



## **HiSEA DELIVERABLE 6.5**

### **SERVICE LEVEL AGREEMENT (SLA)**

#### **WORK PACKAGE NUMBER: 6**

#### **WORK PACKAGE TITLE: SERVICE OPERABILITY, VALIDATION AND DEMONSTRATION**



HiSea Project Information	
<b>Project full title</b>	High Resolution Copernicus-Based Information Services at Sea for Ports and Aquaculture
<b>Project acronym</b>	HiSea
<b>Grant agreement number</b>	821934
<b>Project coordinator</b>	Dr. Ghada El Serafy
<b>Project start date and duration</b>	1 <sup>st</sup> January 2019, 30 months
<b>Project website</b>	<a href="https://hiseaproject.com/">https://hiseaproject.com/</a>

Deliverable Information	
<b>Work package number</b>	6
<b>Work package title</b>	Service Specification and User Requirements
<b>Deliverable number</b>	6.5
<b>Deliverable title</b>	Service Level Agreement (SLA)





<b>Description</b>	For the demonstration cases auditing actions based on the previously defined auditing procedures (Task 5.4) will be performed in order to assess the system reliability and to identify any problem that may affect the system. As a result of these audits, beyond the identification of the aspects that may need improvements; it will also be possible to get the information about the service level agreement (SLA) accomplishment. The ability of being able to commit with an agreed SLA with the clients, including quality, availability and responsibilities, are of the major importance for the services success. There will be two deliverables in total. This will be the first one.
<b>Lead beneficiary</b>	Deltares
<b>Lead Author(s)</b>	Sandra Gaytan
<b>Contributor(s)</b>	Adelio Silva
<b>Revision Date</b>	30/03/2020
<b>Status (Final (F), Draft (D), Revised Draft (RV))</b>	F
<b>Dissemination level (Public (PU), Restricted to other program participants (PP), Restricted to a group specified by the consortium (RE), Confidential for consortium members only (CO))</b>	PU



Document History			
Revision	Date	Modification	Author
0.1	10/03/2020	Create structure and text editing	Sandra Gaytan
0.2	15/03/2020	Text editing	Adelio Silva
0.3	30/03/2020	Review	Bracha Ehrman

Approvals				
	Name	Organisation	Date	Signature (initials)
<b>Coordinator</b>	Ghada El Serafy	Deltares	31/03/2020	GES
<b>WP Leaders</b>	Sandra Gaytan Aguilar	Deltares	31/03/2020	SGA





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## Introduction

Complex service chain such as the HiSea one (see Deliverable 6.2), requires maintenance and periodic audits to the system. This deliverable is the Service Level Agreement (SLA).

Continuous verification and maintenance of the proposed services will be carried out during the project in close collaboration with Task 5.4: Service Monitoring and Routing and Task 6.4: Auditing procedures. Auditing procedures will be defined and as a result, aspects that might need improvement and information on the SLA will be collected. This will lead to an update of the hereafter proposed SLA. The ability to be able to commit with an agreed SLA with the clients, including quality, availability, and responsibilities, are of the major importance for the success of the service.

## 1 Agreement Overview

This agreement represents a Service Level Agreement (“SLA” or “Agreement”) between [Service Provider](#) and [User](#) for the provision of HiSea services required to support and sustain the Service.

This agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This agreement outlines the parameters of all HiSea services covered as they are mutually understood by the primary stakeholders. This agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2 Goals & Objectives

The **purpose** of this agreement is to ensure that the proper elements and commitments are in place to provide consistent HiSea service support and delivery to the User(s) by the Service Provider(s).

The **goal** of this agreement is to obtain mutual Agreement for HiSea service provision between the Service Provider(s) and User(s).

The **objectives** of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

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- Match perceptions of expected service provision with actual service support & delivery.

This agreement specifies in transparent and measurable terms the services to be provided by the Service Provider to the User, including quality requirements, and the obligations of the Service Provider and the User respectively.

### 3 Stakeholders

The following Service Provider(s) and User(s) will be used as the basis of the agreement and represent the **primary stakeholders** associated with this SLA:

**HiSea Service Provider(s):** [Company name](#). (“Provider”)

**HiSea User(s):** [Company name](#) (“User”)

### 4 Periodic Review

This agreement is valid from for the duration of [XXXX](#) months, starting [DD-MM-YYYY](#) and continuing until [DD-MM-YYYY](#), in the frame of the H2020-project HiSea. This agreement should be reviewed at a minimum once per fiscal year; however, in place of a review during any period specified, and the current agreement will remain in effect.

The Business Relationship Manager (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain bilateral agreements/approvals as required.

**Business Relationship Manager:** [Company name](#)

**Next Review Date:** [DD-MM-YYYY](#)

### 5 Service Agreement



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The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this agreement.

