

RESEARCH COMPUTING SLA

Unsubscribe from Discovery Listserv

Summary

The Research Computing (RC) team communicates to users of the Discovery cluster through the Discovery mail listserv. This includes users who access Discovery resources only the Open onDemand web portal. We require that all users of RC resources be subscribed to the Discovery listserv, as we communicate important information, such as scheduled and unscheduled outages, to users through the listserv. However, if a user no longer needs access to RC resources, we can delete your account and unsubscribe you from the listserv.

Service Name and Description

Name

Unsubscribe from Discovery Listserv

Description

If Discovery users no longer need their account and want to be unsubscribed from the Discovery mail listserv, they can submit a ServiceNow request to have their account deleted and be removed from the listserv. Users should be aware that any files they have on Discovery in their /home directory will be deleted along with their account, so they are responsible for transferring any files off of their /home directory prior to requesting their account to be removed. Once an account has been deleted, if users want access again, they must request access through ServiceNow for a new account.

Security Considerations

The customer is responsible for ensuring that any secure data they might have on Discovery's storage systems is properly transferred or removed from Discovery before requesting their user account to be deleted. Use the Data Transfer ServiceNow request to properly transfer or remove secure data from Discovery.

Service Availability and Outages

The service will be available year round. During breaks, holidays, and weekends, there will be a delay in completing this service.

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:

- Provide their name, username, and email in the ServiceNow request.
- Make sure to transfer any files from their /home directory if needed.

Research Computing Team Responsibilities

General responsibilities:

- Respond to the request within 24 hrs.
- Verify the accuracy of the submitted information.
- Remove the user from Discovery and the Discovery mail listserv.
- 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	Widespread (High)	Localized (Medium)	Isolated (Low)
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<i>What is the urgency?</i>	<i>Service is out for the entire system for all users</i>	<i>Service is out for a majority of systems and/or a majority of users</i>	<i>Service is out for a part of the system or for a number of users</i>	<i>Service is out for one particular service or a single user</i>
<p>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.</p>	<p>Response: 1 hr Resolution: 8 hr</p>	<p>Response: 2 hr Resolution: 1 day</p>	<p>Response: 4 hr Resolution: 2 days</p>	<p>Response: 6 hr Resolution: 4 days</p>
<p>High An important service might not be performing as expected and/or a temporary fix has been put into place.</p>	<p>Response: 2 hr Resolution: 1 day</p>	<p>Response: 2 hr Resolution: 2 days</p>	<p>Response: 4 hr Resolution: 4 days</p>	<p>Response: 6 hr Resolution: 7 days</p>
<p>Medium A non-critical service is not operating and/or performing as expected.</p>	<p>Response: 4 hr Resolution: 2 days</p>	<p>Response: 4 hr Resolution: 4 days</p>	<p>Response: 6 hr Resolution: 5 days</p>	<p>Response: 6 hr Resolution: 7 days</p>
<p>Low A change request or request for enhancement. A single user issue regarding a single resource.</p>	<p>Response: 6 hr Resolution: 5 days</p>	<p>Response: 8 hr Resolution: 5 days</p>	<p>Response: 8 hr Resolution: 7 days</p>	<p>Response: 8 hr Resolution: 10 days</p>

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.