

ACEnet Service Level Agreement

This agreement outlines the terms and financial conditions under which Dr. XXXXXXXXXXXXXXXXXXXX (the *Researcher*) will provide High Performance Computing equipment (the *Equipment*) to ACEnet and the services that ACEnet will provide to the *Researcher* in return.

Objective:

- ACEnet's mandate is to build a Research Computing Facility which facilitates access to HPC equipment in Atlantic Canada. By providing management services to Researchers who acquire new HPC equipment and by placing this equipment in our grid, ACEnet will ease the systems management burden on the *Researcher*.
- In return for the services provided, the *Researcher* agrees to share capacity with ACEnet so that ACEnet will be able to provide more capacity to the general user community.
- ACEnet's relationship with vendors of equipment or software may provide better pricing for the *Researcher* and thus increase the amount of resources that can be acquired.

Duration:

- This agreement has a 5 year term unless terminated.

Performance Targets:

- Both parties agree that an objective of this agreement is to share any unused HPC resources made available by the Equipment with the general ACEnet user population. That is to say, when capacity is available and not required by the *Researcher* this capacity may be accessed through the general ACEnet scheduling system.
- Levels of resource sharing will be reported on a quarterly basis.
- Within the capabilities of ACEnet's Resource Allocation Software (currently Sun Grid Engine) and bearing in mind the practicalities of managing multiple SLA's ACEnet and the *Researcher* will jointly develop a queuing/scheduling structure specifically designed to meet the *Researcher's* needs.

Services Provided:

ACEnet intends to operate as an enterprise class compute facility, and will provide systems management and operations support services to the *Equipment* in exactly the same manner as ACEnet manages and operates its own equipment. Other than the preferential access that the *Researcher* has to the *Equipment* (as described in the Performance Targets), ACEnet will treat the *Equipment* as if it were owned by ACEnet.

ACEnet will provide the following services to the *Researcher*:

- Operating System installation and management

- Data backup, archiving and restore services
- System monitoring and tuning
- Security (firewall) services
- Connection of the *Equipment* to the CA*Net 4 gigapop
- Systems Administration
- Help services

Management Reporting:

- If requested, ACEnet will provide a monthly report of the status and resource utilization of the *Equipment*.

Management Review:

- ACEnet and the *Researcher* will meet on a quarterly basis.
- ACEnet will provide a written report of the status of the *Equipment*, the *Researcher's* use of the resource and ACEnet's use of the resource. At this review, the actual results will be compared to the performance targets and where necessary, operational changes will be made to more closely meet the performance targets.

Technology Standards:

- ACEnet has set certain technology standards which are required to minimize the management workload, ensure smooth operation and gain flexibility in the movement of all computational research across the ACEnet grid. The *Researcher* accepts these standards, such as they exist at the time of signing. Any future changes to these standards will be discussed with the *Researcher* prior to their implementation.
- ACEnet will provide a standard set of tools, editors, compilers and operating system tools for the *Equipment*.
- ACEnet is not responsible to purchase any special licenses for the *Equipment*, however ACEnet may, in certain circumstances, contribute some or all of the funds needed to purchase such special software.

Responsibilities of ACEnet:

- Prior to entering into this agreement, ACEnet's Executive will make a recommendation to the Research Directorate that the benefits of the agreement are sufficient to justify the costs (both financial and other).
- ACEnet's Research Directorate will approve this agreement, or any subsequent modifications to it. Day to day operational responsibility for the operation of this agreement rests with ACEnet's Executive.

- ACEnet will grant the **Researcher** general access to all of ACEnet's resources in the same manner as any other researcher.
- ACEnet will grant the **Researcher** preferential access to the **Equipment** in accordance with the performance targets.
- ACEnet will manage the **Equipment** in exactly the same manner as its own equipment.

Responsibilities of Researcher:

- The **Researcher** will sign this agreement and will be the main point of contact for it.
- The **Researcher** will sign a Primary Project Account Application and will agree to comply with all ACEnet acceptable use policies.
- The **Researcher** will provide any operating funds to ACEnet in return for the services provided. Where the **Equipment** is part of a larger grant, the **Researcher** will provide such operating funds to ACEnet, within 30 days or receipt, on a basis that is proportional to the **Equipment**'s portion of the overall project cash value.

Location and Security:

- The **Equipment** must be protected by an ACEnet approved firewall.
- If **Equipment** is standalone then ACEnet will provide Data Centre space (including power and air conditioning).
- If rack space is available, ACEnet may house the **Equipment** in an existing rack.

Upgrading the Equipment:

- Both ACEnet and **Researcher** have the right, with mutual agreement, to upgrade the **Equipment**. Title for the upgrade, will reside with the **Researcher** unless specified otherwise at time of upgrade.

Arbitration and Termination:

- In the event of a dispute between ACEnet and the **Researcher**, efforts will be made by the Chair of the local ACEnet User Group and the Research Directorate to resolve this. If it is not possible to resolve the dispute, the Vice-President Research of the **Researcher**'s institute will arbitrate.
- Either ACEnet or the **Researcher** has the right to cancel this agreement by giving three months written notice in the case of the **Researcher** or six months written notice for ACEnet. Each party will be responsible for their own costs associated with canceling this

agreement (specifically the *Researcher* is responsible for moving costs, de-installation, cabinetry etc.)

Researcher signature

Date

Graham C. Mowbray
Executive Director
ACEnet

Date