RESEARCH COMPUTING SLA

Data Transfer Request

Summary

Data transfer, especially of large amounts of data, can be complex and time consuming. This can include transfers to and from internal and external sources. Researchers might need to transfer data from one storage system to another for various reasons including moving from a personal storage system to a shared storage system or moving data to an archive storage system. The Research Computing team can help researchers transfer data safely and in a timely manner.

Service Name and Description

Name

Data Transfer Request

Description

Researchers who might need to transfer a large amount of data or need secure data transfer should consult with a member of the Research Computing team to get assistance with the transfer. The RC team member can help determine the most efficient manner to complete the data transfer, and then assist with the transfer itself when needed.

Security Considerations

Secure data transfer will need to follow all of the usual protocols for the access and transfer of the data, including completing all necessary forms, both internal and external if applicable.

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.

Northeastern University
Research Computing

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:

- Determine, as accurately as possible, the size of the data that needs to be transferred
- Provide as much detail as possible to in the ServiceNow ticket regarding the data to be transferred
- Make sure to detail any security issues about the data and complete any necessary forms and/or approvals

Research Computing Team Responsibilities

General responsibilities:

- The Research Computing team will respond to the ticket within 24 hrs
- A member of the research computing team will follow up with the customer to determine a date and time for the consultation
- The RC team member will make an initial recommendation for transfer based on the consultation
- The RC team member will determine the best course of action in terms of data transfer and assist the customer in performing this transfer

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.

Northeastern University
Research Computing

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

Northeastern University **Research Computing**

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.

Northeastern University
Research Computing