

**Illinois Campus Cluster Program  
Disaster Recovery Service Level Definition**



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*Disaster Recovery Service***

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September 1, 2020

# Illinois Campus Cluster Program Disaster Recovery Service Level Definition

## Term

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

## Service Overview

Disaster Recovery Service (DRS) is an ongoing service in support of shared storage resources for campus researchers. This Service Level Definition (SLD) covers the DRS 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 DRS service.

Customers agree to rent storage resources in units of 1 TB for a period of time in increments of one month. Customers requiring 30 TB 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.

Disaster Recovery is not a backup, thus access to DRS is managed by the ICCP and will be restricted to data ingestion unless the ICCP program or a customer unit is recovering from a total failure of their primary storage solution. Further, DRS is not intended to be the only form of data protection for the primary copy of your data. Outbound bandwidth from DRS is monitored and any significant outbound flow of data will trigger an alarm. It is not permitted to serve data to end users from DRS. If a customer requests users be able to access data directly as a temporary measure while a recovery from a total failure of the primary storage system is on-going that request will be evaluated based on the circumstances of the situation.

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

## Snapshots and Backups

DRS will maintain seven (7) days of snapshots of customer data for protection against certain failure modes that could occur in using DRS (e.g., corrupt data is sent from a customer file system, DR application or replication errors, etc). These snapshots are contained within the same file system as the rented storage space and therefore do not represent additional data redundancy. The DRS solution is functionally a single copy of data and is intrinsically not backed up again, though it is protected by RAID and/or Erasure encoding algorithms.

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

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

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## **Service Availability**

The DRS 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 quarterly 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 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 DRS 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](mailto:help@campuscluster.illinois.edu). The DRS 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 DRS service agree to comply with all University of Illinois policies and procedures. Namely, that they recognize the Policy on Appropriate Use of

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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](mailto: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 30 TB 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 DRS 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](mailto:help@campuscluster.illinois.edu).

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## Signature Page – Disaster Recovery 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 **Disaster Recovery 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 Jed Willard at [willardj@illinois.edu](mailto: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.*

<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>