

**Illinois Campus Cluster Program  
RCaaS Service Level Definition**



---

**Illinois Campus Cluster Program  
Service Level Definition  
*Research Computing as a Service***

---

September 30, 2016

---

# Illinois Campus Cluster Program

## RCaaS Service Level Definition

### **Term**

The term of this agreement is for \_\_\_\_\_ [duration in months/years] beginning on \_\_\_\_\_ [date] for any usage under the Research Computing as a Service offering.

### **Service Overview**

Research Computing as a Service (RCaaS) is an ongoing service in support of shared batch computing resources for campus researchers. This Service Level Definition (SLD) covers the RCaaS offering via the Illinois Campus Cluster Program (ICCP). Customers of this service are researchers and/or units who, individually or as a group, purchase shared batch computing resources on the ICCP on an as-needed basis.

Customers agree to purchase compute time in units of core-hours and, to aid the ICCP in fairly allocating RCaaS resources, agree to estimate their expected usage of RCaaS to the best of their ability. Computing requirements in excess of 50,000 core-hours/month may be limited by the program and should be discussed with ICCP administrators.

Additional information on the Illinois Campus Cluster Program is located on the ICCP website<sup>1</sup>, and customers of **Research Computing as a Service** also agree to the terms in the Illinois Campus Cluster Program (ICCP) Overall Program Service Level Definition<sup>2</sup>.

### **Billing**

Billing occurs on a monthly basis for the term of the agreement as indicated above. Costs are charged monthly to a CFOP(s) through Technology Services and charges can be viewed on your Technology Services Statement via the Pinnacle application. Customers agree to keep on file with the ICCP a current CFOP(s) with sufficient funds to cover the expected charges to their account on a month by month basis. Billing will be at the current rate documented at the ICCP website.<sup>1</sup>

### **Termination**

Either party may terminate this agreement by providing written notification to the other party thirty (30) days in advance of termination. The Customer may terminate this agreement by contacting [help@campuscluster.illinois.edu](mailto:help@campuscluster.illinois.edu) prior to the end of any given billing cycle to take effect on the subsequent billing cycle. Further, any RCaaS account that sees no usage activity for two (2) consecutive monthly periods will be notified of account termination which will occur at the end of the third consecutive monthly period with no activity. In the event of termination and for a Customer with no other storage investment on the system, the Customer will have the duration of the subsequent billing cycle to move their data off of the system.

---

<sup>1</sup> <http://campuscluster.illinois.edu/>

<sup>2</sup> [https://campuscluster.illinois.edu/invest/ICCP\\_Program-SLDv2.0.pdf](https://campuscluster.illinois.edu/invest/ICCP_Program-SLDv2.0.pdf)

# Illinois Campus Cluster Program

## RCaaS Service Level Definition

### **Storage**

Each Customer of **RCaaS** will have at minimum **25GB** (usable) of User/Group Storage provided to them for the duration of service. This allocation is governed per the terms in the Overall Program Service Level Definition.

# Illinois Campus Cluster Program RCaaS Service Level Definition

## **Signature Page – Research Computing as a Service**

The term of this agreement is for \_\_\_\_\_ [duration in months/years] beginning on \_\_\_\_\_ [date] for any usage under the Research Computing as a Service offering.

The customer acknowledges that they have read, understand, and accept:

1. the terms and provisions of the Illinois Campus Cluster Program for the **Research Computing as a Service** offering, described in this Service Level Definition;
2. the terms and provisions of the ICCP Overall Program Service Level Definition;
3. the Policy on Appropriate Use of Computers and Network Systems at the University of Illinois at Urbana-Champaign<sup>3</sup>;
4. the campus Information Security Policy<sup>4</sup>;
5. that upon termination of this agreement, data will be removed (deleted) from storage space provided through this agreement, and all accounts associated solely with this agreement will be removed.

This page must be signed and returned for your order to be processed.

### **Participating Customer**

Name of Customer (or Customer Group representative): \_\_\_\_\_ (print name)

Department: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Please fill out and sign this page and either email it to Leslie Froeschl at lfroesch@illinois.edu or mail the original signed page to Leslie Froeschl, Room 1008, NCSA Bldg, MC-257 so that the ordering process may begin immediately.*

---

<sup>3</sup> <http://www.cam.illinois.edu/viii/viii-1.1.htm>

<sup>4</sup> <http://cam.illinois.edu/viii/VIII-1.2.htm>