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EGI User Access Policy

TLP:CLEAR Public

1. Purpose

The EGI User Access Policy defines the general principles and conditions under which users and organisations can access services provided by the EGI Federation.

This is a generic User Access Policy providing the general access framework for services provided through the EGI Federation. Individual services may define additional or different access conditions according to their specific characteristics, funding model, technical requirements or target communities. Where a service has a customised User Access Policy, the applicable policy is made available directly through the service's web page.

This policy should be read together with the applicable service documentation, Service Level Agreement (SLA), and the EGI Acceptable Use Policy¹.

2. Service types

EGI delivers three different types of services:

- Services for research: advanced computing, data analytics, storage, security & identity, applications, and processing services tailored for researchers, scientific communities, and open innovation projects.
- Services for federation: infrastructure integration, management, operations, and coordination services designed for resource providers (such as data centers, cloud providers, and computing facilities).
- Services for business: commercial-facing solutions, compute/storage capabilities, consultancy, and training services tailored for industry actors, consultants, and Small and Medium-sized Enterprises (SMEs).

3. Access principles

EGI strives to lower the entry barrier to access high-end services and professional support, in particular for researchers and research communities.

By integrating national and European investments, EGI enables the optimisation of financial resources across borders and disciplines. In most cases, EGI services are offered free at the point of use. Where this is not possible, access may be provided through a paid-access model. For specific needs, EGI may also facilitate the use of community funding to support access to services provided by EGI service providers.

¹ EGI Acceptable Use Policy: <https://www.egi.eu/terms-of-use>

The ultimate goal is to lower the financial barrier to using EGI services for end users, while ensuring that the professionals involved in delivering the services and the underlying computing infrastructures are appropriately supported and compensated.

Access to EGI services is therefore based on a combination of different funding and collaboration mechanisms. Depending on the nature of the service, the user, and the available funding, access may be provided through one of the following access models:

1. **Sponsored Access**
2. **Paid Access**
3. **Long-Term Partnership**

4. Access Models

4.1. Sponsored Access

Sponsored Access enables users to access EGI services, professional support and co-development activities without a direct charge to the end user, where the associated costs are covered by external funding.

Sponsored Access can be provided through European Commission funding or through in-kind support made available at national level.

4.1.1. European Commission funding

Under European Commission-funded activities, EGI may provide access to services, professional support or co-development activities free at the point of use.

Access is subject to the scope and objectives of the relevant European-funded project. Users and use cases must therefore demonstrate relevance to the scope of the funding mechanism supporting the service.

Access may be granted through open calls for use cases or through participation in the relevant project consortium.

Support beyond the duration of the funded project may be possible, subject to the availability of resources and negotiation with the relevant service providers.

Access conditions:

- **What:** Access to EGI services, support or co-development.
- **Access policy:** Free at the point of use.
- **Requirement:** Relevance to the scope and objectives of the supporting project.

- **Sustainability:** Post-project support may be possible, subject to negotiation.
- **How:** Submission of use cases through open calls and/or participation in the relevant project partnership.

4.1.2. In-kind support at national level

EGI may facilitate access to services, professional support or co-development activities through in-kind contributions funded at national or institutional level.

Such access is provided free at the point of use for the supported users, with the associated costs covered by the contributing national or institutional funding.

Access is subject to alignment with the relevant national or institutional roadmaps, priorities and available resources.

The availability and sustainability of such support depend on the priorities and funding commitments of the relevant national or institutional stakeholders.

The EGI Foundation may facilitate the identification of suitable providers and beneficiaries through a Memorandum of Understanding (MoU) or another appropriate collaboration agreement.

Access conditions:

- **What:** Access to EGI services, support or co-development.
- **Access policy:** Free at the point of use through national or institutional funding.
- **Requirement:** Alignment with relevant national or institutional roadmaps and priorities.
- **Sustainability:** Subject to national or institutional priorities and available funding.
- **How:** A Memorandum of Understanding with the EGI Foundation may facilitate matchmaking between users and service providers.

4.2. Paid Access

Where sponsored access is not available or appropriate, EGI services may be provided through a paid-access model.

Under this model, users or organisations directly fund the services, support or co-development activities they require. The scope of access, applicable charges, service levels and other conditions are defined in the relevant contractual agreement.

Paid access is based on mutual interest between the user and the relevant EGI service provider.

Access conditions:

- **What:** Access to EGI services, support or co-development.

- **Access policy:** As defined in the applicable contract.
- **Requirement:** Mutual interest between the parties.
- **Sustainability:** As defined in the applicable contract.
- **How:** Direct contractual agreement with the EGI Foundation; the relevant services are provided by an EGI Federation provider.

4.3. Long-Term Partnership

Long-term access and collaboration may be established through participation in the EGI Federation.

Organisations with an established legal entity may join the EGI Federation as a Participant or Associated Participant, establishing a long-term framework for collaboration and access to EGI services.

Through EGI Federation Membership, organisations can access services supporting research activities as well as services supporting the operation and evolution of the Federation.

Membership provides a framework for long-term support and collaboration between the participating organisation and the EGI Federation.

