

RESEARCH COMPUTING SLA

Training Requests

Summary

The Research Computing (RC) clusters can be used as a classroom resource at both the undergraduate and graduate level. Students might not have used this type of system before and need basic, introductory level information to login and start using the RC clusters. As part of their service offering to the campus, the RC team runs regular introductory training courses. This SLA details the agreement between the RC team and course facilitators to provide a course with a custom, basic introductory training session to help facilitate using the RC clusters in the classroom.

Service Name and Description

Name

Training Requests

Description

The RC team will provide basic introductory training session within the two weeks of class time for any class that is using the RC clusters that has requested this training session. The service will take place during one (1) class meeting, as mutually determined by the course facilitator and the member of the RC team who will be providing the training. The RC member will go to the course location or another mutually agreed upon campus location.

Security Considerations

If the classroom meeting space or other meeting space is in a secure area that the RC member does not have access to, it is the responsibility of the course facilitator to get the RC member access to the course location in a timely manner.

Service Availability and Outages

The service will be available during the start of each term, within the first three weeks of term. This service is not available during school holidays or breaks.

Service Support Hours

The service can be scheduled on weekdays M-F, between 8am-5pm.

Service Off-Hours Support Procedures

There are no off hours for this service.

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:

- Contact the RC team 4 weeks prior to the start of term with a request for the custom training session
- Provide the RC team with any special considerations for the training session.
- Inform the RC team of the desired day, time, and location for the training. Three alternate training days, times, and locations should also be provided in case the primary desired day/time is not available.
- If there is a delay or another time is needed, the course facilitator will inform the RC team member within 24hrs before the scheduled day/time.
- Review the training materials provided two weeks prior to the training session and return with any desired changes within one week. This is to give the RC team member one week to incorporate any changes needed before the training session. No changes will be accepted after one week before the session.

Research Computing Team Responsibilities

General responsibilities:

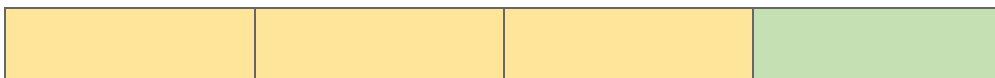
- Respond to course facilitator requests for a custom, in-course training session within 48 hrs.
- Meet with course facilitator within one month prior to the start of the course to determine the content of the training.
- Provide the course facilitator with the presentation materials two weeks before the scheduled training session for review.
- Be on time to the training session and cover the material agreed upon during the training session.

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? _____	System Wide <i>Service is out for the entire system for all users</i>	Widespread (High) <i>Service is out for a majority of systems and/or a majority of users</i>	Localized (Medium) <i>Service is out for a part of the system or for a number of users</i>	Isolated (Low) <i>Service is out for one particular service or a single user</i>
What is the urgency?				
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	Response: 6 hr Resolution: 5 days	Response: 8 hr Resolution: 5 days	Response: 8 hr Resolution: 7 days	Response: 8 hr Resolution: 10 days

regarding a single
resource.



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.