**Service Level Agreement for the repository**

# The Service and Access

The services of the <NAME OF THE PROVIDER NODE> are provided by the <NAME OF THE INSTITUTION> (“the Provider”). This clause defines the Level Service Level Agreement (SLA), valid for the services of the <NAME OF THE PROVIDER NODE> provided to support the access and processing of the data held in this node in the context of the EUCAIM Infrastructure.

The provider commits to the EUCAIM Infrastructure through the <NAME OF THE PROVIDER NODE> the following resources:

* <NUMBER AND TYPE OF GPUs>
* <NUMBER AND TYPE OF CPU CORES>
* <RAM MEMORY>
* <PERSISTENT STORAGE>
* <ANY OTHER RELEVANT EQUIPMENT>

Resources that will be shared among the users and provided “as available”.

The access to the repository will include <REMOVE THE CONDITIONS THAT ARE NOT FULFILLED>:

* Tier 1 compliance: Availability of a FAIR Data Point entry per dataset providing the metadata information of each dataset in RDF format and following the specification of the EUCAIM Hyperontology.
* Tier 2 compliance: Availability of a Federated Search mediator endpoint to query the information about the datasets in the <NAME OF THE PROVIDER NODE> and connected to the EUCAIM Federated Search service.
* Tier 3 compliance:
  + Access to a virtual environment to browse and process (including GPUs and subject to the availability of the resources) the data that the user is authorised to access.
  + Access to processing facilities through EUCAIM Federated Processing service.
* Authentication and Authorization of users through LS-AAI, including a VO sub-group named <NAME OF THE SUBGROUP> in the EUCAIM organisation. Authorisation could be delegated to the LS-AAI (LS-AAI will block users that do not belong to the subgroup) or implemented at the Data Holder’s AAI service based on the entitlements of the LS-AAI.

The use of the resources should be proportional and reasonable and could be revoked by the provider in case of misuse or abuse, or temporarily if an urgent request due to a public health emergency would require those resources.

# Service Conditions

The service is in general delivered 24 hours per day, 7 days per week basis (i.e. 365 days or 8,760 hours), to seamlessly support operations. Planned and announced interruptions may reduce the effective operating time of service.

The following exceptions apply:

* Users will be notified via e-mail in a timely manner, (i.e. at least 72 hours before the start of the outage by e-mail), about the planned maintenance windows or service interruptions (“scheduled downtimes”).
* Unplanned service interruptions will be accompanied by an explanation.
* Downtime periods exceeding 48 hours need justification.
* Human services are provided only during support hours.

Support is available between

* Service issues: Monday to Thursday from 9:00 to 17:00 CET/CEST time, Friday from 9:00 to 14:00 CET/CEST.
* This excludes public holidays at the same time in the organization providing the service.

The Quality of Support level in terms of response time and resolution is defined as follows:

* Low priority, max 5 working days.
* Normal, max 2 working days.
* High, max 1 working day.

Any unsuccessful termination of a request should be clearly justified and documented.

# Availability and Reliability

The Service level will be:

* Monthly Availability defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month.
  + Average service level target (as a percentage per month): 90%
  + Minimum (as a percentage per month): 80%
* Monthly Reliability, defined as the ability of a service or service component to fulfil its intended function at a specific time or over a calendar month, excluding scheduled maintenance periods.
  + Average service level target (as a percentage per month): 95%
  + Minimum (as a percentage per month): 85%

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

* Support is provided in the following languages: Spanish and English.
* Downtimes caused due to upgrades for fixing critical security issues are not considered Agreement violations.
* Force Majeure. A party shall not be liable for any failure of 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 Fire, flood, earthquake or natural phenomena, War, embargo, riot, civil disorder, rebellion, revolution which is beyond the Providers’ control, or any other causes beyond the Providers’ control.

# Contact

The <NAME OF THE PROVIDER NODE> defines the following contact points:

* Responsible Person of the platform: <Name, position and e-mail>
* Responsible Person of the datasets: <Name, position and e-mail>
* Technical Contact point: <Name, position and e-mail>
* Security Contact point: <Name, position and e-mail>

Additionally, the users of the platform could contact the platform staff for general matters by email to <contact-email> and/or through the <issue-tracker> or by regular mail at <regular mail address>. This will be used only under the failure of the issue tracker services. The Quality of Service Response times do not apply to these alternative communication means.