Access conditions:

- **What:** Access to EGI services for research and services supporting the Federation.
- **Access policy:** Services for the Federation are provided as defined in the applicable SLAs; services for research are subject to negotiation.
- **Requirement:** Organisations with an established legal entity.
- **Sustainability:** Long-term support and collaboration.
- **How:** Joining the EGI Federation as a Participant or Associated Participant.

5. Service-specific access policies

This policy establishes the generic access framework for EGI services. Due to differences in service characteristics, funding arrangements, technical requirements and target communities, individual services may define additional or service-specific access conditions.

Where a service has a customised User Access Policy, that policy takes precedence over the generic provisions of this document for access to that service. The customised policy will be made available directly on the service's web page.

Service-specific policies may define, among other things:

- eligibility requirements;
- application and allocation procedures;

- access quotas or limits;
- authentication and authorisation requirements;
- acceptable usage conditions;
- service-specific charges;
- support arrangements;
- service-specific SLAs;
- data management or security requirements; and
- additional conditions arising from the funding or contractual framework supporting the service.

6. Service Level Agreements

Access to an EGI service is subject to the service level conditions applicable to that service.

Where no specific SLA or other agreement is in place, services provided by the EGI Federation are delivered under the [EGI Default Service Level Agreement \(SLA\)](#).

The EGI Default SLA defines, among other things, service hours, support arrangements, incident handling, service requests, service level targets, limitations and constraints, violations, and information security and data protection provisions. It applies to services in the EGI service catalogue when no other agreement is in place and may be extended or replaced by specific SLAs.

7. Acceptable use

All users accessing EGI services must comply with the applicable EGI policies and conditions of use.

In particular, users must:

- use EGI services only for lawful purposes and consistently with the purposes and limitations of the services;
- respect other users and avoid actions that may harm or disrupt the services;
- protect their authentication credentials and not intentionally share them;
- respect intellectual property and confidentiality obligations;
- keep their registered information accurate and up to date; and
- promptly report known or suspected security incidents, credential compromise or misuse through the appropriate channels.

Use of EGI services may be restricted or suspended for administrative, operational or security reasons in accordance with the applicable policies and agreements.

The complete EGI Acceptable Use Policy and Conditions of Use is available [here](#).

8. Authentication and authorisation

Access to an EGI service may require users to authenticate through an EGI-supported identity provider or another authentication mechanism specified by the service.

Depending on the service and access model, authorisation may be based on individual user identity, organisational affiliation, membership of a research community, project participation, contractual arrangements or other eligibility criteria.

Users are responsible for ensuring that their credentials and account information are kept secure and up to date.

Specific authentication and authorisation requirements are defined by the individual service where applicable.

9. Application and access allocation

The procedure for obtaining access depends on the applicable access model and the specific service.

Access may be granted through:

- open calls for use cases;
- participation in European or national projects;
- matchmaking facilitated through the EGI Foundation;
- direct contractual arrangements; or
- EGI Federation Membership.

Where access is subject to an application or allocation process, the relevant service provider or funding programme may define additional eligibility and selection criteria.

10. Costs and charging

The applicable charging model is determined by the access mechanism and the service concerned.

EGI aims to provide services free at the point of use whenever the required costs can be covered through European, national, institutional or community funding.

Where such funding is not available, services may be provided on a paid basis. Charges and payment conditions are defined in the applicable contract or service-specific policy (pay-for-use SLA).

Users will be informed of any applicable charges and relevant conditions before access is granted.

11. Service sustainability

The availability and continuity of access depend on the funding and contractual arrangements supporting the service.

Sponsored access is generally linked to the duration and scope of the underlying funding programme. Continued support after the end of a funded activity may be possible where resources and agreements allow it.

National or institutional in-kind support depends on the priorities and commitments of the organisations providing the support.

Paid access is governed by the applicable contract (pay-for-use SLA).

EGI Federation Membership provides a framework for longer-term support and collaboration, subject to the applicable membership and service agreements.

12. Changes to access conditions

EGI may update this generic User Access Policy from time to time to reflect changes in EGI services, funding mechanisms, governance arrangements, technical requirements or applicable policies.

Changes to access conditions that are specific to an individual service may be communicated through the relevant service documentation or service web page.

Where a service-specific policy or contractual agreement establishes different conditions, those conditions apply to the relevant service.

13. Relationship with other policies and agreements

This User Access Policy should be read together with:

- the applicable service-specific User Access Policy, where one exists;
- the applicable Service Level Agreement;
- the EGI Acceptable Use Policy and Conditions of Use;
- applicable membership agreements;
- applicable contracts and MoUs; and
- other EGI policies and procedures relevant to the service concerned².

² <https://confluence.egi.eu/display/EGIPP/>

In case of conflict, the applicable service-specific policy, contract or other binding agreement takes precedence over this generic policy to the extent defined by that agreement.

14. Contact and further information

Users should consult the web page of the relevant EGI service for information about service-specific access conditions, application procedures, support and contacts.

For general information about EGI services and access opportunities, users can consult the EGI website³ and the relevant EGI service documentation⁴.

³ <https://www.egi.eu/>

⁴ <https://docs.egi.eu/>