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Stimulating the development of downstream GMES services

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RE	Restricted to a group specified by the consortium (including the Commission)	
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SIDARUS CONSORTIUM

Participant no.	Participant organisation name	Short name	Country
1 (Coordinator)	Nansen Environmental and Remote Sensing Center	NERSC	NO
2	Alfred-Wegener-Institut für Polar-und Meeresforschung	AWI	DE
3	Collecte Localisation Satellites SA	CLS	FR
4	University of Bremen, Institute of Environmental Physics	UB	DE
5	The Chancellor, Masters and Scholars of the University of Cambridge	UCAM	UK
6	Norwegian Meteorological Institute, Norwegian Ice Service	Met.no	NO
7	Scientific foundation Nansen International Environmental and Remote Sensing Centre	NIERSC	RU
8	B.I. Stepanov Institute of Physics of the National Academy of Sciences of Belarus	IPNASB	BR

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SUMMARY

This document shows the template of the Service Level Agreement which will be used in SIDARUS to regulate the relationship between the SIDARUS service provider and the end user. The document also shows a list of core users that will be approached during the demonstration phase. At the moment we have not signed any service level agreements, but this will be done as soon as products are ready for delivery, and we have examples to show to the end users. The expected time of demonstration period for the different products are also listed in the document.

1 Introduction

The Service Level Agreement (SLA) is a short document needed between the service providers and users. The agreement describes the Service-Portfolio products to be delivered by the service partners to one or more end-user-organisations for a period of time. It includes type and quantity of products from the Service-Portfolio, identification of the users to receive the products, timing of delivery such as near real time (i.e. within 24 hours), weekly, monthly or annual delivery, support such as end user system installation and training. Furthermore, the agreement will address other issues such as quality of the products, ordering procedures, regularity in delivery and feedback from users reporting on quality and usefulness of the delivered products. The service level agreement shall ensure that SIDARUS products are provided and delivered to a number of end users and that assessment of the services is made by the users. SIDARUS has not signed such agreement with any of its potential users yet, but members of a Core User Group have been identified and are listed in the document. The service level agreement will be signed when relevant products are available from SIDARUS. Number of members in the Core User Group is expected to increase during the project period. The service level agreement defined in the EC project ICEMON are used as a model for agreements to be made with the SIDARUS users.

2 User group members

In SIDARUS tree main user categories are defined: (1) Marin Safety, (2) Marine and Costal environment and (3) climate and seasonal forecasting. A user group with representatives from all these categories have been approached as part of the questionnaire used in the users review document (SIDARUS delivery D1.1). See appendix for list of users. Among these users some have indicated that they will be interested to participate in a Core User Group to give feedback on SIDARUS products. A short description of the Core User Group is given below:

Name	Activities	User categories
Norwegian Cost Guard	Icebreaker Operators	Marine Safety
Pole Position	Logistic solution in Arctic areas	Marine Safety
University of Alberta	Satellite tracking of polar bears	Environmental monitoring
Greenland Institute	Research on living resources, animals and plants, and the environment in Greenland,and advices the Government of Greenland.	Environmental monitoring
Russian academy of sciences, A.N.Severtsov institute of ecology and evolution	Research Wildlife	Environmental monitoring
Statoil ASA	Oil exploration	Marine Safety
Total E&P	Oil exploration	Marine Safety
The Norwegian Coastal Administration	Governmental institute fro safety at sea	Marine Safety
British Antarctic Survey	Environmental research centres responsible for the UK's national scientific activities in Antarctica.	Marine Safety
Karl Angelsen	Fishing in Arctic areas	Marine Safety
Norwegian Meteorological Institute	Climate studies	Climate and seasonal forecasting

Table 1: List of core users group

3 Products to be delivered

The products developed in SIDARUS will be demonstrated in different demonstration campaigns. The table below shows expected start of the first demonstration for the different products and users category benefiting.

Product	Description	Production unit	First demonstration	Update frequency	Area coverage	User Benefit
Sea ice drift and deformation	Sea ice displacement based on satellite data from two consecutive days	AWI	September -October 2012	Dependence of data	Limited test area	Maritime safety.
Sea Ice albedo	Calculation of albedo and experimental melt pond fraction	UB	July 2012	Daily	Limited test area	Climate, NWP
SAR sea ice	Ice classification with focus on thin ice	NERSC	September - October 2012	Daily	Limited test area	Marine Safety
SAR Iceberg	Iceberg size and drift	CLS	February – June 2012	Image availability	Barents sea	Marine safety
Archived Sonar data	Ice thickness	UCAM		Not updated	Arctic	Climate Users
Cryosat ice thickness	Cryosat ice thickness improvement	UCAM	Depending of availability	Depending of availability	Arctic	Climate and Operational users
Thickness retrieval for thin ice	Thin ice < 0.5 meter based on 1.4 GHz passive microwave	UB	Beginning of 2013	Winter season	Arctic	Climate and Operational users
Sea ice forecasts	Implement a sea ice forecast model of the Barents and Kara seas	NERSC	Start in 2012	Daily forecasting	Barents sea and Kara sea	Operational users
Argos tracking	Integration of sea ice with ARGOS data.	CLS	Spring 2012	Data coverage	Bering sea Okhit	Wildlife users

Table 2: Products delivered and expected demonstration period.

