EGI VO

SERVICE LEVEL AGREEMENT

Customer	**OiPub/VO: vo.oipub.com**
Service Provider	EGI Foundation
First day of service delivery	03/07/2023
Last day of service delivery	30/06/2024
Status	DRAFT
Dissemination level	TLP: RED Confidential
Agreement signature date	03/07/2023
Agreement link	
Template version	v3.19

DOCUMENT LOG

Issue	Date	Comment	Author
0.9	28/07/2023	SLA drafted	Elisa Cauhé
0.9.1	29/07/2023	Updates & recording in documents.egi.eu	Gianni Dalla Torre

TERMINOLOGY

The EGI glossary of terms is available at: https://go.egi.eu/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 **OiPub (the Customer)** to define the provision and support of the provided services as described hereafter. Representatives and contact information are defined in Section 6.

Omni Iota Science Limited,[1] whose registered office is at 49 Villa Fort, Annibale Preca Street, Lija, Malta, with registration number C96803 ("OiPub"), hereby represented by Robert Bianchi Testaferrata Bonici, CEO & Co-Founder.

In total, the Component Provider supporting this Agreement with the Customer offer:

Providers	Cloud Compute	Online Storage	Check-in
IISAS-FedCloud (SK)	8 vCPU cores 16GB RAM	7 TB	No. 1 COU group in COManage[2] for the vo.matycs.eu VO
Totals Resources allocated	8 vCPU cores 16GB RAM	7 TB	
Total Costs	€ 1700 [4]	€ 350 [4]	
Full Total	€ 2050 [4]		

The Component Provider is delivering a part of the Service(s) and are listed in Section 1.

This Agreement is valid from **01/07/2023** to **30/06/2024**.

The Agreement was discussed and approved by the Customer and the Service Provider on **03/07/2023**.

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[1] https://oipub.com/
[2] https://aai.egi.eu/registry/co_petitions/start/coef:339

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.
- **Opportunistic** - Resources are not exclusively allocated, but subject to local availability.
- **Time allocation** - Resources are available for a fixed time period.

Example of possible usage of the services in the EGI portfolio:

- High-Throughput Compute: Opportunistic usage.
- Cloud Compute: Pledged or Time allocation.
- Cloud Container Compute: Pledged or Time allocation.
- Online Storage: Pledged or Time allocation.

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 Services used.

The Services are defined by the following properties:

Cloud Compute (category: Compute)

Description: https://www.egi.eu/services/cloud-compute/

- Component Provider: **IISAS-FedCloud (Country: Slovakia)**
    - o   Cloud Compute
        - ▪ Number of virtual CPU cores: 8 in total
        - ▪ Memory per core (GB): 16 in total
        - ▪ Local disk (GB): 40 GB
        - ▪ Public IP addresses: Yes
        - ▪ Payment mode offer: Pay-for-use
        - ▪ Other technical requirements:
        - ▪ Duration: 01/07/2023 - 30/06/2024
    - o   Allocation type: Pledged
    - o   Provider AUP link: https://documents.egi.eu/document/
    - o   Supported VOs: **vo.oipub.com**
    - o   VO ID card: https://operations-portal.egi.eu/vo/view/voname/vo.oipub.com
    - o   VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/vo.oipub.com/image.list
    - o   GOCDB endpoint urls: cloud.ui.savba.sk (org.openstack.nova)

Cost [€]	
Cloud Compute	€ 1700³
Technical Support	Included in the cost of the service
Full Total	€ 1700⁵

Online Storage (category: Storage)

Description: https://www.egi.eu/services/online-storage/

- Component Provider: **IISAS-FedCloud (Country: Slovakia)**
  - o Online Storage
    - Guaranteed storage capacity [TB]: 7
    - Opportunistic storage capacity [TB]:
    - Standard interfaces supported⁴: Cinder
    - Storage technology⁵: Ceph, NFS
    - Other technical requirements:
    - Duration: 01/07/2023 - 30/06/2024
    - Payment mode offer: Pay-for-use
  - o Provider AUP link: https://documents.egi.eu/document/
  - o Supported VOs: **vo.oipub.com**
  - **o** VO ID card: https://operations-portal.egi.eu/vo/view/voname/vo.oipub.com
  - o VO-wide list: https://vmcaster.appdb.egi.eu/store/vo/vo.oipub.com/image.list
  - o GOCDB endpoints urls: N/A

Cost [€]	
Online Storage	€ 350,00⁵
Technical Support	Included in the cost of the service
Full Total	€ 350,00⁵

Check-In (category: Security)

Description: https://www.egi.eu/services/check-in/

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³ Excluding VAT (reverse charging)
⁴ CDMI, POSIX, SWIFT, etc.
⁵ DPM, dCache, STORM, etc.

