

LUMI Computing Service

Service Level Agreement

1. GENERAL

This Service Level Agreement (hereafter called SLA) is made between the customer, **LUMI Computing Service user** and the service provider, **CSC - IT Center for Science, Ltd.** to cover the provision and support of the service as described hereafter.

Amendments, comments and suggestions must be addressed using the communication channels defined in section 8.a.

The service provider retains right to introduce changes to the infrastructure. If the Customer does not accept changes, this service subscription can be terminated.

2. SCOPE & DESCRIPTION OF THE SERVICE

This SLA applies to *LUMI Computing Service*¹ (hereafter called LUMI or LUMI service).

The LUMI service is a supercomputer that allows customers to run parallel workflows through a batch queueing system. LUMI comprises of a large number of powerful GPU nodes and CPU nodes with varying amounts of memory.

This service is provided under *LUMI General Terms of Use* and *LUMI_Cyber_Security_Statement*.

3. SERVICE HOURS & EXCEPTIONS

The service is designed to run continuously. However, the following exceptions apply

- Planned service breaks (not more than 5 days per year is targeted). Announced to the customer in at least one week in advance (via email and other communication systems, e.g. portal).
- Unplanned service breaks.

¹ <https://www.lumi-supercomputer.eu>

4. SERVICE COMPONENTS & DEPENDENCIES

The service covered by this SLA is made up of the following (technical and logical) service components:

- LUMI Datacenter infrastructure
- Funet network
- LUMI User Support
- LUMI Computing Platform

5. SUPPORT

Support to the services covered by the scope of this SLA are provided through LUMI User Support:

Operating hours	Help desk on duty all Business days from 8:00 to 18:00 (CET), 9:00 to 19:00 (EET). <ul style="list-style-type: none">• Monday through Friday, except when the facilities are closed due to holidays or administrative closings.• A service can be requested or an Incident reported by a Web Portal at any time. Incidents reported or services requested outside the working hours will be served at the next scheduled working day, unless a special procedure for Major Incident is invoked.
Phone	
E-Mail	
Webpage and contact form	Support to the service is provided through LUMI User Support channels: <ul style="list-style-type: none">• Webpage and contact form https://www.lumi-supercomputer.eu/user-support/
Response time	Response time targeted is within Three Working Days

A. INCIDENT HANDLING

Disruptions to the agreed service functionality or quality will be handled according to an appropriate priority based on the impact and urgency of the incident. In this context, the following general priority guidelines apply:

1. Ensuring reasonable levels of security
2. Restoring normal service operation

B. FULFILMENT OF SERVICE REQUESTS

In addition to resolving incidents, the following standard service requests are defined and will be fulfilled through the defined support channels:

- LUMI user account management
- Resource requests
- User support through LUMI ticket system.

6. SERVICE LEVEL TARGETS

The LUMI service adheres to the following targets:

Service level	Description	Availability
Basic	Fraction of time the system is fully usable (able to operate in normal performance) and available to users Includes: files systems, home directories, login nodes, access network.	97%

7. LIMITATIONS & CONSTRAINTS

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided in the following languages: English
- Availability and reliability is calculated based on internal monitoring results available to the customer upon request through the agreed communication channels (See sections 5 and 8).
- Downtimes caused due to upgrades for fixing critical security issues are not considered SLA deviations.
- Any other causes outside service provider's direct control.

8. COMMUNICATION, REPORTING & ESCALATION

A. GENERAL COMMUNICATION

The following contacts will be generally used for communications related to the service in the scope of this SLA:

Description	Contact
Contact for the customer	https://www.lumi-supercomputer.eu/user-support/
Security incident reporting	security@csc.fi

B. REPORTING

Service reports regarding Availability can be requested by users through the appropriate communication channels (See section a). The information provided on requested Service Reports is limited to data availability and by data security and privacy constraints.

C. SLA DEVIATIONS

The Service Provider commits to inform the customer, if there are deviations of this SLA or deviation is anticipated. For this, the general communication channels will be used (See section 8.a).

The customer may notify SLA deviation by contacting LUMI User Support within 2 weeks of the deviation. The case will be analysed internally, if the deviation is confirmed, the Service Provider will inform the Customer about the reasons for the deviation, planned mitigation actions and expected resolution time.

D. ESCALATION & COMPLAINTS

For escalation and complaints, the defined service provider contact point shall be used, and the following rules apply:

1. First contact shall be established to **Contact for the customer** address (See section a) explaining the reason for the complaint with a sensible level of detail and clarity. Please also include, if possible, the following information:
 - Name of the service
 - Date and time of the events
 - Usernames of affected users
 - Channel to use on following communications (If other is preferred)
2. LUMI User Support will contact you back **within three working days** with the more information about the incident and which procedures are or will be adopted to minimise its impact.

9. INFORMATION SECURITY & DATA PROTECTION

The management processes for LUMI hosting by CSC have been included in the scope of CSC ISO 27001 certification. CSC has defined security policies and also follows security best practices. For CSC's customers, providers and staff there are specific security guidelines. Some items in our security policies and guidelines refer to external compliance requirements. CSC has also procedures for risk and security management. For more information, please refer to the following page: <https://www.csc.fi/security>.

10. ADDITIONAL RESPONSIBILITIES OF THE SERVICE PROVIDER

Additional responsibilities of the Service Provider are as follow:

- Adhere to security policies and procedures defined in CSC's Security Policy (See section 9).
- Use communication channels defined in the agreement.
- Provide monitoring data to measure fulfillment of agreed service level targets.

11. CUSTOMER RESPONSIBILITIES

The Customer agrees to follow the *LUMI General Terms of Use*, and *LUMI_Cyber_Security_Statement*.

12. REVIEW

There will be reviews of the service performance against service level targets and of this SLA at planned intervals according to the following rules:

- Annual reviews are done internally and based on customer feedback
- Major changes to the service may trigger a review.

13. GLOSSARY OF TERMS

For the purpose of this SLA, the following terms and definitions apply:

SLA – Service Level Agreement (this document).

Response time – Time spent between the arrival of a customer’s support request and the first response from LUMI User support.

Business days – Monday through Friday, except when the facilities are closed due to holidays or administrative closings.

Working hours – Period between 8:00 to 18:00 (CET) / 9:00 to 19:00 (EET) in all Business days.

14. DOCUMENT CONTROL

Document ID	LUMI-SLA-2022-05-05
Document title	LUMI-Service Level Agreement
Document owner	LUMI Computing Service Owner
Version	1.0
Last date of change	5 May 2022
Version & change tracking	v1.0