



Republic of the Philippines
Department of Science and Technology
ADVANCED SCIENCE AND TECHNOLOGY INSTITUTE



Service Level Agreement (SLA)

This SLA is implemented by the COARE Team, in conjunction with COARE's [Acceptable Use Policy \(AUP\)](#) and [Data Policy](#)

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1. About this Document

This document shall represent the Service Level Agreement (hereinafter referred to as “SLA”) between the Department of Science and Technology – Advanced Science and Technology Institute (hereinafter referred to as “DOST-ASTI”) and the Organization (hereinafter referred to as “Partner”) for the provisioning of the Computing and Archiving Research Environment (COARE) Services. The DOST-ASTI and the Partner will represent the primary stakeholders of this SLA.

The COARE SLA also coincides with the existing agreement documents concerning the provision of COARE Services executed by and between the DOST-ASTI and its Stakeholders, as documented in a Memorandum of Agreement (MOA), Letter of Agreement (LOA), or Conforme, if applicable. DOST-ASTI reserves the right to update or amend this SLA at any time if deemed necessary, especially in cases where failure to change the SLA will be detrimental to the operations of COARE and the provision of COARE services. Users will be informed of the changes through email or the COARE User Portal. This SLA does not supersede current processes and procedures unless explicitly stated herein.

2. Purpose of SLA

The purpose of this SLA is to formalize DOST-ASTI’s service level commitment to providing COARE Services to COARE Users and to outline necessary measures to provide consistent quality support and delivery of COARE Services to COARE Users.

3. Objectives of the SLA

The objectives of this SLA are the following:

- To provide clear reference to service ownership, accountability, roles and responsibilities;
- To present a clear, concise, and measurable description of service provision to COARE Users; and
- To align the expected service provision with actual service support and delivery between DOST-ASTI and Users.

4. Periodic Review of SLA

This SLA is valid from the effective date outlined herein and is valid until further notice. This SLA will be reviewed annually. However, in lieu of a review during any period specified, the current version will remain in effect.

5. Definition of Terms

The following terms will be relevant as reference in understanding this SLA:

- 5.1 Accounts:** This comprises the credentials and/or other applicable requirements that enable a COARE user to access COARE services. Account credentials include a unique username (following the format: “firstname.lastname”), password (if necessary), and other relevant information.
- 5.2 Agreement:** This term encompasses any documentation that details the nature and scope of the relationship between the COARE Team and COARE Users. Examples of this include the SLA, MOA, LOA, and Conforme.
- 5.3 COARE:** An encompassing term that refers to the services, team, end users, IT infrastructure, facility, etc.
- 5.4 COARE Services:** This refers to the standard services that COARE offers, namely: High-Performance Computing (HPC), Science Cloud, and Data Archiving.
- 5.5 COARE Service Level:** The group of people that maintain COARE’s operations, handles the provision of COARE services, and provides support to COARE Users. The COARE Team is composed of four (4) levels of support:
 - a. **1st Level** – L1 Support: Service Desk
 - b. **2nd Level** – L2 Support: Technical Operations Team and Software Development Team
 - c. **3rd Level** – L3 Support: Technical Operations Team Lead and Software Development Team Lead
 - d. **4th Level** – L4 Support: COARE Management
- 5.6 COARE Users:** Users who have been given access to COARE, have been provided with COARE resources, and/or use the COARE Services (HPC, Science Cloud, and Data Archiving).
- 5.7 Configuration Item (CI):** Any managed components to deliver the COARE services. CIs typically include hardware, software, people, and documentation.
- 5.8 Data Archiving:** A COARE service that provides a repository with redundancy that aims to accommodate various storage requirements of COARE users and to enable storing of data on a short-term or long-term basis. This does not include storage used in HPC (home and scratch) and Science Cloud (cloud disk storage).
- 5.9 Data Archiving via Data Catalog:** A web-based research repository under COARE’s Data Archiving service that provides access to a collection of scientific datasets produced by various research findings.
- 5.10 Downtime:** This is the period when a COARE service is not available during its agreed Service Availability.
- 5.11 Emergency Cases:** Cases involving hardware/ facility failure, force majeure and/or security breach.

