

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



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

September 30, 2016

Term

The term of this agreement is for _____ [duration in months/years] beginning

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on _____ [date] for any usage under the Research Storage as a Service offering.

Service Overview

Research Storage as a Service (RSaaS) is an ongoing service in support of shared storage resources for campus researchers. This Service Level Definition (SLD) covers the RSaaS offering via the Illinois Campus Cluster Program (ICCP). Customers of this service are researchers and/or units who, individually or as a group, invest in shared storage resources as part of the ICCP/RSaaS service.

Customers agree to purchase/rent storage resources in units of 1 TB for a period of time in increments of one month. Customers requiring 30TB or more will be required to agree to at least 1 year of rent with a period beyond one year in increments of one month. Storage requirements at 30 TB and above may require the purchase and deployment of additional hardware and those customers are encouraged to discuss their needs with ICCP staff to understand potential timelines for availability of this level of storage for use.

Additional information on the Illinois Campus Cluster Program is located on the ICCP website¹, and customers of **Research Service as a Service** also agree to the terms in the Illinois Campus Cluster Program (ICCP) Overall Program Service Level Definition².

Snapshots and Backups

Customers may choose to utilize snapshots which will be part of their data quota space. Snapshots are NOT disaster recovery copies of data and are contained within the same file system as the rented storage space. Snapshots are only for the use of recovery of user files deleted by mistake and are only available for recovery within a specified number of days. No off-site backups for disaster recovery are provided for any storage.

Service Availability

The RSaaS service is a 24×7 service with the following exceptions:

- Unplanned system outages due to issues with other aspects of the facility such as power, HVAC, network, or emergency maintenance to address computer security incidents may restrict access to the service.
- There will be a monthly preventative maintenance required that may take the service down. On the occasions that require a service outage, seven (7) day's notice will be given to all primary users. Users should be prepared for outages up to and potentially exceeding 12 hours. The length of any potential outage will be stated in the advance notice of the

¹ <https://campuscluster.illinois.edu/>

² <https://campuscluster.illinois.edu/resources/docs/policies/>

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service outage. Primary users who re-allocate storage for individuals within their unit/group, such as departmental IT that provides re-allocations to individual faculty members or researchers, are responsible for communicating outages to their secondary users. The RSaaS environment is heavily redundant with robust software that allows for rolling upgrades, so maintenance outages will be kept to a minimum.

Support Process

End-user support is only available during normal working hours, typically 8AM to 5PM, Monday through Friday, except on holidays. All requests for help or problem reports should be made to the ICCP Help Desk at help@campuscluster.illinois.edu. The RSaaS service staff will provide a response within one (1) to two (2) business day(s). In general, critical issues will be addressed as soon as possible. Critical issues are defined as disruptions to large portions of the storage infrastructure. If these occur email will be sent out to all users to let them know of the outage and what the schedule of return to service will be.

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.

Renewal

By default, agreements automatically renew unless the primary user opts out of automatic renewal when placing an order.

Acceptable Use

The customers and users of the RSaaS service agree to comply with all University of Illinois policies and procedures. Namely, that they recognize the Policy on Appropriate Use of Computers and Network Systems at the University of Illinois at Urbana-Champaign (<http://www.cam.illinois.edu/viii/viii-1.1.htm>), and the Information Security Policy (<http://cam.illinois.edu/viii/VIII-1.2.htm>). Questions about policies, procedures, and information security may be directed to help@campuscluster.illinois.edu.

Termination

Either party may terminate this agreement by providing written notification to the other party thirty (30) days in advance of termination. The one exception to this is in cases of renting 30TB

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or more, a minimum rental period of 12 months applies. In the event of termination, the data will be removed (deleted) from the rented storage resources and all accounts to the RSaaS will be removed. Any virtual machines and Globus Online endpoints will also be deleted. Failure to pay a bill also results in account termination. The Customer may terminate this agreement prior to the end of any given billing cycle to take effect on the subsequent billing cycle by notifying help@campuscluster.illinois.edu.

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Signature Page – Research Storage 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 Storage 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-Champaign³;
4. the campus Information Security Policy⁴;
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 Jed Willard at willardj@illinois.edu or mail the original signed page to Jed Willard, Room 1008, NCSA Bldg, MC-257 so that the ordering process may begin immediately.

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

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