4 Service Level Agreement template

The Service Level Agreement template used in the SIDARUS is shown belove:

Service:	(named product(s))
Service Provider:	
Service Recipient:	
Description of Service/Products:	
Service Period:	Start Month/Year — End Month/Year
Frequency of Delivery	(e.g. annual, weekly, daily, etc.)
Turnaround Time	(e.g. 24h, 4h, etc.)
Delivery Mode	Web : http://sidarus.nersc.no/ E–mail:
Support Service Specifications	(e.g. training, installation, maintenance, workshops) Service support is available on: E-mail: Phone:
Acceptance Criteria - Ordering and Cancellation	(e.g. time frames for ordering, conformation and cancellation)

Acceptance Criteria - Delivery and Quality	(e.g. delivery and turnaround time, product quality, accuracy, etc.)
Terms of Access to Service/Products	(e.g. password protected access, distribution restrictions, etc.)
Equipment to be Provided to Service Provider	(This refers to any equipment to be supplied to the service provider by the user or a third party to provide the service - in practice, this is generally expected to be not applicable (N/A))
Software to be Provided to Service Provider	(This refers to any software to be supplied to the service provider by the user or a third party to provide the service - in practice, this is generally expected to be not applicable (N/A))
Terms of Access to Service Recipient's Data/Infrastructure	(e.g. access to GIS data, servers, etc)
Targeted Service Model	(i.e. in-sourcing: user ultimately wants to build -n-house capacity for service provision; or out-sourcing: user wants to contract out service provision on a long-term basis)
Responsibilities of Service Recipient	The Service Recipient agrees to integrate the service/products received within the Service Recipient's operational mandate, to complete service utility evaluation, to provide service validation support, and to endorse the service/participate in promotional activities where appropriate.
Responsibilities of Service Provider	The Service Provider agrees to provide the service to the specified acceptance criteria. DISCLAIMER The Service Provider and collaborating organizations offer no warranties or representations with respect to the SERVICE, either expressed or implied. In no event will the Service Provider and collaborating organizations have any obligation arising from contract or tort, or for loss of revenue or profit, or for indirect, special, incidental or consequential damages arising from the use of this information and hereby disclaims any responsibility for the accuracy, or lack thereof, of this information

For Service Provider For Service Recipient

Table 3: Service Level Agreement template

Date: _____ Date: _____

5 Appendix

End Users that have responded to the SIDARUS questionnaire are shown in the table below. The response have been used for deriving the user requirements document (SIDARUS delivery D1.1)

#	Name of Organization	User category	Country
1	Norwegian Coast Guard, Squadron North, Sortland	Marine safety	Norway
2	Statoil ASA	Marine safety	Norway
3	Total E&P	Marine safety	France
4	Pole Position	Marine safety	Norway
5	Greenland Institute of Natural Resources	Marine and coastal environment	Denmark
6	University of Alberta, Dep. of Biological Sciences	Marine and coastal environment	Canada
7	The Royal Arctic Line	Marine safety	Danish
8	Tschudi Shipping	Marine safety	Norway
9	British Antarctic Survey	Marine safety	UK
10	Karl Angelsen	Marine safety	Norway
11	Université Louvain la Neuve	Climate and seasonal forecasting	Belgium
12	Fritz Johansen	Marine safety	Norway
13	Norwegian Coast Guard, KV Svalbard	Marine safety	Norway
14	Shell Internationals	Marine safety	Netherlands
15	A. N. Svertsov Inst. Of ecology and evolution (Niktia Platonov)	Marine and coastal environment	Russian
16	The Norwegian Coastal Administration, NOR VTS.	Marine Safety	Norway
17	Norwegian Meteorological Institute	Climate and seasonal forecasting	Norway
18	Arctica Offshore	Marine Safety	Finland
19	Expedition Shipping Company	Marine safety	Canada
20	Ice breaker Atle	Marine safety	Sweden
21	Sjöfartsverket / Ice breaker Atle	Marine safety	Sweden
22	M/T Preseverance /Transpetrol	Marine saftey	Belgia
23	Australian Antarctic Division	Marine and coastal environment	Australia

Table 4: List of users replied to the user questionnaire

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