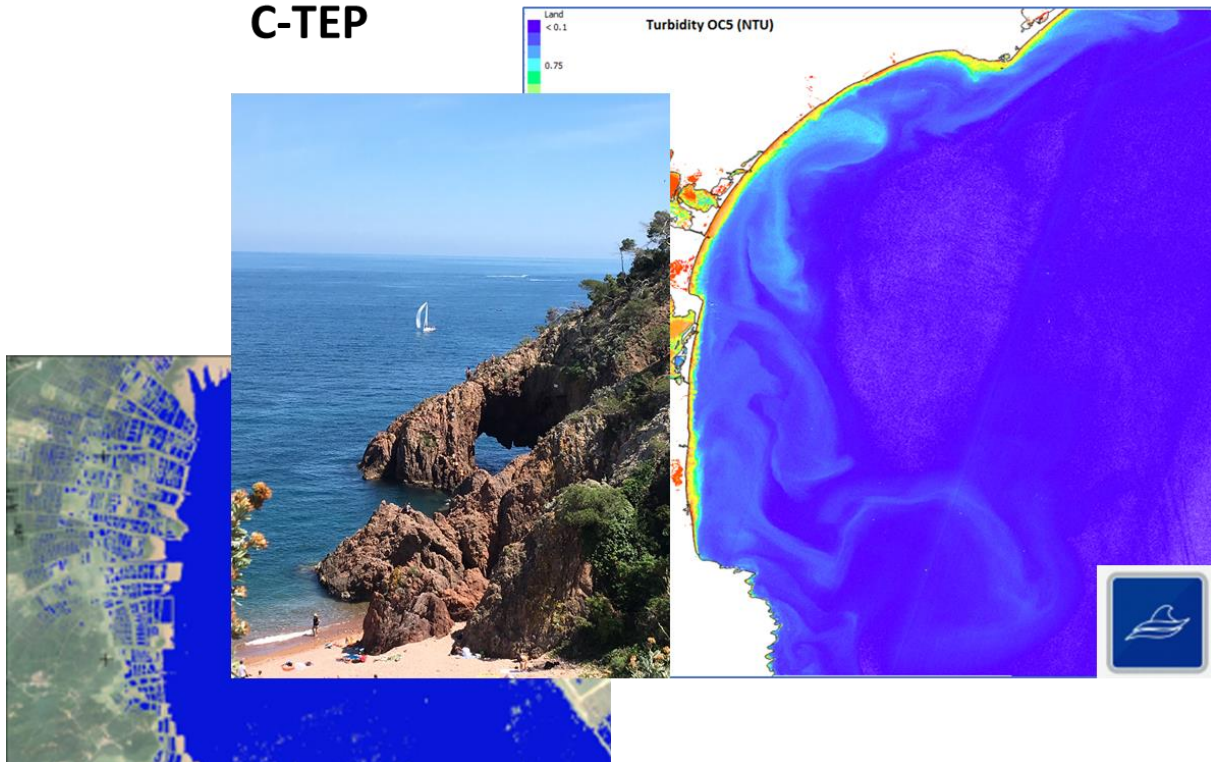


C-TEP



Service Level Agreement

CTEP.ACR.SLA.001
Issue: 1.0
Date: 12/03/2020
Contract: internal



CTEP services
Service Level Agreement

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Changes Log

Version	Date	Changes
1.0 First version	12/03/2020	First version



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1 Introduction

1.1 SLA Terms & Clauses

1.1.1 Scope of the agreement

The information provided in the SLA is used to:

1. Define the extent of service that will be provided by ACRI-ST to **Customer**
2. Define the duties of each parties in the frame of this service
3. Support the review of the performance status of the service. It is understood that failure to meet service level targets will result in service penalties in accordance with the contractually agreed scheme.

1.1.2 Parties, roles and responsibilities

1.1.2.1 Supplier

The supplier of the CTEP Service proposed in the frame of this SLA is ACRI-ST who is fully responsible for the services. ACRI-ST is thus the main point of contact with the customer.

1.1.2.2 Customer

The Customer of the CTEP Service is **\$\$\$\$\$\$**.

1.1.3 Duration

The duration is set for a period of 12 months. The agreement will be annually updated (**date**) according to the latest technical developments and automatically renewed, unless a termination notification is sent by the user during the current year.

1.2 Validity and Review

1.2.1 Validity

The SLA is fully applicable as soon as the initial phase of the service starts and will end at the termination of the service contract.

1.2.2 Review

The SLA will be regularly revised to consider any new event which might have an impact onto the service performances, for example an upgrade of processor or of the CTEP user's interface. Lessons learnt could also be considered to fine-tune the terms of the SLA during the service contract lifetime.



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1.2.3 SLA termination

SLA can be stopped at the justified initiative of one of the two parties. In such case, and if on customer's initiative, ACRI-ST shall be contacted at least two month in advance to negotiate SLA closure.

1.3 Communication

Contact points for the two parties are listed below:

ACRI-ST	<ul style="list-style-type: none">o Antoine Mangin, support@coastal-tep.euo ACRI-ST, 260 route du Pin Montard, BP234, 06904 Sophia Antipolis Cedex, Franceo +33 4 92 96 75 08
Customer	<ul style="list-style-type: none">o Name / emailo Deputy name / emailo Post mail addresso Phone number

2 General Conditions of Service

2.1 Service Lines

The CTEP Service is split in three different service lines.

- Service line A (SL-A): Data processing service
- Service line B (SL-B): User algorithm hosting
- Service line C (SL-C): Value added products provision

Each of these services is described in the service catalogue. The cost of each of these services is available in the proce list document.