- 5.12 HPC:** The COARE HPC Service consists of a cluster of compute and storage servers to allow high-speed and resource-intensive computations and processing of large datasets.
- 5.13 Impact:** The measure of the effect and criticality of a service request or an incident on processes. Impact is often based on how service levels will be affected. The COARE Team implements three (3) Impact levels: High, Medium, and Low. Impact, along with Urgency, is used to determine and assign Priority to a ticket.
- 5.14 Incident:** An unplanned interruption to a COARE service or reduction in the quality of a COARE service.
- 5.15 Incident Management:** The process responsible for managing the lifecycle of all incidents. This process ensures that normal service operation of COARE and provision of COARE services are restored as quickly as possible, and impact is minimized.
- 5.16 Incident Resolution:** The activities conducted to initiate the recovery from a disruption of a service and resumption of normal service delivery.
- 5.17 Maintenance:** An activity or series of activities conducted to keep COARE services operational and responsive after they are released and placed into production. This can either be scheduled (preventive) or unscheduled (corrective, emergency).
- 5.18 Office Hours (also, Working Hours):** A description of the hours of support availability that users can expect for COARE services and any other COARE-related support requests. The COARE Team will be available to provide support to COARE users during DOST-ASTI's office hours (9:00AM to 6:00PM, Mondays to Fridays), in compliance with the Civil Service Commission (CSC) memorandum circular on flexible working hours in any government agency. This set-up will also constitute the COARE Team's working days and hours.
- 5.19 Out-of-Office Hours Support:** The assistance provided by the COARE Team on requests from clients/users that will require time and effort beyond the official working hours of DOST-ASTI. For COARE, this usually means support beyond the committed support hours (see 5.18 of this document) – that is, beyond the Monday-Friday work week (i.e., Saturdays, Sundays, and Holidays) and beyond the DOST-ASTI's required working hours (i.e., earlier than 9:00AM and 6:00PM onwards). For now, unless required by DOST-ASTI or COARE Management, the COARE Team will only provide Out-Of-Office Hours Support for emergency cases. The COARE Team is expected to be available to respond to COARE Users during DOST-ASTI's working hours (that is, from Mondays to Fridays, 9:00AM to 6:00PM), in compliance with COARE's service level commitment.
- 5.20 Partner:** An entity or group that has an engagement with DOST-ASTI through COARE. A Partner can be a COARE User.

- 5.21 Pending:** When an incident or service request ticket is in pending status, the SLA timer is paused. The ticket's status can be changed to "Pending" should any of the following events happen:
- Users upon notification, cannot be contacted or is unavailable to respond to the COARE Service Desk's clarifications or updates.
 - The COARE services, tools and equipment are not available to support ticket resolution activities when pre-coordinated with Users, and ticket resolution is dependent on third-party support.
 - The lack of access to COARE services is due to Users' fault or is caused by an event from their end; and/or
 - Force majeure
- 5.22 Priority:** Used in the context of ticketing, priority is a category used to identify the relative importance of a service request, incident, or change. Priority is based on Impact and Urgency and is used to determine the requirements for issue resolution and to identify required Response Time and Resolution Time for actions to be taken. See Table 3 for COARE's Priority Levels for Service Requests.
- 5.23 Public Log:** This is a COARE User Portal feature used to facilitate communication between the COARE Team and COARE Users.
- 5.24 Resolution Time (also, Time to Resolve):** The estimated time it takes to resolve an issue from users or address users' concern/inquiry. Until the time the Service Desk advises the user or the user advises the Service Desk that the service or support request submitted has been addressed or the issue reported has been resolved; tickets will be tagged resolved by the COARE Service Desk once the issue is resolved from the user's end and has a CI (See 5.7) tagged from the assigned agent. The COARE User Portal estimates the resolution time through Time to Resolve (TTR). This computation only accounts for office hours and does not include the period when a ticket is in Pending (see 5.21) status.
- 5.25 Response Time (also, Time to Own):** The estimated time it takes to acknowledge a user's issue in a non-automated way. Acknowledgement will be done by the COARE Service Desk and is measured from the time a user request or an incident record (via ticket) is created until the time that the COARE Service Desk assigns the ticket to a specific COARE Support Agent. The COARE User Portal estimates the response time via Time to Own (TTO).
- 5.26 Science Cloud:** A COARE service that enables the provision of virtual machines (VM) for cloud-based applications and computing.
- 5.27 Science Cloud Project:** A foundational, organized container in Science Cloud used to isolate compute resources (CPU, memory, disk and object storage, network, user/user-group access, etc.) for a user or resource partner.
- 5.28 Service Availability:** The ability of a CI or a COARE service to perform its agreed function when required. This is often calculated based on agreed service time and downtime.

