

**Deliverable D_O-INT_1.6
and
Deliverable D_O-INT_1.7**

**Service Level Agreements:
Summary of preparation and
signature status
SLAs continuing from PROMOTE
Plans for new SLAs**



Executive Summary

This report summarizes the activities with regard to Service Level Agreements and other agreements (Memoranda of Understanding, Letters of Agreement) to link MACC services with users. The overall goal is to have at least one such SLA signed for each MACC service by the end of the project (continuing into the planned successor project and the eventual operational GMES atmosphere core service). For services continuing from PROMOTE a mid-term signature of SLAs was planned, but iteration with users is still ongoing in some cases.

So far six agreements have been approved and nine more are in preparation. For two core services, plans for Period 2 of MACC have still to be completed.

Service Level Agreements templates in MACC

So far 2 templates were developed and iterated between members of the MACC management board and REA/EC: A full and a light version to be adopted by each service provider – user pair. These templates were based on those used in PROMOTE and adapted to the MACC project and EC co-funding.

A third template will be developed in the next few months to cover project relations (with MACC – PASODOBLE as pilot case). A fourth template may be needed for global or more science-oriented MACC services (to be developed until month 24) – one example is the agreement signed with CAMS.

Service Level Agreements in MACC – status

The following table provides an overview of SLAs in preparation towards end September 2010. In summary the first batch of “PROMOTE continuation” SLAs is under way or has been initiated, but some of their signatures is bound to the iteration with the users involved which takes longer than anticipated. Also the development of further SLAs has been initiated (e. g. one global MACC service based on the GEMS project).

User	MACC service	Heritage	Responsible	Status
EEA	R-ENS / R-EVA	PROMOTE (INERIS/DLR)	L. Rouil	Initiated (will be broader as mutual bi-directional agreement)
AIRPARIF	R-ENS	PROMOTE (INERIS/DLR)	L. Rouil	Tbd
Black Sea Commission	R-ENS / R-EDA	PROMOTE (RIU)	H. Elbern	In iteration
LANUV	R-EVA / R-EDA	PROMOTE (RIU)	H. Elbern	In iteration
WMO UV index region VI (DWD)	G-RG (T-O3 record)	PROMOTE (KNMI)	R. van der A	In iteration
WMO UV SAG (U Manchester)	G-IFS (UV records)	PROMOTE (FMI)	A. Arola	Initiated No direct service continuity (sat -> model)
SPARC	G-RG (3D-O3)	PROMOTE (DLR)	F. Baier	In preparation (waiting for specification)
DWD	G-RG (O3 forecast)	PROMOTE (KNMI)	R. van der A	Signed
NILU / EMEP	D-SAT (SYNAER AOD)	PROMOTE (DLR)	T. Holzer-Popp	signed

ARPA-L	Sat-PM test case (O-INT)	PROMOTE (CGS)	W. Nicolantonino	signed (test case only)
ARPA-P	Sat-PM test case (O-INT)	PROMOTE (CGS)	W. Nicolantonino	Approved; signature under way (test case only)
AQMEII	G-RG	GEMS (no SLAs)	M. Schultz	In iteration
IITM / GURME (India)	G-RG	GEMS (no SLAs)	M. Schultz	signed by user
GURME (China)	G-RG	GEMS (no SLAs)	M. Schultz	To follow agreement with India

Further Agreements in MACC with (potential) users

Further agreements (MoU or letter exchange) are under way where appropriate.

User	MACC service	Heritage	Responsible	Status
CAMS	GRG	-	M. Schultz	Letter agreement (GRG validation + use) signed
PASODOBLE	ENS, EVA, SAT	-	T. Holzer-Popp	Data requests specified (tech note), MoU/SLA needs to be worked out
EVOSS	G-RG, SAT	-	tbd	To be worked out

Candidate users for SLAs with all MACC services

The planning status for SLAs for all MACC services is summarized in the following table.

MACC service	User
GHG	Users for agreements need still to be identified
GRG	Agreements under way or signed with CAMS, WMO, SPARC, GURME, AQMEII
AER	Users for agreements need still to be identified
IFS	Agreement planned with WMO
ENS	Agreements planned with EEA, nat EAs, PASODOBLE
EVA / EDA	Agreements planned with EEA, nat EAs, PASODOBLE
RAD	Agreement planned with ENDORSE
SAT	Agreements signed or planned with NILU/EMEP, ARPAs, PASODOBLE
FIRE	This service is mainly providing internal input to MACC global services; possibilities for external agreements will be explored further.
EMIS	This service is built on input from many internal and external partners – therefore an SLA mechanism is not regarded as appropriate.