- Component Provider:
  - Check-In (as community AAI/IdP):
    - Deployment Type[6]: Shared
    - AAI protocol[7]: OIDC
    - Authentication options (select all that apply)[8]:
    - User registration and group management service operated by[9]: EGI
    - User registration and group management[10]: no.1 COU group (vo.oipub.com)[11]
    - Access to the e-infrastructure services[12]: EGI

The Services are supported by additional services:

- Accounting[13]
- Service Monitoring[14] (EGI operational Virtual Organisation only)

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

- Monitoring of **vo.oipub.com**
- 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"[15]) will be notified via email in a timely manner i.e. 24 hours before the start of the outage[16].
- Downtime periods exceeding 24 hours need justification.

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[6] Shared, Dedicated.
[7] OIDC, SAML (multiple options can be selected).
[8] eduGAIN, ORCID, Google, Facebook, LinkedIn, X.509 digital certificates, Other (please specify).
[9] Community, EGI.
[10] COmanage, Perun, VOMS, ask EGI support to choose the group management technology, Other (customer can specify other group management systems).
[11] https://aai.egi.eu/registry/co_petitions/start/coef:345
[12] EGI, EUDAT, GEANT (multiple options can be selected).
[13] https://accounting.egi.eu/
[14] https://argo.egi.eu/
[15] https://docs.egi.eu/internal/configuration-database/downtimes/
[16] https://goc.egi.eu/

3 Support

Support is provided via EGI Service Desk[17]. Access requires a valid X.509 or the login via an EGI Check-in. 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[18]**

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

Incidents will therefore be dealt with according to their priority, with the following response times:

Incident priority[19]	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

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

3.2 Service requests

In addition to resolving incidents, standard service requests[20] will be fulfilled through the defined support channels in the same way as incidents. Service requests are classified as "Less urgent".

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[17] https://helpdesk.egi.eu/
[18] https://docs.egi.eu/internal/helpdesk/features/quality-of-support-levels/
[19] https://docs.egi.eu/internal/helpdesk/features/ticket-priority/
[20] 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):
  - Service [Cloud Compute]: 95%
    - IISAS-FedCloud: 95%
  - Service [Online Storage]: 95%
    - IISAS-FedCloud: 95%
  - Service [Check-in]: 95%

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):
  - Service [Cloud Compute]: 95%
    - IISAS-FedCloud: 95%
  - Service [Online Storage]: 95%
    - IISAS-FedCloud: 95%
  - Service [Check-in]: 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.
- 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 that 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

  o fire, flood, earthquake or natural phenomena,

  o war, embargo, riot, civil disorder, rebellion, revolution

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

- 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 during the time window of this agreement.

6 Communication, reporting and escalation

6.1 General communication

The following contacts will be generally used for communications related to the Service(s) in the scope of this Agreement.

Customer contact	Robert Bianchi robert@oipub.com
Customer technical contact	Robert Bianchi robert@oipub.com
EGI Foundation contact	Elisa Cauhe elisa.cauhe@egi.eu EGI DIH Coordinator
EGI Foundation technical contact	Gianni Dalla Torre gianni.dallatorre@egi.eu Cloud community 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(s), 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 six months	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

Service Performance Report:

- EGI Foundation will provide every **six months** a written report about the performance of the Service(s) with the justification of any underperforming and SLA violation.

- A link to the **EGI Operations Portal SLA Reports** to check the status of the Customer's SLA and download periodic report is also available[21].

Scientific Publication report:

- The Customer will provide a list of publications supported by the Service(s) and acknowledging the usage of the Service(s).
  The acknowledgement statement specified in Section 8.2 shall be included in the Customer's website and reported in any scientific publications profiting from the use of the Services defined in Section 1.

All reports shall follow predefined templates[22].

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.
  - o In case of unavailability of the Component Provider to provide the Service(s), the EGI Foundation will search for a new Component Provider and support migration.

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[21] https://operations-portal.egi.eu/sla/a/slaReports
[22] https://documents.egi.eu/document/2748

- 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.

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(s) apply.

- The Customer must comply with the **Acceptable Use Policy and Conditions of Use (AUP)**[23], if a service-specific or Component Provider-specific AUP is not provided to the Customer or displayed when accessing the service, the general EGI Federation AUP applies.
- When the Customer is managing a community to manage access to the resources, they must comply with the **Community Membership Management Policy**[24].
- For the processing of access data (i.e. data related to authentication going through Check-in), the Customer's Home Organisation, EGI Foundation (the Service Provider) and the Component Providers hold the role of data controllers. As part of the authentication process, personal data is transmitted between these data controllers based on the consent of the user (data subject). In this context, and unless it has been agreed to use a different model, there is no need for having any particular data processing agreement in place.
- In the event that the Customer, as Data Controller, processes personal data (research data, personal data of their users or visitors) on the resources provided, EGI Foundation (the Service Provider) will act as Data Processor and enter in a Data Processing relationship with the Data Controller. As an additional service, EGI Foundation provides standard templates for Data Processing Agreements (DPA) with EGI Foundation as a Data Processor[25] that can be used by the Data Controller. If a DPA is being put in place and if EGI Foundation is involving

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[23] https://documents.egi.eu/document/3600
[24] https://documents.egi.eu/document/3234
[25] https://documents.egi.eu/document/3745

sub-processors, sub-processor agreements will be signed between EGI Foundation and the Component Providers acting as sub-processors.

