



EOSC-hub

SLA on eTDR

This agreement covers the provision and support of the eTDR (European Trusted Digital Repository) service as described hereafter and is valid for all the customers, if no other agreements are in place. It may be extended or replaced by specific SLAs when relevant.

This SLA is valid from January, 1st 2020.





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Scope & description of the service

This SLA applies to the following service:

- eTDR – European Trusted Digital Repository

eTDR ensures that digital information remains findable, accessible, interoperable and reusable over time. It includes capacity and resource planning, as well as application of long-term preservation techniques and technologies. It also combines policies, processes and actions to ensure access to "born-digital" and reformatted data, regardless of the challenges of technological changes or failures (metadata, file format, media). It relies on front-ends and interfaces to allow the ingestion of datasets.

Service hours & exceptions

The service, according to the CINES corporate SLA as well as the EOSC-hub service catalogue, is in general delivered during 24 hours per day, 7 days per week basis (i.e. 365 days), to seamlessly support business operations. Planned and announced interruptions may reduce the effective operating time of a service. The following exceptions apply:

- Customers will be notified via e-mail in a timely manner, (i.e. at least 24 hours before the start of the outage), about the planned maintenance windows or service interruptions.
- Scheduled downtimes are also listed online – see <https://www.cines.fr/actualites/arrets-maintenance/>).
- Downtime periods exceeding 24 hours need justification.
- Human services are provided during support hours.

There is no on-call duty outside business hours (see [section 5](#)) for this service.

Service components & dependencies

The service covered by this SLA is made up of the following (technical and logical) service components:

| Provider | Services | Function | Description |
|----------|----------|----------|--|
| CINES | B2SAFE | Upload | Upload a Submission Information Packages in eTDR. https://eudat.eu/catalogue/B2SAFE |
| EUDAT | B2HANDLE | Process | Assign a PID handle in order to allowing the B2FIND service to harvest metadata from CINES and make it available on the EUDAT portal. https://eudat.eu/catalogue/B2HANDLE |
| CINES | Ingest | Process | Quality checks. |
| CINES | Archive | Store | Call to back-office system - Arcsys Software. |
| CINES | HPC | Process | Optional HPC processing service: checksum and file format validation processes, OCR generation, etc. |

| | | | |
|-------|-------------|-----------------|---|
| EUDAT | B2FIND | Upload | Webdav call for downloads. https://eudat.eu/catalogue/B2FIND |
| EUDAT | B2FIND | Index | Use the Cines Elasticsearch index |
| CINES | User portal | Access / Search | Use the Cines Elasticsearch index |
| CINES | User portal | Download | Web site and API for downloading. https://opendata.cines.fr/ |

Support

The service covered by the scope of this SLA is provided with the following level of support:

- Support is provided via CINES Service Desk – <https://support.cines.fr/> - access requires a valid local account.
- Service desk is also reachable via email: svp@cines.fr – no account required.

Support is available:

- From Monday to Friday.
- From 9:00 to 17:00 CET/CEST time.
- This excludes public holidays and other closing days – complete list available here: <https://www.cines.fr/actualites/dates-de-fermeture/>.

Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate priority based on the impact and urgency of the incident. In this context, the following priority guidelines apply:

| Incident priority | Description | 1 st response time |
|-------------------|--|-------------------------------|
| Low | Service requests, incidents with minor impact as workaround is available or affecting non-critical functions or procedures | 3 working days |
| High | Incidents with major impact as critical functionality is interrupted, degraded or unusable, having a severe impact on services availability. | 1 working day |
| Critical | Interruption making a critical functionality inaccessible causing a severe impact on service availability. No possible alternative. | 1 working day |

Response and resolution times are provided as service level targets (see [section 6](#)).

Fulfilment of service requests

In addition to resolving incidents, standard service requests will be fulfilled through the defined support channels in the same way as incidents. Service requests priority is classified as “Low”.

Response and fulfilment times are provided as service level targets (see [section 6](#)).



Service level targets

The following are the agreed service level targets for [name of the service]:

| Service level parameter | Description | Target |
|------------------------------|--|---------------------------------|
| Overall service availability | Ability to fulfil the intended function at a specific time or over a calendar month, excluding scheduled maintenance periods | 95% |
| Quality of Support level | Ability to handle incidents depending of their priority | See section 5.1 |

Limitations & constraints

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

- Support is provided in following languages: French, English.
- Downtimes caused due to upgrades for fixing critical security issues are not considered as agreement violations.
- Force Majeure – a party shall not be liable for any failure of or delay in the performance of this SLA for the period that such failure or delay is due to causes beyond its reasonable control. This includes any:
 - fire, flood, earthquake or natural phenomena,
 - war, embargo, riot, civil disorder, rebellion, revolution.

which is beyond the CINES control, or any other causes beyond the CINES control.

SLA violations

CINES commits to inform the customers, if the agreed service targets are violated or violation is anticipated. In this case, CINES will investigate root cause of the violation.

Customers should notify the service support team in case of suspected violation via the Service Desk. The case will be analysed to identify the cause and verify the violation.

Information security & data protection

The following rules for information security and data protection apply:

- Assertion of absolute security in IT systems is impossible. CINES is making every effort to maximize security level of users' data and minimize possible harm in the event of an incident.
- Customers must meet all requirements of any relevant CINES policies or procedures and also must be compliant with the relevant national legislation.





Glossary of terms

For the purpose of this SLA, the following terms and definitions apply:

[List of terms and definitions and / or reference to an external glossary]

Document control

| | |
|-----------------------------|--|
| Document ID | [Unique document identifier] |
| Document title | SLA on eTDR |
| Definitive storage location | [Storage location, e.g. URL of the file on a server or document management system] |
| Document owner | Olivier Rouchon |
| Version | 0.1 |
| Last date of change | 11/10/2019 |
| Next review due date | [Date] |
| Version & change tracking | 0.1 Initial draft |