- 5.29 Service Level:** The measured and reported achievement against one or more service level targets.
- 5.30 Service Level Targets (SLT):** The measure of COARE’s performance based on its Service Level commitment to its users. Some examples of SLTs are service delivery targets, support acknowledgement targets (TTO), service request/incident resolution targets (TTR), and turnaround time targets.
- 5.31 Service Failure:** This happens when the intended quality of service (e.g., uptime, queueing, support acknowledgment target, resolution target, etc.) is not being attained and, as a result, committed service level and service delivery cannot be provisioned.
- 5.32 Service Request:** A request from a user for information about, change in/to, or access to a COARE service.
- 5.33 Ticket:** A ticket is a general term used to refer to a record of work performed/addressed or to be performed/addressed by the COARE Team. For more efficient service delivery and support, COARE users are encouraged to submit service requests and report incidents by logging a ticket through the [COARE User Portal](#).
- 5.34 Third Party:** A person, group, or business that is not part of COARE’s SLA with COARE users but is essential to ensure successful delivery of COARE services. For COARE, a Third Party may include suppliers, maintenance companies, DOST-ASTI’s facilities management groups (DOST ASTI’s building administrators; and the Philippine, Research, Education, and Government Information Network (PREGINET), or other collaborators of COARE.
- 5.35 Turnaround Time:** An estimation of the total amount of time needed to completely address a service request or resolve an incident. This is measured from support request acknowledgement to actual resolution of service requests or incidents.
- 5.36 Uptime:** The period when a system has been running and when a COARE service is available during the agreed Service Availability.
- 5.37 Urgency:** A measure of how long it takes until an incident significantly impacts COARE services; how quickly a service request needs to be addressed, or an incident needs to be resolved, and the extent to which the incident resolution can bear delay. COARE implements three (3) Levels of Urgency in the COARE User Portal: High, Medium, and Low. Urgency, along with Impact, is used to determine and assign Priority.
- 5.38 User Portal:** The main platform that the COARE Team uses to carry out service request management and incident management processes. All service requests and incidents concerning any COARE services must be logged through a ticket in the COARE User Portal.
- 5.39 Waiting Time:** The span of time a submitted job takes before it changes its state from “Pending” to “Running”.

6. COARE Service Agreement

Service Ownership

The DOST-ASTI reserves ownership of COARE and COARE Services, including the facility's design, applications, servers, software, storage, networking equipment, relevant documentation (e.g., deployment method, operations manual, etc.), and any other service or scheme used in the implementation and operation of COARE Services. COARE Users are limited to the use of the service as governed by this SLA.

Service Resource Availability

The COARE Service Availability meets **97% uptime**, computed as shown below:

$$\mathbf{97\% \text{ uptime}} = \frac{100 \times (8760 - \text{Downtime})}{8760}$$

Where:

8760 (hours) = 1 calendar year









Downtime = 10 days and 22 hours a year (262 hours)

COARE services will be available outside a specified maintenance window. To maintain and improve the operations of COARE, the COARE Team will conduct scheduled maintenance activities regularly. Often, a scheduled maintenance activity will not affect service availability and will be scheduled during off-peak hours (Monday to Friday, 6:00PM onwards), during weekends (Saturdays and Sundays), or during holidays. A notice of the scheduled maintenance activity shall be disseminated by the COARE Team to its users one (1) week before the target date of the maintenance, except in emergency cases or fortuitous events, including, but not limited to the following:

- a. Emergency maintenance activities (activities that will address concerns such as, but not limited to, security or data breaches, failures on hardware, application, infrastructure, and or facility);
- b. Acts of God, such as, but not limited to, typhoons, floods, fires, explosions, earthquakes, drought.
- c. War, rebellion, revolution, insurrection, embargo, riots, commotion, strikes, lockouts, disorders.

