



Science & Technology Facilities Council
Rutherford Appleton Laboratory

NEODC NSI RSD8090



NEODC Service Level Agreement (SLA): NDG Discovery Client Service

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Revision History

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2 Introduction

This document details the Service Level Agreement for the NDG Discovery client service supplied for operation on the SSE Portal as part of the NSI project by the NERC Earth Observation Data Centre. This service have been developed in response to a perceived need within the user community to easily find, manipulate and access data at the NEODC with the added bonus of highlighting the capabilities of the ESA SSE.

2.1 Definitions

- i. **Service:** NEODC NDG Discovery Client.
- ii. **Customer:** is a potential or actual user of the Service.
- iii. **User:** is a Customer of the Service.
- iv. **Operator:** is the NERC Earth Observation Data Centre (NEODC), Space Science and Technology Department, STFC Rutherford Appleton Laboratory, Chilton, Didcot, OX11 7RX. The legal entity representing the NEODC is the Science and Technology Facilities Council (STFC). For the purposes of this SLA, “NEODC” is synonymous with “STFC”.

2.2 Helpdesk

- v. A telephone helpdesk will be provided to users of the Service between the hours of 9:30 am to 12:00 and 14:00 to 17:00, British Local Time, Monday to Friday, excluding all public holidays.
- vi. The telephone number to contact is +44 1235 778123. This is the number of the NEODC helpdesk.
- vii. Alternatively, users can seek support by email, addressed to the NEODC at neodc@rl.ac.uk . Email support requests shall be dealt with during the office hours described above.
- viii. Users must have prepared for use of the help desk facility by being able to clearly state the nature of the problem. They will also need to give their name and contact details.
- ix. Support will be specific to issues related only to the use and execution of the NEODC SSE services; it will not generally be given in response to general enquiries about SSE, web service standards, general IT, computer operating system, communications, etc.
- x. Users will be made aware of the procedures / methods for contacting the service provider via the service description information and the contact details given for NEODC in the “Organisations” section of the SSE portal.

2.3 Scope of Service – Service Elements

The “NEODC NDG Discovery Client” (hereafter, the “service”) service allows users to search all data registered with the NERC Data Discovery Service, the main portal for finding NERC data. The service allows search refinement for chosen datasets and where available links to further metadata and manipulation software for access to the data at the granule level. Each order consists of links and expanded metadata for a number of datasets as chosen by the user. This service operational status is dependant on the level of service and types of data registered to the NERC DDS. Access to this service is free to all SSE users, however links to other data centres and other services may require the user to be registered with the institution in question.

2.4 Quality of the Product

- i. Results for the service are dependant on the quality and content of metadata supplied by data providers to the NERC data discovery service. The NEODC is not responsible for this content and the accuracy of metadata therein, however, providers to the NERC DDS have to conform to certain metadata standards and content is regulated by the NERC Data Management Advisory Group. Representatives from the NEODC are part of this group and can help ensure consistent quality and content.
- ii. Errors intrinsic to the original metadata provided to the NERC DDS are not the NEODC’s responsibility.
- iii. NEODC does not guarantee the quality and accuracy of metadata provided to the NERC DDS.
- iv. The NEODC will endeavour to act upon any reports of inaccuracies in metadata and will report these to the relevant bodies.

2.5 Service Availability

2.5.1 Normal service availability

- i. The service shall be available for 95% of office-working hours (defined as 9 – 5 British Local Time, Monday to Friday, excluding public holidays in the UK).
- ii. The service shall also be made available out of office hours excepting that breakdowns need not be addressed out of hours.
- iii. Scheduled downtime of the service for service maintenance will depend upon the maintenance steps required. However, two weeks notice will be provided to Spacebel and ESA prior to service removal.
- iv. In the event of planned downtime (e.g. in the case of the need for failure correction), or in the case of service degradation, the service description information on the SSE Portal will be updated to indicate the unavailability of the service and/or the current problem with the service.

- v. Unexpected failures of the service shall be rectified as soon as possible.
- vi. Due to the distributed nature of the internet the service may be unavailable to some groups of users due to local or intermediate point network failure. NEODC cannot accept responsibility for such circumstances.
- vii. The operator will coordinate with Spacebel on any major system configuration changes.
- viii. The operator will support Spacebel staff in order to identify and isolate problems of relevance to the operator, as needed.

2.5.2 Scheduled events

- i. There are currently no scheduled events that would affect normal service availability.

2.6 Processing and Delivery Time

2.6.1 Product processing

- i. Service results shall be returned normally within 1-5 minutes.

2.6.2 Informing users of processed product

- i. Upon completion of the order, a response message is created which includes all the information the user requires to locate, access and download the product(s) where available.
- ii. The message will be returned via the SSE Toolbox to the user at the SSE Portal.

