Service Level Agreement
EO Network of Resources – Platform Tier (19-CLOU-002)

Service description

EarthConsole is a platform facilitating the exploitation and analysis of Earth Observation data for different research, social or business purposes. The platform is easily accessible from any location, any device and at any time, being developed on a cloud environment where to be processed data are readily available without need for download. It offers services in areas not covered by other platforms such as the scalable parallel computing supporting massive processing campaigns tailored on user requirements. EarthConsole adopts a user-centred evolution model to support its continuous improvement process.

The following EarthConsole services are offered via the EO Network of Resources:

Service	Notes
G-BOX-IDE	Geoscience Toolbox (Integrated Development Environment)
G-BOX-H	Geoscience Toolbox (Algorithm Hosting)
P-PRO	Parallel Processing of large EO datasets

Furthermore, the following user support services are offered to ensure optimal utilization of the above mentioned services:

- Basic User Support
- Earth Console G-BOX and Ad-hoc customisation
- I-APP - Support to Application Integration

Service Level Agreement
This Service Level Agreement guarantees general warranty for the period of operations and 24/7 monitoring of the service. Normal Working Days (NWD) and Normal Working Hours (NWH) refer to Italian normal business days.

Service Availability
The Service is maintained on-line and accessed by the user via a web based interface. The target service availability is 99% on a monthly basis.

Service Requests and Helpdesk
Service requests can be sent to support@earthconsole.eu or via the contact form on https://earthconsole.eu or via the ticketing system available to registered users.

Type of request	Response time
Service Request	3NWD
Routine Incident	2NWD
Critical Incident	1NWD
Blocking Incident	4NWH

Retention Period
Users can retrieve output data within 10NWD after the completion of a P-PRO processing campaign.
For the G-BOX-IDE users can retrieve their data within 5NWD after the end of subscription.