



**AQUAculture USEr driven operational
Remote Sensing information services**

Deliverable 7.3

SLAs with users

GRAS, WI, PML, NIVA, DHI, SGM

2014-01



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Task 7.3: Set up SLAs with core users and directory of potential clients & establishment of the User Board

Deliverable 7.3: SLAs with users

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Consortium

No	Name	Short Name
1	Water Insight BV	WI
2	Stichting VU-VUMC	VU/VUmc
3	Plymouth Marine Laboratory	PML
4	Fundação da Faculdade de Ciências da Universidade de Lisboa	FFCUL
5	Norsk institutt for vannforskning	NIVA
6	DHI GRAS	GRAS
7	DHI	DHI
8	Sagreमारisco-Viveiros de Marisco Lda	SGM

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Task objective (from DoW)

To establish the User Board during the Kick-Off meeting of the project. Establish SLAs with core users and create and maintain a directory of names, addresses and key (organisational) information of potential associated users.

Scope of this document

This document describes the Service Level Agreements (SLAs) between the service provider and the core users. The goal of these agreements is to obtain mutual agreement for product provision between the service provider and the users.

Abstract

The Service Level Agreements (SLAs) between the service provider and the users record product ownership, accountability, roles and/or responsibilities and present a description of the products to be provided. The SLAs are considered as living documents to be updated yearly. The products to be provided will be specified iteratively and described in the user requirements documents (D2.1 and D2.7) but only definitively specified in D2.8 with delivery date November 2015. Therefore, an annex is added to the SLAs, which is regularly updated according to the products specified in the user requirements documents.

List of abbreviations

Abbreviation	Description
D	Deliverable
SLA	Service Level Agreement

List of related documents

Short	Description	Date
D2.1	Initial user requirements document	31/01/2014
D2.7	Updated user requirements document	30/11/2014
D2.8	Final user requirements document	30/11/2015

Table of contents

1	Scope	6
2	Definitions	7
3	Agreement Overview	8
4	Duration	9
5	Product specifications	10
6	User Responsibilities	11
7	Service Provider Responsibilities	12
8	Copyright and limitation of use	13
9	Annex I	14
9.1	Products	14
9.2	Formats.....	14
9.3	Delivery.....	14
9.4	Area	14
9.5	Spatial resolution.....	14
9.6	User training.....	14
	Signature Form	15

1 Scope

The purpose of this agreement is to ensure that the proper elements and commitments are in place to provide consistent products to the user by the service provider.

The goal of this agreement is to obtain mutual agreement for product provision between the service provider and the user.

The objectives of this agreement are to:

- Provide clear reference to product ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of the products to be provided.

2 Definitions

The following service provider(s) and user(s) will be used as the basis for the SLAs:

	Represented by*	Role	Name
AQUA-USERS consortium	<i>AQUA-USERS partner / Users' Contact</i>	"Service Provider"	<i>Name of the contact person of the User's Contact</i>
User			<i>Name of the contact person of the User</i>
<i>Cefas (UK)</i>		"User"	<i>Neil Auchterlonie neil.auchterlonie@cefas.co.uk</i>
<i>Danish Aquaculture Association (DK)</i>		"User"	<i>Lisbeth Jess Plesner lisbeth@danskakvakultur.dk</i>
<i>Erkjord Stamfisk (NO)</i>		"User"	<i>Bjarne Aarhus bjarne@erfjord.no</i>
<i>Finisterra (PT)</i>		"User"	<i>John Icely john.icely@gmail.com</i>
<i>Hjarnø Havbrug (DK)</i>		"User"	<i>Malene Moelgaard malene@havbrug.dk</i>
<i>Hortimare (NL)</i>		"User"	<i>Bart Slappendel bslappendel@hotmail.com</i>
<i>Prins & Dingemanse (NL)</i>		"User"	<i>Bram Boogaard b.boogaard@prinsendingemanse.com</i>
<i>SSPO (UK)</i>		"User"	<i>Jamie Smith jsmith@scottishsalmon.co.uk</i>
<i>Viveiros Ana Manjua (PT)</i>		"User"	<i>John Icely john.icely@gmail.com</i>

* The AQUA-USERS consortium can be represented by any of the AQUA-USERS consortium partners. The partner representing the AQUA-USERS consortium as Service Provider in this SLA is the "Users' Contact". The Users' Contact is the first contact for the User and is the main responsible for the items listed in Section 6 and the products that will be delivered by other means than via the AQUA-USERS portal.

3 Agreement Overview

This agreement represents a Service Level Agreement (“SLA” or “agreement”) between the service provider and the user(s) for the provisioning of:

- Spatio-temporal site characterization information and Aquaculture indicators based on satellite data and modelling
- A decision support tool incl. database
- In-situ data collection incl. ingestion into project database
- [User specific products (to be added by the responsible partner)]

4 Duration

This agreement is valid for the period of the AQUA-USERS project.

5 Product specifications

The products listed under Annex I are the responsibility of the service provider in this agreement. The products are delivered according to Annex I, which will be updated regularly according to the actual delivery schedule of products during the AQUA-USERS project and according to the user requirements specified in D2.1, D2.7 and D2.8.

6 User Responsibilities

User responsibilities in support of this agreement include:

- Evaluation of the service to allow the Service Providers to improve the service
- If the user is a key user, validation of the products with in situ measurements and provision of this in situ data to the service provider
- [...]

7 Service Provider Responsibilities

Service Provider responsibilities in support of this agreement include:

- Meeting response times associated with service related incidents
- Deliver the service(s) described in Annex I
- [...]

8 Copyright and limitation of use

Data is only intended for in-house use by the users and shall not be distributed, disclosed, or transferred to other parties. For publications and other products based on the AQUA-USERS data, acknowledgements of the source of the data shall be made and the service provider shall be supplied with a copy of /URL of these. *[more acknowledgements possible]*

For the products delivered by AQUA-USERS, the following disclaimer is applicable: *“Neither the AQUA-USERS consortium or any of the partners, nor any person or company acting on their behalf is responsible for the use, which may be made of the information.”*

9 Annex I

To be updated regularly according to actual product deliveries and user requirements reports D2.1, D2.7 and D2.8.

9.1 Products

[User specific products (to be added by the Users' Contact and according to the business model rules)]

9.2 Formats

[Formats of the User specific products (to be added by the Users' Contact and according to the business model rules)]

9.3 Delivery

[Way of information delivery to the Users, e.g., via website, app (to be added by the Users' Contact and according to the business model rules)]

9.4 Area

[Region of the User specific products (to be added by the Users' Contact and according to the business model rules)]

9.5 Spatial resolution

[Spatial resolution of the User specific products, e.g., resolution of satellite-based information]

9.6 User training

[Possible training for the Users, e.g., WISP training]

Signature Form

The Parties acknowledge that they have read, understand, and accept the terms and provisions described in this Service Level Agreement.

User

Name

Signature

Date

AQUA-USERS coordinator

Name

Signature

Date

To the User: Please mail two copies of the original signed page to the AQUA-USERS coordinator, at the address at the bottom of this document. One of the originals signed by the AQUA-USERS coordinator will be sent back to you.

Address:

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