RESEARCH COMPUTING SLA
Assistance Requests

Summary

The Research Computing (RC) team is responsible for the maintenance and upkeep of the Discovery and Explorer clusters. The RC team also provides support, consultations, training, and documentation for cluster users. Support can include a range of items from addressing critical system-wide issues to helping individuals troubleshoot an issue.

Service Name and Description

Name
Assistance Requests

Description
The RC team will provide support to cluster users for a range of issues. These issues can span from responding to an issue with the cluster that impacts all or a majority of users, such as a power outage, to responding to individuals who need assistance with retrieving their username. This SLA does not cover the types of requests that are covered in other SLAs, such as software installation, storage expansion, or need for training.

Security Considerations

Security issues would include any assistance requests that would entail actions that would be contrary to any University policy in general or Research Computing policy in specific.

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.

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

Research Computing Customers agree to:

- Provide as much detail about what they require assistance with, including screenshots.
- Be prepared to answer additional questions about the incident on the ticket, as asked by the research computing team as we try to determine a resolution
- Be prepared to try solutions as they are presented on the ticket

Research Computing Team Responsibilities

General responsibilities:

- Research the issue on the ticket, including performing testing and reaching out to the customer for further information
- Be proactive and keep the customer informed of our progress on the issue
- Provide alternatives or workarounds if a fix will take a significant amount of time to develop to help keep the customer productive

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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