



## INCD SERVICE LEVEL AGREEMENT

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<b>Customer</b>	Instituto Superior de Agronomia
<b>Valid from</b>	1 December 2019
<b>Valid to</b>	31 December 2021
<b>Status</b>	DRAFT
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## 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.

## Contents

1 General .....	4
2 Scope & description of the service.....	4
3 Service hours and exceptions .....	5
4 Support .....	5
5 Service level targets .....	5
6 Limitations and constraints.....	5
7 Communication, reporting and escalation.....	6
7.1 General communication .....	6
7.2 Regular reporting .....	6
7.3 Violations .....	6
8 Information security and data protection.....	7
9 Responsibilities .....	7
9.1 Of INCD .....	7
9.2 Of the Customer .....	7
10 Review, extensions and termination.....	8

## 1 General

This SLA is made between **Infraestrutura Nacional Computação Científica (the Service Provider)** and **Instituto Superior de Agronomia (the Customer)**, to cover the provision and support of the service as described hereafter.

## 2 Scope & description of the service

- a) This agreement applies to the provisioning of INCD services to support the scientific activities of the customer related to the GBIF and PORBIOTA research infrastructures.
- b) INCD will host and manage the IT equipment provided by the customer, defined in the annex 1.
- c) The hosted IT equipment must be integrated in the INCD cloud computing service.
- d) Two types of hosted IT equipments are foreseen:
  - 1. Cloud compute nodes – computers dedicated to execute virtual machines
  - 2. Cloud storage nodes – computers dedicated to provide storage
- e) The hosted IT equipment will obey to the hardware and software specifications defined by INCD.
- f) The hosted IT equipment will be installed, managed and operated according to the architecture, policies and practices of the INCD cloud computing service.
- g) The hosted IT equipment will be managed exclusively by INCD.
- h) The customer will be able to use the hosted IT equipment namely:
  - 1. Instantiate virtual machines in the hosted cloud compute nodes via the INCD cloud computing service.
  - 2. Use block storage and/or object storage provided by the hosted cloud storage nodes via the INCD cloud computing services.
- i) The customer will make available for use at INCD discretion:
  - 1. 30% of the total compute nodes capacity (measured in number of CPU cores, physical memory and disk storage)
  - 2. 30% of the total storage nodes capacity (measured in disk storage)
- j) INCD retains the right to introduce changes in how the cloud computing service is provided, in which case the customer will be notified with 6 months notice.

### 3 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**”). These interruptions will be notified via e-mail to the customer contact in a timely manner i.e. 72 hours before the start of the outage.
- Unforeseen incidents and urgent maintenance interventions aimed to prevent major service degradation (“**unscheduled downtimes**”). These interruptions will be notified via e-mail to the customer contact as soon as possible.

### 4 Support

Support is provided via the INCD Helpdesk ([helpdesk@incd.pt](mailto:helpdesk@incd.pt))

- Monday to Friday with the exception of public holidays.
- From 9:00 to 17:00 Lisbon Time

### 5 Service level targets

#### Monthly Availability

- INCD does not guarantee availability. All services are supplied on a best effort basis.

#### Monthly Reliability

- INCD does not guarantee reliability. All services are supplied on a best effort basis.

### 6 Limitations and constraints

The Services provisioning is subject to the following limitations and constraints

- INCD does not provide any warranties about its services beyond the ones specified in this document.
- Although the services are designed for redundant continuous non-stop operation they are supplied on a best effort basis.
- The provisioning of the service is subjected to the availability of physical datacenter facilities and external funding to support the associated operational costs. INCD can

only deliver the services while funding for these costs will be provided by the funding authorities.

- Support is provided in English or Portuguese.

## 7 Communication, reporting and escalation

### 7.1 General communication

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

<b>Customer contact</b>	Rui Figueira ruifigueira@isa.ulisboa.pt GBIF Portugal Node Manager
<b>INCD contact</b>	João Pina <a href="mailto:helpdesk@incd.pt">helpdesk@incd.pt</a> INCD Operations Officer
<b>Service Support contact</b>	See Section 4

### 7.2 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
Service review	Review of this agreement with feedback from both parties.	Yearly and with the SLA ending.	INCD	Sent to both SLA contacts e-mail.
Usage report	Amount of nodes compute capacity and storage used by other users than PORBIOTA	Yearly and with the SLA ending.	INCD	Sent to both SLA contacts e-mail.

Availability and reliability incidents	The document provides a report availability and reliability incidents	Quarterly	INCD	Sent to both SLA contacts e-mail.
Scientific results and publications report	The document provides list of scientific results and publications benefiting from the Service.	Yearly and with the SLA ending.	Customer	During yearly SLA review

All reports shall follow predefined templates.

### 7.3 Violations

- Both parties commit to inform the other party, if this agreement is violated or violation is anticipated. Issues with this agreement should be reported to the INCD contact (Section 7.1).
- In case of violation of this agreement by one of the parties, the other party can terminate this agreement.
- Both parties are free from liability or obligation when an extraordinary event or circumstance beyond the control of the parties prevents one or both parties from fulfilling this agreement.

## 8 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. Both parties will make every effort to maximize security level of users' data and minimize possible harm in the event of an incident.
- Both parties will abide by the applicable information security and data protection legislation and by any policies defined by INCD concerning the service being provided.

## 9 Responsibilities

### 9.1 Of INCD

Additional responsibilities of INCD are as follows.

- INCD adheres to all applicable operational and security policies and procedures and to other policy documents referenced therein.
- INCD monitors the service in order to assess the agreed service level targets.

## 9.2 Of the Customer

The responsibilities of the Customer are:

- The customer facilitates the use of INCD acknowledgement by communicating to users the need of adding the following sentence in acknowledgement:
  - ***“This work was produced with the support of INCD funded by FCT and FEDER under the project 22153-01/SAICT/2016”***
- The Customer will provide during the SLA review (yearly) the list of scientific publications benefiting from the Service.
- The Customer must provide tangible scientific results to be provided and assessed during the service review (yearly).
- 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 actions performed by the Customer when using the INCD services must not violate the applicable laws.
- The use must be consistent with the Acceptable Use Policy of the Service.
- The Customer will notify the Provider in case the actual services used are under- or over-estimated.

## 10 Review, extensions and termination

The service delivered will be reviewed against the defined Service level targets. The review will take place annually until expiration under the terms defined in section 7.2.

This agreement can be terminated at any time upon agreement of the parties.

## Annex 1

List of IT equipment provided by the Customer and that will be hosted and managed by INCD in the context of this agreement.

Type	Quantity	Total Height	Characteristics
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	(number)	(rack units)	(model, CPU cores, RAM, disks, etc)
Cloud compute node	2	2x1U	server with 2(two) CPU <b>AMD EPYC 7501</b> , 24 CPU CORES per processor, 384 GB RAM, 2xSSD 960 GB, 4x2TB SATA3
Storage compute node	1	2U	server with 2(two) CPUs <b>XEON SILVER 4110</b> , 2x8 CPU cores, 192 GB RAM, 2 SSD SATA3 internal discs, 24x8TB data storage discs