agreement is terminated.

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[14] https://documents.egi.eu/document/74
[15] http://operations-portal.egi.eu/
[16] https://wiki.egi.eu/wiki/FAQ_GGUS-New-Support-Unit
[17] https://appdb.egi.eu/

9 Finance and Administration

See section 4 (INVOICING AND PAYMENTS) of the Technical Annex Services Acquisition contract.

10 Review, extensions and termination

The service delivery will automatically end with the end of the GoSafe/gosafe.eng.it project, subject of the subcontracting agreement between EGI Foundation and the customer.

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.