RESEARCH COMPUTING SLA
Software Installation Request

Summary

Discovery Cluster provides most popular software, including open source and commercial applications for many scientific computational modeling and simulation. As the disciplines continue to evolve, users may request installation of new software on Discovery. This SLA details the agreement between the Research Computing (RC) team and the users for installing software on Discovery.

Service Name and Description

Name
Software Installation Request

Description
The RC team will provide the service of installing software on Discovery Cluster. As Research Computing accounts are organized by group with faculty members as sponsors, any request for installing software on Discovery requires the approval of the faculty member. After the requirements for installing are complete, the process can generally take up to two weeks.

Security Considerations
The RC team reserves the right to refuse to install software that could potentially be in conflict with general security policies set forth by Northeastern in the Policy on Appropriate Use of Computer and Network Resources.

Service Availability and Outages
The service will be available throughout the year, with the exception of school holidays or breaks.

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:

- Get permission from the PI for installing this software.
- Faculty members should fill in their own name in the "sponsor" field on the ticket.
- Students need to fill in their PI's name in the "sponsor" field on the ticket.
- If the software requires registration, the PI and/or the student needs to have completed this before submitting a request.
- If the software is licensed, and NU does not already have a license for this software, it is the responsibility of the PI to provide the license to the RC team before we can install it.

Research Computing Team Responsibilities

General responsibilities:

- RC team members will verify the request directly with the sponsor named in the ticket.
- All software will be reviewed and tested for compatibility with the cluster system. If the software will not be compatible, the RC team will communicate this with the customer.

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.

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.

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.