Default Allocation for COARE Users

The resources to be provided will depend on the resource quota allocated to users, subject to any agreement between COARE and the Partner Institution. However, in any case that users cannot decide on the specific resource quota they need, COARE provides a default allocation for users to ensure the fair and equitable use of COARE service. For more information on COARE's Policies on the usage of its services, please read COARE's [Acceptable Use Policy \(AUP\)](#). The adjusted default allocation provided for COARE HPC users is summarized in the table below:

Resource / Setting		Details
	CPU	86 logical cores
	Network filesystem (/home)	100 GB usable
	Parallel filesystem (Scratch directories: /scratch1, /scratch2, and /scratch3)	Total of 3TB across scratch directories
	GPU	1 GPU
	Max running job	30 jobs
	Max submit job	45 jobs
	Job waiting time	No guarantee; depends on the status of the queue and the availability of the requested resource/s
	Job walltime limit	Debug Maximum of 1 day allowable runtime
		Batch Maximum of 7 days allowable runtime
		Serial Maximum of 14 days allowable runtime
		GPU Maximum of 3 days allowable runtime

Source: [COARE Wiki: Service Catalog: HPC](#)

Service and Support Requests Acknowledgement Agreement

The COARE Service Desk commits to acknowledge receipt of service and support requests from users within three (3) working hours from the time received during the office hours of the DOST-ASTI. All user requests should be relayed to the COARE Team through the [COARE User Portal](#).

The COARE Team's service level commitment to its users requires the COARE Team to be available to respond during DOST-ASTI's working hours (that is, from Mondays

to Fridays, from 9:00AM to 6:00PM). Service delivery depends on the specific service that Users would like to avail. While it is the COARE Team's commitment to provide a timely delivery of COARE services to COARE users, requests sent during out-of-office hours (before 9:00AM and after 6:00PM on a working day; and on Saturdays, Sundays, government work suspensions, and holidays) will only be accommodated by the COARE Team on the next working day. More information on COARE's Priority Level Definitions in Service Request and Incident Management (can be seen in the [Priority Levels Definition of this SLA](#)).

Service and Support Requests Acknowledgement Agreement

Turnaround Time for First-Time Account Provision and Renewal of Expired Accounts

This applies to service requests related to the provision of COARE accounts. Turnaround time for the first-time provision of a COARE account and the renewal of an expired COARE account is one (1) to three (3) working days. The clocking of service level starts when the complete requirements for application for COARE access have been submitted to the COARE Team. [Annex B](#) of this SLA outlines the turnaround time for identified service requests.

Service Request and Incident Resolution Time

The SLA measures the time taken by the COARE Team to address service requests or resolve an incident, whether identified or reported by COARE users through the [COARE User Portal](#) as COARE's monitoring system. COARE Users can expect measurement of service request or incident resolution to start from the time a ticket is created and end when the ticket's status is updated with "Resolved" (upon confirmation of resolution from the COARE Team's side or upon confirmation of fulfillment of service request or service recovery from users; tickets will be tagged resolved once CIs are tagged on the tickets.). Should users fail to confirm resolution from their side, the status of an assigned ticket will be automatically tagged as "Pending" and will eventually be automatically updated to "Resolved" within 3 days. The "Resolution time" commitment will depend on the priority of the incident or request, which is to be determined and confirmed by the COARE Team (See [Table 3 Priority Levels Definition](#)).

Service During Unforeseen Circumstances

The COARE Team will comply with DOST-ASTI's directives on alternative work arrangements implemented during unforeseen circumstances. If necessary and as required by directives from DOST-ASTI, this SLA will be adjusted in response to these circumstances. Likewise, any adjustments to the current user support system for the COARE services will be communicated to all COARE Users via e-mail.

