



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

ICCP Service Level Definition

Research Computing as a Service

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 of 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.

The ICCP agrees to operate on behalf of the Investor, and in a manner consistent with the Illinois Campus Cluster Program Overall Program Service Level Definition and any other relevant governing policies, any compute nodes and storage used to fulfill the needs of the Customer under this agreement. The ICCP Operators will create a batch job submission queue for each RCaaS Customer to use in submitting compute jobs for execution.

The Customer agrees to purchase compute time in units of core-hours and that compute time billed will include the time for all cores in any node allocated during the execution of compute jobs submitted to their RCaaS Queue. To aid the ICCP in fairly allocating RCaaS resources, the Customer also agrees 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,¹ 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.²

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 at Illinois 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.

¹ The ICCP website can be found at <http://campuscluster.illinois.edu/>

² Current ICCP Service Level Descriptions: <https://campuscluster.illinois.edu/resources/docs/policies/>



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 emailing 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.

Upon termination of this agreement, all data will be removed (deleted) from storage space provided through this agreement, and all accounts associated solely with this agreement will be removed from the system. 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.

Storage

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



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Signature Page

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 Investor acknowledges that they have read, understand, and accept the terms and provisions of the Illinois Campus Cluster Program for Research Computing as a Service, described in this Service Level Definition, and have also read, understood, and accepted the terms and provisions of the ICCP Overall Program Service Level Definition.

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

Participating Investor

Name of Customer or Customer Group representative <i>(Print Name)</i>	<input type="text"/>
Department	<input type="text"/>
Phone	<input type="text"/>
Illinois E-Mail Address	<input type="text"/>
Signature	<input type="text"/>
Date	<input type="text"/>

Please fill out and sign this page, then send it to Jed Willard (willardj@illinois.edu) via email or mail the original signed page to Jed Willard, Room 1008, NCSA Bldg, MC-257 so that the ordering process may begin immediately.