- ○ When EGI Foundation is acting as a Data Processor, the Technical and Organisational Measures (TOM) put in place by EGI Foundation to protect personal data during their processing can be consulted in the EGI Document Database[26].
- ○ In situations where other organisations are acting as subcontracted data processors on behalf of EGI Foundation, EGI Foundation aims at ensuring that the technical and organisational measures implemented by the subcontracted processors equal, at minimum, the processing security level indicated by EGI Foundation TOM.

- EGI Foundation and their subcontracted data processors, if any, will comply with the EGI Policy on the Processing of Personal Data[27].
- In case the service or provider's privacy policy is not supplied to the Customer, or is not displayed when accessing a given service, the Customer can refer to the one published on the service-specific description page on the EGI Website[28, 29].
- EGI Foundation is conforming to the GÉANT Code of Conduct (v1.0) and personal data will be processed in accordance with the Code of Conduct for Service Providers[30].
- Security incidents affecting the services described in Section 1 must be reported to abuse@egi.eu within 4 hours after their discovery and handled according to SEC01: EGI CSIRT Security Incident Handling Procedure.
- Additional policies and procedures to be enforced across the EGI Federation are in in place[31], notably:
  - ○ EGI-doc-3015: e-Infrastructure Security Policy
  - ○ EGI-doc-3601: Service Operations Security Policy
  - ○ EGI-doc-2934: Security Traceability and Logging Policy
  - ○ EGI-doc-2935: Security Incident Response Policy

8 Responsibilities

8.1 Of EGI Foundation

Additional responsibilities of EGI Foundation are as follows:

- EGI Foundation monitors the Service(s) and its components in order to measure the fulfilment of the agreed service level targets.

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[26] https://documents.egi.eu/document/3737
[27] https://documents.egi.eu/document/2732
[28] https://www.egi.eu/services/
[29] Example: See the EGI AAI Check-in Privacy Policy at: https://www.egi.eu/service/check-in/
[30] https://wiki.refeds.org/display/CODE/Data+Protection+Code+of+Conduct+Home
[31] https://go.egi.eu/policies_procedures

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

8.2 Of the Customer

Additional 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 the EGI with the dedicated support of IISAS-FedCloud".**
- The Customer will provide, during the Agreement review (yearly), a list of scientific publications benefiting from the Service(s) defined in Section 1.
- 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 Customer must not share access credentials with anyone else.
- The use must be consistent with the Acceptable Use Policy[32] of the Service as well as AUP of the Service Provider (if exist).
- By default, the data stored in the Service Provider by the Customer are not backed-up except if explicitly specified in the Agreement.
- The Customer will notify the Service Provider in the event that the actual amount of the Service(s) used results to be lower or higher than estimated. The Customer shall request an update of the Agreement to ensure optimal usage of the Service(s).
- The Customer will create, with the support of the Service Provider, one or more Virtual Organisations (VOs) to define the group of users entitled to access the Service. Information about the VO will be regularly updated in the EGI Operations Portal[33]. Management of the VO should be done according to the Community Membership Management policy documented in Section 7.
- The Customer must request EGI Service Desk support[34] to enable assigning tickets with the appropriate VO name.
- When applicable, the Customer is responsible for ensuring that the Virtual Machine images endorsed and listed in the AppDB[35] 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 data once the agreement is terminated.

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[32] https://documents.egi.eu/document/74
[33] http://operations-portal.egi.eu/
[34] https://wiki.egi.eu/wiki/FAQ_GGUS-New-Support-Unit
[35] https://appdb.egi.eu/

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).

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
Period 1 (01/07/2023 – 30/06/2024) Note: The service delivery period can be subjected to changes depending on Customer requests.	Once for € 2050 + VAT within 7 days of agreement end date. Payment is due within 30 days of the invoice date.	The **Service Provider** (EGI Foundation)	Email to **Customer** together with Service Performance Report for period.

Invoice details:

Name: Robert Bianchi

Address:

Tel.:

VAT: <Add here the Customer's VAT for the invoice>

Email: robert@oipub.com

Date: [DD/MM/YYYY]

Reference:

10 Review, extensions and termination

The Services performance will be reviewed against the defined Service level targets according to Section 4. The Agreement will be annually reviewed until expiration.

If the Customer wishes to extend the duration after the Agreement termination date, an extension will be negotiated with EGI Foundation. **The extension of the agreement between the Customer and the Service Provider shall be justified upon the receiving of a list of scientific publications produced**

during the duration of the agreement, and the effective use of the Service(s) as reported in the EGI Accounting Portal[36].

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.

11 Signatures

EGI Foundation

Name: Tiziana Ferrari   Signature:

Title: Director   Date: 03/07/2023

Place: Amsterdam, the Netherlands

Omni Iota Science Limited (OiPub)

Name: Robert Bianchi   Signature:

Title: CEO   Date:03/07/2023

Place: Lija, Malta

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[36] https://accounting.egi.eu/