RESEARCH COMPUTING SLA
Documentation Requests

Summary

The Research Computing (RC) team provides documentation to users of the Discovery system through its website. Documentation is also provided as part of custom training sessions and as requested by researchers on an as need basis. Documentation is continually updated to match the current system and services.

Service Name and Description

Name
Documentation Requests

Description
Documentation is maintained by the RC team for the users of Discovery. If there are any issues with the documentation, users can submit tickets requesting changes and/or updates. Users can also request enhancements or additional topics to be added to the documentation set.

Security Considerations

Documentation reserves the right to exclude documenting information that is proprietary and/or would possibly be revealing sensitive or secure information.

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.

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Responsibilities

Customer Responsibilities

Research Computing Customers agree to:

- Provide details about the documentation issue, including the specific location of the issue and screenshots if possible.
- If you are requesting an enhancement, provide details including examples with your request.

Research Computing Team Responsibilities

General responsibilities:

- Respond to the documentation request within 24 hrs.
- Verify the accuracy of the reported issue.
- Provide a fix for the issue within one week. If a fix is not possible, the customer will be notified of this within the same week.
- Enhancements will be addressed with the customer within one week. Enhancements might take up to two weeks to be completed.

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

SLA Validity Period

This SLA will be in effect for one year.

December 1, 2019

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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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