UBC ARC Chinook Terms of Service

Version 2.0.0

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1. Introduction

1.1 Purpose

This document explains the terms of service for the **UBC ARC Chinook** storage platform managed by UBC Advanced Research Computing (ARC). It contains important information about the service and addresses eligibility, suitability, **User** responsibilities, access, support, and maintenance.

1.2 Background

UBC ARC Chinook is an object storage platform available to UBC researchers. This implementation provides eligible researchers access to the platform that is centrally managed by UBC ARC.

1.3 Platform Description

The **UBC ARC Chinook** platform consists of an object storage platform, with redundancy between Vancouver and the Okanagan. **Users** are provided access to these resources through an application, allocation and renewal process.

1.4 Suitability

UBC ARC Chinook is well suited to support research with sizable unstructured data, back-up and log files, and data generated from scientific instruments. It is not intended to replicate existing block storage resources such as UBC TeamShare or other mounted network storage systems.

1.5 Caveats

There are no representations or warranties, express or implied, as to the description, quality, completeness or fitness for any purpose of any services or information provided hereunder or described herein. Further, there is no ongoing commitment to ensure the operation of the **UBC ARC Chinook** platform for any period. Should it become necessary to terminate the operation of the **UBC ARC Chinook** platform, best-effort will be used to provide sufficient advanced notice to all **Users**. It will be the responsibility of the **Allocation Owner** to locate an alternate service and transfer all data.

All **Users** agree to use this platform in compliance with and only for purposes permitted by *UBC Policy SC14 Acceptable Use and Security of UBC Electronic Information and Systems* and associated information security standards. For more information, please refer to: https://cio.ubc.ca/information-security/policy-and-standards/information-security-policy-standards-and-resources.

2. Access

2.1 Eligibility

An **Eligible UBC Researcher** is eligible to request an allocation on the **UBC ARC Chinook** platform for the storage of research data. The successful applicant is classified as the **Allocation Owner** for that allocation.

All **Users** must have a valid institutional email address in order to be provisioned access to the **UBC ARC Chinook** platform. Valid institutional email addresses include those from universities, hospitals, colleges, research institutes and centres.

2.2 User Types

2.2.1 Primary Users:
Are researchers with a staff or faculty appointment at UBC.

2.2.2 Sponsored Users:
Do not have a staff or faculty appointment at UBC. A **Primary User**, typically the **Allocation Owner**, sponsors their access.

2.3 Access Credentials
The **UBC ARC Chinook** platform integrates with UBC's **Campus Wide Login** (**CWL**) system management and access. All **Allocation Owners** require a **CWL** in order to access the platform. For **Sponsored Users** working on allocations with High or Very High Risk Information. The **Allocation Owner** must request a **Guest CWL** on their behalf (see: https://it.ubc.ca/services/accounts-passwords/campus-wide-login-cwl/how-sponsor-guest).

2.4 Access
The **UBC ARC Chinook** platform may only be accessed using Globus and, optionally, by request, Simple Storage Service (S3). Globus is a data sharing and transfer service that is integrated with **UBC ARC Chinook**. S3 provides an application programming interface (API) that Chinook users can leverage to transfer data from S3-compatible platforms, applications, or systems.

The **Allocation Owner** of an allocation that only involves the storage of Low or Medium Risk Information will be granted access to independently manage the sharing of the data for the allocation. Any allocation that includes or may, in the future include, the storage of High or Very High Risk information must have all data sharing via Globus managed by UBC ARC.

Users activity may be logged including all connection attempts, connection details, and any file transfers. Logs may be stored both on premise and on the Globus platform on servers located in the United States of America.

2.5 Account Suspension
User Accounts and/or Service Accounts may be suspended, terminated, and reactivated in accordance with the *ARCS-22 ARC System Access Control* standard.

User Accounts and/or Service Accounts will be suspended:
- If found not in compliance with these terms of service, or
- If necessary to protect the integrity of the system, or in the case of a security incident.

For information regarding re-activation of a **User Account and/or Service Accounts**, suspended for any reason apart from the termination of an allocation, refer to the *ARCS-22 ARC System Access Control* standard.