2.6.3 How products are made available to users

- iii. Products are made available to users either via an FTP URL at the order completion stage for easy downloading of processed data.
- iv. If the user is a registered NEODC/BADC user the data will also be available for download within the users own NEODC/BADC download area by command line FTP.

2.6.4 Product storage and disposal

- v. Products delivered via FTP will be stored in the user directory for 5 days after which the data file(s) and user directory will be deleted.

2.7 Price and Payment Conditions

2.7.1 Price conditions

- vi. This service will be supplied for free to all SSE users. The NEODC cannot place any guarantees on download of data from restricted datasets identified via the NDG Discovery portal.
- vii. At present charging mechanisms are not outlined, and it is requested that users contact the NEODC directly to discuss commercial service provision models.

2.7.2 Payment conditions

- No payment is expected for use of this service.

2.7.3 Complaints

- viii. Complaints regarding the service shall be accepted under the following conditions:
 - The supplied product did not meet the order details submitted by the user.
 - The data was not supplied within the agreed time-scale.
 - The data was not available to download
- ix. Complaints regarding the service shall be dealt with in the following time-frame and process:
 - Complaints will be dealt with on an individual basis.
 - Complaints will be fully investigated.
 - Complaints will be dealt with within two weeks.

2.8 Terms of Use and Legal Restrictions

- x. No legal restrictions apply to the use of this service

2.8.1 Rights of Product

- i. NEODC claims no rights to any output product.



2.9 Warranty

- i. Reasonable Endeavours: NEODC makes no warranty as to the absolute or general accuracy of any final product produced by this service and its fitness for purpose and does not take any responsibility for loss or corruption (accidental or otherwise) of any customer input data. It is the customer's responsibility to ensure they have made adequate copies of any data supplied as inputs to the service and that the parameters supplied with any input data are valid and accurate.
- ii. No other warranties: The foregoing provisions of this clause represent the entire liability of the Service Provider in respect of a defective Product. All other conditions, warranties of any kind, written, oral, statutory, expressed or implied by statute or common law with respect to the Product provided by NEODC, including, but not limited to the implied warranty of satisfactory quality, merchantability and fitness for purpose, are hereby excluded.
- iii. No liability for consequential damage: The foregoing provisions state the entire obligation of the Service Provider with respect to the Products and in no event shall the Service Provider be liable in any way for any loss of profit, loss of turnover, economic or consequential loss suffered by the customer or any third party arising directly or indirectly from this contract.

2.10 Force Majeure

- i. NEODC shall not be liable for any failure to perform its obligations arising from circumstances outside its control including but not limited to acts of God, war, riots, terrorist activities, civil disturbance, explosions, fire, floods, meteorite strike, super-volcanic eruption, animal attack (venomous or otherwise), unusually severe weather, strikes, acts of government or of any authorities, delay by suppliers, accidents and shortage of materials, labour or manufacturing facilities.

2.11 Arbitration

- i. Any dispute arising under or in connection with these Conditions or the provision of the Service(s) or Products shall be referred to arbitration by a single arbitrator appointed by agreement or (in default) nominated on the application of either party.
- ii. English Law shall apply to the Contract, and the parties agree to submit to the exclusive jurisdiction of the English Courts.

2.12 Termination

- iii. If the customer defaults in or commits any breach of any of its obligations to NEODC, NEODC shall have the right forthwith to terminate the contract in whole or in part.

2.13 Disclaimer

2.13.1 Disclaimer of liability

- i. With respect to documents or data provided via this server, neither NEODC nor any of its employees, makes any warranty, expressed or implied, including the warranties of merchantability and fitness for a particular purpose, or assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, Product, or process disclosed, or represents that its use would not infringe privately held rights.

2.13.2 Disclaimer of endorsement

- i. Reference herein to any specific commercial Product, process, or Service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favour of NEODC.
- ii. The views and opinions expressed herein do not necessarily state or reflect those of NEODC, and shall not be used for advertising or Product endorsement purposes.

2.13.3 Trademarks

- i. All brand names and product names are trademarks or registered trademarks or service marks of their respective owners.

2.14 Additional information

2.14.1 Security measures

- ii. The operator will take reasonable steps to protect the SSE infrastructure and resources from unauthorised access, monitoring or tampering.
- iii. Servers are located in a secure room and are protected from external login via the RAL firewall. However, mandatory access to HTTP and FTP facilities (required for service functionality) necessarily reduce security. The

Operator takes no responsibility for loss or damage resulting from unauthorised access, monitoring or tampering attributable to its systems.

2.14.2 Service Documentation

- i. The operator will keep up to date and under configuration control all aspects of the service as defined in the technical service documentation delivered to Spacebel & ESA.
- ii. The operator agrees to provide to Spacebel & ESA on request by ESA staff, information on equipment layout, network schematic, network connectivity and their exact locations.

2.14.3 Service updates

- i. Based on significant feedback from the service users, the operator undertakes to investigate the need for service updates (where resources permit and there are sound operational and/or commercial reasons to do so).