



EGI Foundation

EGI Cloud Compute / cloud.egi.eu VO

Operational level Agreement

Service Provider	EGI Foundation
Component Provider	NGG-INGRID-PT
First day of service delivery	2021-04-09
Last day of service delivery	2022-04-08
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DOCUMENT LOG

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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 Agreement (“the Agreement”) is made between **EGI Foundation (the Service Provider)** and **NGG-INGRID-PT (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.

This Agreement is valid from **2021-04-09** to **2022-04-08**.

The Agreement was discussed and approved by EGI Foundation and the Component Provider **2022-04-09**.

The Component Provider(s) is (are) bound by the terms and conditions of the EGI Default Operational Level Agreement¹ supplemented by the terms and conditions of this specific Agreement:

1 The Services

The Services are defined by the following properties:

Technical	Cloud Compute / NGG-INGRID-PT <ul style="list-style-type: none"> ● Number of virtual CPU cores: 24 ● Memory (GB): 64 ● Local disk (GB): 300 ● Public IP addresses: 2 ● Payment mode offer: Sponsored ● Other technical requirements: n/a ● Duration: 1 year ● Allocation type: pledged ● Supported VOs: cloud.egi.eu ● VO ID card: https://operations-portal.egi.eu/vo/view/voname/cloud.egi.eu ● VO-wide list:n/a ● GOCDB endpoints urls: https://goc.egi.eu/portal/index.php?Page_Type=Service&id=12005
Coordination	This activity is responsible for the coordination of the service maintenance activities with EGI operations team.
Operation	Daily running of the service.
Maintenance	N/A

¹ <https://documents.egi.eu/document/2752>

2 Service hours and exceptions

As defined by the EGI Default Operational Level Agreement.

3 Support

As defined by the EGI Default Operational Level Agreement.

Support is provided via EGI Service Desk² Support Unit: NGI_IBERGRID

3.1 Incident handling

As defined in the EGI Default Operational Level Agreement.

3.2 Service requests

As defined by the EGI Default Operational Level Agreement.

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): 90%

Quality of Support level

- Medium (Section 3)

5 Limitations and constraints

As defined by the EGI Default Operational Level Agreement.

² <http://helpdesk.egi.eu/>

6 Communication, reporting and escalation

6.1 General communication

The following contacts will be generally used for communications related to the Services in the scope of this Agreement.

Service Provider contact	Alessandro Paolini operations@egi.eu EGI Foundation Operations officer
Component Provider contact	Mario David david@lip.pt
Service Support contact	See Section 3

6.2 Regular reporting

As defined in Resource Center OLA.

6.3 Violations

As defined by the EGI Default Operational Level Agreement.

6.4 Escalation and complaints

For escalation and complaints, the Component Provider contact point shall be used, and the following rules apply.

- In case of repeated violation of the Services targets for two consecutive months or four months over a period of 12 months, a review of the Agreement and of the Services enhancement plan will take place involving the parties of the Agreement.
- Complaints or concerns about the Services provided should be directed to the Component Provider contact who will promptly address these concerns. Should the Service Provider still feel dissatisfied, about either the result of the response or the behaviour of the Component Provider, EGI Foundation Director director@egi.eu should be informed.

7 Information Security and data protection

As defined by the EGI Default Operational Level Agreement.

8 Responsibilities

8.1 Of the Component Provider

Additional responsibilities of the Component Provider include:

- Adhering to all applicable operational and security policies and procedures³ and to other policy documents referenced therein.
- Using the communication channels defined in this Agreement.
- Attending OMB⁴ and other operations meeting when needed
- Accepting EGI monitoring services provided to measure fulfilment of agreed service level targets.

8.2 Of the Service Provider

The responsibilities of the Service Provider are:

- Delivering and planning the Services according to a ISO compliant manner.
- Raising any issues deemed necessary to the attention of the Component Provider.
- Collecting requirements from the Resource infrastructure Providers.
- Supporting coordination and integration with other EGI services.
- Providing monitoring to measure fulfilment of agreed service level targets.
- Providing clear interfaces to the EGI SMS processes.

9 Review, extensions and termination

There will be reviews of the service performance against service level targets and of this Agreement at planned intervals with the Service Provider according to the following rules:

- Technical content of this Agreement and targets will be reviewed on a yearly basis
- EGI Foundation shall be entitled to conduct audits or mandate external auditors to conduct audits of suppliers and federation members at a reasonable frequency. These will aim to evaluate the effective provision of the agreed service or service components and the execution of activities related to providing and managing the service prior to the commencement of this Agreement and then on a regular basis. EGI Foundation will announce audits at least one month in advance. The Component Provider / federation member shall support EGI Foundation and all auditors acting on behalf of EGI Foundation to the best of their ability in carrying out the audits. The Component Provider / federation member is obliged to provide the auditors, upon request, with the information and evidence necessary. Efforts connected to supporting these audits by the provider / federation member will not be reimbursed.

³ https://www.egi.eu/about/policy/policies_procedures.html

⁴ <https://wiki.egi.eu/wiki/OMB>