Service During Unforeseen Circumstances

Every service or support request should be logged into the [COARE User Portal](#) with an individual ticket. This is to ensure that all the relevant communications between COARE users and COARE Team, as well as significant processes employed for the requests or concerns, are properly documented. This system will also make it easy for COARE users to monitor the status of their service or support requests.

In support of the COARE services outlined in this SLA, the COARE Team commits to acknowledging receipt of service and support requests submitted by the Users within three (3) working hours, between 9:00AM to 6:00PM, office hours schedule. However, resolution time may vary depending on the issue's priority level (See [Table 3 Priority Levels Definition](#)), which will be evaluated by the COARE Team.

Once the ticket is logged in the [COARE User Portal](#), the *COARE Service Desk (L1 Support)* will acknowledge receipt of the ticket by setting the ticket's status from "New" to "Assigned". The ticket will be assigned to **L2 Support** who will regularly update the ticket for development, such as updates in the resolution time and additional requirements for ticket resolution. Updates on the ticket will be relayed to the user via the ticket's Public Log. The ticket will be escalated to **L3 Support** if the L2 Support is unable to resolve the issue. The ticket status will remain "Assigned" as the request is being addressed.

Once the issue has been resolved or the request has been addressed by the COARE Team, the ticket will be marked "Resolved". When resolution of the issue has been communicated by the COARE Team or has been confirmed from the users' end, the COARE Service Desk will update the status to "Closed".

The COARE Team will be providing COARE services in compliance with a defined priority level system. This priority level system will be the COARE Team's reference for addressing service requests (See [Annex B](#)) and resolving incidents submitted by COARE users. The COARE Team will be implementing four priority levels, which are based on identified impact and urgency levels: Low, Normal, High, and Critical. Table 3 below outlines the definition of each priority level:

Table 3.1 COARE Priority Levels for Service Requests Involving COARE Services








COARE PRIORITY LEVELS FOR SERVICE REQUESTS INVOLVING COARE SERVICES				
Priority Level	COARE Service	Support Acknowledgement Target (TTO)	Ideal Turnaround Time Target	Description
 P1 (CRITICAL)	HPC, Science Cloud, and Data Archiving	3 working hours	4 working hours (or upon evaluation and as determined by the COARE Team)	<ul style="list-style-type: none"> Two or more COARE Services encountered service disruption, service failure, downtime, malfunction, or end of life. All CIs relevant to the provision of all COARE services are down.
 P2 (HIGH)	HPC and Science Cloud	3 working hours	9 working hours (or upon evaluation and as determined by the COARE Team)	<ul style="list-style-type: none"> One COARE service encountered service disruption, service failure, downtime, malfunction, or end of life.
	Data Catalog			<ul style="list-style-type: none"> Data Catalog is inaccessible.
 P3 (MEDIUM)	HPC and Science Cloud	3 working hours	45 working hours (5 working days)	<ul style="list-style-type: none"> First time provisioning of COARE account and access to the COARE services. Standard service and support requests from COARE users. Job extension, creation of science cloud project, request for additional member/s. Request for VPN.
	Data Catalog			<ul style="list-style-type: none"> Requests related to the publishing of datasets (e.g., uploading, indexing). and/or authorization-related service or support requests.
 P4 (LOW)	HPC and Science Cloud	3 working hours	90 working hours (10 working days)	<ul style="list-style-type: none"> Non-time sensitive service and support requests to existing COARE services. Customized requests. Installation. Request for Training Accounts.

