Service Level Agreement for the delivery of Services within the framework of RISK-EOS Stage 2

Location : *ex Junta de Castilla y Leon*

For the delivery of *"ex: Burn Scars Mapping products"*

This Service Level Agreement, is concluded the "Date" by and between the hereunder **Parties** jointly or separately referred to as the « **Party(ies)** »,

Service Provider Name ex: INSA, the Service provider,

And,

The user representative Name ex, the Junta de Castilla y Leon, The user representative.

1 Introduction

This Service Level Agreement (SLA) defines the terms and conditions by which:

- the RISK-EOS service providers will deliver the *"products name"* to the user representative ,
- the full qualification of the services will be achieved,
- the users and service providers will cooperate to disseminate and promote the services towards the concerned user organisations, in order to ensure long-term sustainability of the service.

2 Entry into force

This agreement is effective upon the signature by the last party: date of entry into force.

3 Delivery Plan

This paragraph should give at least the expected products per year (2006, 2007, 2008) and the planned delivery date, and the region. It could start as follow.

"The aim is to deliver in the « *Name of the region* » the products derived from the *Service Name*. Description and technical specification of this service and product are detailed in Annex.

The volume of planed service for the second (2007) and third year (2008) depends on a users co-financing and ESA co-financing.

The table bellows gives details of the delivery plan".

Year	Location	Products	Delivery date
2006	Region Name : *ex: Entire coverage of Castilla y Leon.*	Product name + additional comments. *Ex : Burns scars mapping for the 2005 season (July to September 2005).*	Date of provision to the user representative. *Ex: 30 July 2006*
2007	Region name	….	
2008		….	

4 Obligation of the Service Provider

This paragraph describes the obligations of the service provider. They refer to the:

- *Service delivery in strict accordance with the SLA,*
- *Compliance with technical service specification (quality, compliance with RISK-EOS standards),*
- *Provide advice, support and documentation to the user.*

5 Obligations of the User representative

This paragraph describes the obligations of the user representative. In particular they refer to:

- *The coordination/federation of the users represented by the User representative,*
- *The dissemination of the RISK-EOS products to the end-users,*
- *Provision of needed input data to the service provider,*
- *Operational Validation: provide a feedback and evaluation of the delivered products to the Service Provider. This is performed by completing the document U7 " Service Utility report".*
- *Technical validation: when needed, perform product validation with existing ground truth information, field knowledge, or if needed users can perform ground survey.*

6 RISK-EOS product utilisation rights

This paragraph aims at defining the rights of the user representative with regards to the diffusion of the RISK-EOS products to the end-users and organisations he represents. It can contain the following text.

"User representative and users gathered under the user representative have the right to use the RISK-EOS products for their own needs as often they need. They can use also these products to perform others added value products, without aiming to sell these products.

User representative and users gathered under the user representative don't have the right to sell the RISK-EOS product to any commercial or non-commercial organisation.

In case that a commercial or non commercial organisation should need the delivered RISK-EOS products to perform for instance a study, the user representative and the users gathered under the user representative have the charge of ensuring the Intellectual Property Right of the delivered products.

This means that:

(1) the Service Provider and/or the party which has generated the products should be informed of this demand,

(2) and an engagement of the commercial or non-commercial organisation should be formalised to prevent any non-authorised used of the RISK-EOS products (not selling this products or using it to perfom another added-value sells products)".

7 Financing

This paragraph should mention the user engagement in co-funding the RISK-EOS products. If the users doesn't accept to sign in the first year (2006) a commitment in co-funding the product for Year 2 or Year 3, this should be mention in the SLA.

8 Contacts

This paragraph provides the names and adress of the Service Provider and the User Representative.

9 Agreement duration

This SLA is valid for the duration from 2006 to 2008. For 2007 and 2008 new updated versions of this document can be produced upon demand of the parties.

10 Integrity

Following signature, the parties referenced in the SLA agree to execute the proposed service delivery according to the terms and conditions outlined above and in compliance with criteria outlined in the available and relevant GSE Risk-EOS technical and management documentation.

Service Level Agreement Signed by:

The Service Provider:

……

The User Representative:

……

11 Annex : Service specification

11.1 Service Area Specification

This paragraph provides information on the area covered by the services.

11.2 Service Description

Detail technical description.