

User Community Operation Level Agreement

Document log

Issue	Date	Comment	Authors
0.1	2020 Apr 07	First draft	WP4
0.2	2020 Sep 15	Removed the types of services to be supported. Other minor changes	WP4
0.3	2020 Oct 08	Integrate corrections approved during today's meeting	WP4
1.0	2021 Apr 13	First version, after internal review	WP4

The present Operational Level Agreement ("the Agreement") is made between:

- INFN-Cloud (the Federator)
- The Resource Center: <name of RC> (the RC)

to define the provision and support of the provided services, as described hereafter, to support the User Community: <name of UC> (the Customer)

The main objective of the Customer is: <short description of goals and use cases>

This Agreement is valid from <date> to <date>.

The Agreement was discussed and approved by the INFN-Cloud management and the RC on <date> .

Once approved, this Agreement is automatically renewed, as long as the RC does not express a decision to terminate the Agreement at least a month before the end date of the Agreement.

The Agreement extends the Resource Center OLA with following information.

Terminology

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.

The Services

Resources provided by the RC to the Customer:

- Number of virtual CPU cores:
- Memory per core (GB):
- Local disk (GB) per virtual instance:
- Number of public IP addresses:
- GPUs (number and models):
- Block storage (GB):
- Object storage (GB):
- Infrastructure framework used by the RC:
- Other technical information (e.g. CPU characteristics, overcommitment factors, storage configuration, etc.):

Allocation type:

- Pledged - Resources are exclusively reserved to the Customer
- Opportunistic - Resources are not exclusively allocated, but subject to local availability.

Service hours and exceptions

As defined in Resource Center OLA.

Support

As defined in Resource Center OLA.

Service request handling

As defined in Resource Center OLA.

Security incident handling

As defined in Resource Center OLA.

Service level targets

As defined in Resource Center OLA.

Limitations and constraints

As defined in Resource Center OLA.

Communication and contacts

As defined in Resource Center OLA.

Violations

As defined in Resource Center OLA.

Escalation and complaints

As defined in Resource Center OLA.

Information security and data protection

As defined in Resource Center OLA.

Responsibilities of the RC

As defined in Resource Center OLA.

Responsibilities of the Federator

As defined in Resource Center OLA and:

- Support coordination and conflict resolution with the Customer.
- Support coordination with other RCs.

Responsibilities of the Customer

All responsibilities of the User Community are listed in relevant User Community SLA.

Withdrawals

As defined in Resource Center OLA.

Reviews of the Agreement

As defined in Resource Center OLA.