RESEARCH COMPUTING SLA

Access Requests

Summary

The Discovery cluster is a secure system that requires people to log in using their Northeastern University credentials. Access is controlled through an application form. All users affiliated with Northeastern University can apply for access to Discovery.

Service Name and Description

Name

Access Requests

Description

All users affiliated with Northeastern University who need access to Discovery can apply for access through ServiceNow. Student users will need to specify the name of their PI as a sponsor. Only PIs are allowed to fill in their own names in the sponsor's name field. Students who are doing work on Discovery as part of a class will receive access through their professor through a separate coursework access form.

Security Considerations

All account requests will be verified and approved by the sponsor. Any request that does not provide the required information will be denied.

Service Support Hours

The service can be scheduled on weekdays M-F, between 8am-5pm.

Service Off-Hours Support Procedures

Customers can request support for this service, and a response will be provided during working hours.

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Requests for Service Enhancement

The Research Computing team will respond to customer requests for service enhancements based on a review of the request and a determination of the need and demand for the enhancement.

Responsibilities

Customer Responsibilities

As a Research Computing customer, you agree to:

- Provide the all requested information, including the name of your sponsor and reasons for requesting access.
- If you are not a current Northeastern University student, faculty, or staff, you will need to obtain affiliation (such as a sponsored account) with Northeastern prior to requesting access.

Research Computing Team Responsibilities

General responsibilities:

- After approval from the PI, the RC team will respond to the access request and provide access within 24 hrs.

Service Response and Resolution Times

The Research Computing team reserves the right to change a ticket's impact and/or urgency level(s) after a review of the issue, with the exception of individual service agreements that have response and resolution times that were renegotiated. Due to the complex nature of issues that can occur with a cluster system, resolution of issues may require the involvement of other ITS units and/or outside vendors, and therefore response and resolution times are guidelines, not guarantees.

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What is the impact? _____ *What is the urgency?*	**System Wide** *Service is out for the entire system for all users*	**Widespread** (High) *Service is out for a majority of systems and/or a majority of users*	**Localized** (Medium) *Service is out for a part of the system or for a number of users*	**Isolated** (Low) *Service is out for one particular service or a single user*
Critical An important service is not operating and there is no workaround. All or a majority of users are not able to work as normal.	**Response**: 1 hr **Resolution**: 8 hr	**Response**: 2 hr **Resolution**: 1 day	**Response**: 4 hr **Resolution**: 2 days	**Response**: 6 hr **Resolution**: 4 days
High An important service might not be performing as expected and/or a temporary fix has been put into place.	**Response**: 2 hr **Resolution**: 1 day	**Response**: 2 hr **Resolution**: 2 days	**Response**: 4 hr **Resolution**: 4 days	**Response**: 6 hr **Resolution**: 7 days
Medium A non-critical service is not operating and/or performing as expected.	**Response**: 4 hr **Resolution**: 2 days	**Response**: 4 hr **Resolution**: 4 days	**Response**: 6 hr **Resolution**: 5 days	**Response**: 6 hr **Resolution**: 7 days
Low A change request or request for enhancement. A single user issue regarding a single resource.	**Response**: 6 hr **Resolution**: 5 days	**Response**: 8 hr **Resolution**: 5 days	**Response**: 8 hr **Resolution**: 7 days	**Response**: 8 hr **Resolution**: 10 days

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SLA Validity Period

This SLA will be in effect for one year.

SLA Review Procedure

This SLA will renew automatically on a yearly basis unless changes are requested by the customer or as determined by an internal review of this document.

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