RESEARCH COMPUTING SLA
Storage Extension Request

Summary

The Research Computing (RC) team is responsible for the procurement and ongoing maintenance of several data storage options, including active, archive, and cloud storage solutions. People affiliated with Northeastern can request one or more storage solution and should consult with the Research Computing team prior to writing a data management plan to understand the specific options that are available to them.

Service Name and Description

Name
Storage Extension Request

Description
People affiliated with Northeastern who need an extension to the file share that they currently are using can request an extension to their file share through ServiceNow. Customers who do not already have storage should submit a request for new storage instead of an expansion to storage. Customers who need data transfer and who do not have already have storage should submit a request for both new storage and a data transfer consultation.

Security Considerations

Storage resources fall under the general security policies set forth by Northeastern in the Policy on Appropriate Use of Computer and Network Resources.

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

Research Computing Customers agree to:

- Provide the research computing team with specific details regarding what your current storage configuration is
- Provide detailed information about what expanded storage you need
- Be willing to consult with a member of the RC staff after submitting a ticket to review your request
- Be willing to adjust your initial request in terms of the type and amount after a consultation with the RC staff
- Understand that storage provisioning can take up to two weeks

Research Computing Team Responsibilities

General responsibilities:

- Respond to the storage request within 24 hrs.
- Review and research the storage request, consulting directly with the customer as needed.
- Be proactive about keeping the customer informed about the expansion process
- Complete the expansion process request within two weeks

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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