Table 3.2 COARE Priority Levels for Incident Concerns Involving COARE Services

COARE PRIORITY LEVELS FOR INCIDENT CONCERNS INVOLVING COARE SERVICES				
Priority Level	COARE Service	Support Acknowledgement Target (TTO)	Ideal Turnaround Time Target	Description
 P1 (CRITICAL)	HPC, Science Cloud, and Data Archiving	3 working hours	4 working hours (or upon evaluation and as determined by the COARE Team)	<ul style="list-style-type: none"> Time sensitive support requests from COARE users. Events that will affect the entire COARE services. Two or more COARE services encountered service disruption, service failure, downtime, malfunction, or end of life. All CIs relevant to the provision of all COARE services are down.
 P2 (HIGH)	HPC and Science Cloud, and Data Archiving	3 working hours	9 working hours (or upon evaluation and as determined by the COARE Team)	<ul style="list-style-type: none"> Time sensitive support requests from COARE users. Events that will affect significant number of COARE users. One of the COARE service encountered service disruption, service failure, downtime, malfunction, or end of life. A significant number of CIs relevant to the provision of COARE service is down. Data Catalog is inaccessible Inaccessibility of some or all datasets stored in the Data Catalog.
 P3 (MEDIUM)	HPC and Science Cloud, and Data Archiving	3 working hours	27 working hours (3 working days)	<ul style="list-style-type: none"> Isolated errors encountered by users. All servers are up but not accessible to users. 2 or more users are affected.
 P4 (LOW)	HPC and Science Cloud, and Data Archiving	3 working hours	45 working hours (5 working days)	<ul style="list-style-type: none"> 1 user is affected by service disruption.

7. Responsibilities

This section outlines the responsibilities of the COARE Team and Users. This SLA formalizes the agreement between Users and the COARE Team to uphold their respective responsibilities in accordance with the service level commitment of the COARE Team in the provision of COARE services.

Responsibilities of COARE Users

- a. Abide by all policies ([SLA](#), [AUP](#), and [Data Policy](#)) issued by the COARE Team governing or concerning COARE services;
- b. Provide all necessary details (e.g., screenshots of logs, name of Science Cloud Project, IP address of VM) on their service request or encountered service failure.
- c. Handle the cost of licensed software needed for the users' project/s;
- d. Report any issues encountered, (e.g., exploits, service disruption, service failure, bugs, malfunction, degraded performance, etc.)
- e. Utilize the [COARE User Portal](#) in logging service requests and reporting incidents.
- f. Cite or acknowledge the DOST-ASTI in any paper, publication, presentation, and other related content which resulted from research and development (R&D) activities that utilized COARE services. DOST-ASTI and COARE's logo must also be included in any case they have a website.

Responsibilities of the COARE Team

- a. Meet the identified service level targets;
- b. Monitor the operations of COARE regularly and respond accordingly as soon as any service disruption, degradation, or failure has been detected or made known;
- c. Send appropriate notification to users concerning all scheduled and unscheduled maintenance;
- d. Inform the users of the nature of any service failure that is occurring and may occur, as well as the estimated service restoration timeline or resolution time, if possible;
- e. Communicate important updates and notify COARE users once service disruption, degradation, or failure has been resolved;
- f. Comply with any requirements mandated by existing laws and policies (i.e., [SLA](#), [AUP](#), and [Data Policy](#));
- g. Notify users of any changes made to COARE's policies, procedure, and new services or features that are added to the existing COARE services;
- h. Recommend best practices on COARE services usage to the users and facilitate moderation of fair usage of the shared COARE services among Users;

- i. Ensure that usage of the COARE services will solely be for R&D purposes only;
- j. Direct Users to the [COARE User Portal](#) for a more efficient service delivery and support concerning their service requests or incident support requests.

8. Exclusions

This SLA does not apply in the following cases:

- a. Uptime commitment to scheduled maintenance activities;
- b. Failure related incidents which are beyond the control of the COARE Team (i.e., fiber cuts, collocation issues);
- c. Failures or errors caused by the Users' incorrect use or mismanagement of any COARE services;
- d. Failure caused by the deliberate actions or omissions (i.e., with intent to harm, neglect, etc.) of the User;
- e. Factors outside the control of the COARE Team.