### 5.1 Service description

Under this agreement, the Service Provider shall provide to the User certain products, results, files, (meta)data, documentation and/or other information, generated/developed by the Service Provider and/or various other third parties under the Horizon2020 HiSea project (“Project”), which data and/or information is further described in this Agreement in Annexes 1, 2 and 3 (hereinafter referred to as “Service”). The Service is provided by the Service Provider to the User, so the User is able to assess, validate, check, consolidate and/or optimize the Data, and report back to the Service Provider on the Data, all for the purposes of, and in line with the requirements of, the Project.

### 5.2 Obligations of the Service Provider:

User responsibilities and/or requirements in support of this agreement include:

- Reasonable availability of user representative(s) when resolving a service related incident or request.
- The Service Provider agrees to provide the User with the Service according to the Detailed Service Specifications in 5.4.4.
- The Service Provider agrees to ensure adequate quality control is performed, but gives no express or implied warranty/guarantee concerning the information as to the quality or suitability for any particular purpose.
- The Service Provider agrees to ensure that needed technical support to the User to fully utilise the Service will be provided to the User within reasonable limits.
- The product formats and description files / meta data will be delivered by the Data Provider to the User in established standards (INSPIRE conformity).

### 5.3 Obligations of the User:

User obligations include:

- The User agrees to fully participate in the assessment/consolidation of user requirements of the HiSea Service by the Service Provider.
- The User agrees to integrate the Service within his mandate as far as practically possible.







- Full participation in the evaluation and validation process of delivered products using pro-forma documentation and procedures (supplied and supported by the Service Provider) including:
- User Requirements Definition: utility assessment following delivery of the HiSea service. To ensure this, the User provides feedback and validation report on the base of the template/questionnaire provided by the Service Provider.

#### 5.4 Detailed Service Specifications

The Service to be delivered by the Service Provider to the User has the following contents and characteristics:

##### 5.4.1 Service area

The HiSea service will be available in the following geographic area

Service	Sector	Location	Comments
[TBD]	Port/Aquaculture	[TBD]	[TBD]

##### 5.4.2 Service Delivery Mode

The Services will be delivered to the User via the HiSea Platform, by making the information available to the User.

Link: [TBD]

##### 5.4.3 Delivery Schedule

Service	Delivery
[TBD]	[TBD]





[TBD]	[TBD]
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#### 5.4.4 Service Specifications

Specifications: [PARAMETER1]	Description
Temporal extent	[TBD]
Update frequency	[TBD]
Spatial resolution	[TBD]
Area coverage	[TBD]
Accuracy	[TBD]
Data format	[TBD]
Coordinate Reference System	[TBD]
Metadata	[TBD]

In the services we are providing we also agree on the service levels with which we commit. Ex:

- *Service Availability: > 99.8% /Year*
- *High resolution models availability: > 95% year*
- *Deliver of daily emails with agreed information: > 99.5%/year (max of 1 report missing per year)*
- *Max rmse for the water levels forecast during a six month period: 10 cm*
- *Max rmse for the waves Hs forecast during a six month period: 50 cm*
- *Max rmse for the wind velocity forecast during a six month period: 3 m/s*
- *.... (depending of the parameters agreed to be delivered)*

Also reference to the deliver of system audits:

*Service monitoring meetings will be held twice a year to evaluate the services, introduce new features, submit audits to the system and plan for continuous improvement*

And to the software



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*Access to all new versions and patches of the software that supports the service will be ensured during the term of the contract.*

## 6 Other terms

The User agrees and accepts (i) that no express or implied warranty or guarantee with respect to the quality or suitability for any purpose of the information given by the Service Provider, (ii) that the User will use/apply the information supplied fully on its own risk; and (iii) that the Service Provider shall not bear any liability towards the User for damages or losses sustained by the User due to or in relation to any use of the information by the User.

[OPTIONAL] The Service Provider has the ownership and all the intellectual property rights of the Service under this agreement. The User has a right to use the products for its own customary activities but not deliver the Service or this user right to a third person.]

[OPTIONAL] Under this Agreement, the Service Provider grants to the User a non-exclusive, non-assignable right, without the right to grant sub-licenses to third parties, to use the information, for the duration of this agreement, for its customary activities exclusively within its organisation.

[OPTIONAL]. Information consisting of images may, however, be used by the User in publications provided that the Project and the Service Provider and the Project Partners are credited by showing the HiSea logo in any and all publications in which the information is presented or disclosed.

The Service Provider has the right to use the in situ data provided by the User for its customary activities under the Project, but not deliver the said data or this user right to a third person.

Both Parties shall use the information provided by the other party solely at their own risk. The Parties shall not, in any case, be liable towards each other for indirect or consequential damage.

This agreement shall come into force when both parties have signed it. The agreement shall remain in effect until DD-MM-YYYY.

Each of the Parties may terminate the agreement earlier by providing the other Party with a written notice thereof thirty (30) days before the termination.

Service Level Agreement signed by:



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On behalf of [XXX]

On behalf of [YYYY]

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[Name and position]

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[Name and position]



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