2.2 Limitation of use and responsibility

2.2.1 Limitation of use

For the products delivered and or processed through the CTEP service, the following disclaimer is applicable:

“Neither CTEP service, nor any person or company acting on their behalf is responsible for the use, which may be made of the information, products generated through the CTEP service or generated with outputs of the CTEP service.”

2.2.2 Customers duties

Customer will:

1. Report on any service failure as soon as detected,
2. Not distribute any of the products generated under the frame of this SLA to any other parties (exceptional case has to be negotiated with ACRI-ST an will result in a specific annex of this SLA).
3. Acknowledge the source of the data processing in all publications and applications

2.3 Service monitoring

The main ACRI-ST’s duty is to ensure a proper functioning of service to the customer. To that end, KPI are regularly computed to, eventually, adapt the actual cost of the service to the actual level of the service wrt customers expectations.

2.3.1 Service KPIs

The KPIs are collected and calculated by ACRI-ST every month. The evaluation of the overall performances of the service may lead to service penalties applied to the monthly cost.

The maximum service penalty is capped at 10%.

The proposed service penalty scenario is as follow:

- The service penalty is calculated at the end of each calendar month;

- The service penalty is calculated by the following formula:

$$\text{Service Penalty (\%)} = \frac{\sum_i w_i \cdot (1 - KPI_i)}{\sum_i w_i} \cdot 10$$

where KPI_i is an integer equal to either 1 (success) or 0 (failure) and w_i is a weighting factor from 5 to 30 assigned to KPI_i .

2.4 Agreement per service line

2.4.1 Service Line A: Data processing service

KPIs of service line A are detailed in Table 1. For each KPI are indicated:

- The KPI identifier;
- The weight assigned to this KPI;
- The indicator;
- The measurement means.

Table 1: KPIs of Service Line A

KPI IDs	Weight	Performance indicators	Measurement
A10	30	The processing service shall be available and operationally usable 24/7 for the full execution of the processing runs. Threshold = the minimal set of cores to perform the reprocessing activities shall be available 95% of the time.	Nagios statistics
A20	20	The reprocessing service dissemination shall provide a permanent and stable connection that ensures a minimum net bandwidth, evenly distributed within a day. (data dissemination option)	Routine bandwidth check Network statistics
A30	25	The reprocessing service dissemination shall provide a high availability 99% to data access outside system maintenance mode (data dissemination option)	Nagios statistics Network statistics
A40	25	Generated datasets shall be stored on a private store place	Backup monitoring

2.4.2 Service Line B: User algorithm hosting

KPIs of service line B are detailed in the following table, with:

- The KPI identifier;
- The weight assigned to this KPI;
- The indicator;
- The measurement means.

Table 2: KPIs of Service Line B

KPI IDs	Weight	Performance indicators	Measurement
B10	5	Service disruptions reported by the customer by means of a trouble ticket shall be reacted by the service provider during NWH/NWD in less than 12 hrs	GLPI information
B20	10	Service restoration (vs criticality): three NWD for non-blocking trouble issues, next NWD for blocking trouble issues.	Ticket date Nagios statistics
B30	5	A confirmation note shall be delivered not later than 4 NWH after service restoration.	Nagios statistics Email date
B40	10	The reprocessing service dissemination shall be able to provide reprocessed products not later than 2 NWD after they have been validated and approved	Email date
B50	10	100% of planned events shall be announced to customer one month before if the maintenance has an impact on the service.	Email date
B60	50	Processed data shall be delivered in time as per the plan agreed between ACRI-ST and the customer. KPI=1 if data is delivered in time, then -0.25 per week of delay. Minimum KPI=0.	Email date
B70	10	Reporting to the customer of incidences with potential impact on service performances shall be performed maximum 24h after detection of occurrence	Email date

2.4.3 Service Line C: Value added product provision

KPIs of service line C are detailed in the following table, with:

- The KPI identifier;
- The weight assigned to this KPI;
- The indicator;
- The measurement means.

Table 3: KPIs of Service Line C

KPI IDs	Weight	Performance indicators	Measurement
C10	25	Full availability of the proposed dataset	Editing
C20	50	Full access of the proposed dataset	ftp testing
C30	25	Full documentation of the proposed dataset (quality indicators, metadata)	Editing



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2.5 Operation interfaces

The following table presents the list of contact points to be used during the service provision.

During NWD/NWH: Monday to Friday from 9:00 to 18:00 CET

	Name	Role	email	Phone number
to:	CTEP helpdesk		support@coastal-tep.eu	+33 4 92 96 71 13
cc:	Antoine Mangin (ACRI-ST)	Service Manager	antoine.mangin@acri-st.fr	+33 4 92 96 75 08
cc:	Jean-Michel Rivet (ACRI-ST)	Service Manager deputy	jean-michel.rivet@acri-st.fr	+33 4 92 96 71 24
cc:	Stéphane Clouaire (ACRI-ST)	Network / Security manager	stephane.clouaire@acri-st.fr	+33 4 92 96 75 02



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3 Specific Conditions of Service

The present Service Level Agreement is signed between ACRI-ST and **customer**. The following are described the specific extent of the service.

3.1 Service Lines covered by this SLA

To fill as appropriate

3.2 Cost of the services

To fill according to price list and service extent above.



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4 STATEMENT

We, the undersigned, certify that the information indicated in the present agreement is correct, appraise the general terms and conditions, and acknowledge the technical description of the service.

<p>Date : __/__/__</p> <p>For customer</p>	<p>Date : __/__/__</p> <p>For ACRI-ST</p>
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