9. Effectivity and Duration

The effectiveness of this SLA will apply at the time of the provision of account and start of access to the account. It shall continue until it is superseded or terminated, as provided in this section:

- 9.1** The COARE Team may suspend the provision of COARE services to its users if:
 - 9.1.1 COARE services have been used, are being used, or are planned to be used by users in violation of this SLA.
 - 9.1.2 Parties to this Agreement refuse to cooperate with investigations of any suspected or proven violations of this SLA.
 - 9.1.3 COARE services provided to COARE Users have been manipulated by a third party in violation of this SLA.
 - 9.1.4 The suspension of the provision of COARE services is necessary to protect the entire COARE, including its systems and network infrastructure, and other COARE users.
 - 9.1.5 The continued use of the COARE services by users may adversely impact the entire COARE operations.
- 9.2** The COARE Team shall issue a notice of suspension to its users to allow time to resolve the grounds on which the suspension is based, unless the COARE Team determines that either suspension on shorter/ contemporaneous notice or immediate suspension without notice is necessary to protect COARE, its other users, or any third party from operational, security, or other risk, or the suspension is ordered by a court or other judicial body. The duration of suspension will depend

on the severity of the grounds for suspension, as identified and evaluated by the COARE Team.

- 9.3** If the allotted time for resolving the grounds for suspension has lapsed and, after evaluation, the COARE Team has still reached conclusion that a user has incurred a serious violation of the SLA, provision of COARE services to the user will be suspended and the user's access to COARE will be revoked.

10. Limitations and Damages

To the fullest extent permitted under the law, the COARE Team will have no obligation or liability (whether arising in contract, warranty, infringement, negligence, product liability, or otherwise) for any direct, indirect, incidental, punitive, special, or consequential damages or liabilities (including lost profits, loss of income, revenue, goodwill, reputation or savings, loss or unavailability of or damage to data or software restoration), even if advised of the possibility of such damages or liabilities, arising with respect to:

- a. Use or inability to use the COARE service;
- b. Cost of procurement of substitute goods and services;
- c. Unauthorized access to, alteration of, deletion, damage, destruction, or loss of any user's content, data, or transmission by third parties; and
- d. Any other matter relating to the COARE services arising from this SLA.

Annex A: COARE Team Escalation Level



Annex B: Turnaround Time for Identified Service Requests

Table 4: List of Identified Service Requests

Service	Priority Level	Turnaround Time
Access-related		
HPC Account Creation	Medium	Within three (3) working days upon receipt of request and submission of complete requirements (if applicable) and information
Updating of SSH keys	Medium	Within two (2) working days upon receipt of request and submission of complete requirements (if applicable) and information
VPN	Medium	Within two (2) working days upon receipt of request and submission of complete requirements (if applicable) and information
Modules or Applications		
Installation of programs or applications	low	Within ten (10) working days for new packages, upon receipt of request and submission of complete requirements (if applicable) and information
		Within five (5) working days for specific versions of programs, upon receipt of request and submission of complete requirements (if applicable) and information
Change in access permissions to specific directories	medium	Within three (3) working days* upon receipt of request and submission of complete requirements (if applicable) (*Note: Turnaround time is dependent on owner of directory/ies. Change will only be implemented upon receipt of approval from owner of the directory/ies)
Capacity-related		
Upgrade requests (compute and storage)	medium	Within two (2) working days upon receipt of request and submission of complete requirements (Note: Turnaround time is dependent on the COARE Team's evaluation of the request. Request approval will be based on the COARE Team's evaluation and upgrade will only be implemented upon the COARE Team's approval.)
Science Cloud Project provision	medium	Within three (3) working days upon receipt of request and submission of complete requirements (if applicable) (*Note: Turnaround time is dependent on the COARE Team's evaluation of the request. Request approval will be based on the COARE Team's evaluation and Science Cloud Project will only be provisioned upon the COARE Team's approval.)
Revocation of dataset access	low	Within three (3) working days upon receipt of request
Upload of datasets to the Data Catalog	low	Depending on the evaluation of the COARE Team (evaluation criteria include dataset size, team availability, availability of COARE resources)
Custom requests (Note: These requests will automatically be treated as Low priority)		
Port configuration/IP address/firewall support	low	Within seven (7) working days upon receipt of request and submission of complete requirements (if applicable)
Reverse Proxy	low	Within seven (7) working days upon receipt of request and submission of complete requirements (if applicable)
Desktop/GUI environment	low	Within seven (7) working days upon receipt of request and submission of complete requirements (if applicable)
Others	low	Subject to prioritization

Annex C: COARE Service Request and Incident Resolution Process Workflow