In the event that a **User's CWL** is suspended for any reason, access to the **UBC ARC Chinook** platform using that **CWL** will not be possible until the **CWL** has been re-enabled.

2.6 User Responsibilities

All **Users**:

- Must read, understand, and agree to these terms before using the **UBC ARC Chinook** platform. **Users** are responsible for ensuring their use of the platform remains in compliance with all applicable regulations, research requirements, policies, and ethical requirements.
- Must not share any access credentials or their email address with any other individual.
- Must ensure that the applications used to connect to ARC S3 collect sufficient log data to remain complaint with *UBC Information Security Standard M8*.
- Credentials supplied to connect via S3 are considered a service account in accordance with *UBC Information Security Standard M3* and therefore, users must manage them accordingly.
- Must notify **ARC Support** in addition to following regular institutional procedures immediately in the event of a suspected privacy breach, in the event their access credentials are compromised or believed to have been compromised, or any other security incident.
- Must notify **ARC Support** in the event their **CWL** username used for access to **UBC ARC Chinook** changes in order to maintain access to **UBC ARC Chinook**.
- Must notify **ARC Support in the event that S3 connections are no longer required regardless if their wish to retain their allocation for storage purposes.**

Allocation Owners are ultimately responsible for all use of the platform as part of their allocation including all associated **Users**, access, and data. **Allocation Owners** must notify **ARC Support** immediately in the event that any **Users** granted access to their allocation are no longer involved in the allocation and who must have their access revoked.

Allocation Owners must notify **ARC Support** immediately in the event that the highest risk information stored within their allocation has changed or will potentially change in the future.

By requesting an allocation and through the use of the **UBC ARC Chinook** platform, **Allocation Owners** agree to ensure that all use remains in compliance with all applicable policies, regulations, laws, ethics requirements, and agreements.

3. Use

3.1 Acceptable Use

The **UBC ARC Chinook** platform is a shared resource. **Users** must ensure their use of the platform does not adversely affect other **Users** or the integrity of the platform. In the event that the normal activity of **Users**, consistent with their allocation, causes adverse impact to the platform, **ARC Support** and the **Allocation Owner** must work together to mitigate the impact. If the impact cannot be mitigated in a timely matter **ARC Support**, at their discretion, may suspend the activities causing this impact.

Users must not attempt to circumvent any of the security controls in place on the platform, employ wiretapping or network enumeration and/or capture tools, or use the platform for any purpose other than that specified in the application for the allocation granted.

The use of S3 to connect to UBC ARC Chinook is intended to support applications connecting to storage. Credentials must not be used for purposes other than those specified for the allocation.

3.2 Storage Resources
Write access to all storage resources ends at the same time as the allocation. **Users** will retain access to **UBC ARC Chinook** for a maximum of 14 days to remove data.

3.3 Storage Quota
The storage quota per allocation remains the same regardless of the number of **Users**. This quota applies to all data stored as part of the allocation regardless of what storage system within the **UBC ARC Chinook** platform is used to store the data. The **Allocation Owner** must ensure the use of storage resources does not exceed the quota granted for their allocation.

To ensure that available storage resources are used in the most efficient and equitable manner, the amount of storage allocated as part of a resource allocation may be reviewed periodically. **ARC Support** may contact the Allocation Owner following a review where an adjustment to the amount of storage allocated is recommended.

3.4 File Permissions
The **Allocation Owner** has access to all **Users** data stored on the **UBC ARC Chinook** platform as part of their allocation. All access is controlled by the Globus service.

It is important for all **Users** collaborating as part of a single allocation to remember that the **Allocation Owner** will be granted access to all data stored as part of that allocation without exception. In some cases **Users** may wish to establish formal agreements in advance, to ensure all parties understand and agree to how data will be accessed.

The **Allocation Owner** is responsible for ensuring the provisions in this section are acceptable to the **Data Owner**(s).

4. Support

4.1 Support Commitment
ARC offers support for **UBC ARC Chinook** as a service during regular UBC business hours on a best effort basis. Support is available for the use of the platform, technical questions, and guidance regarding appropriate use of the platform. ARC is not resourced to directly assist researchers with the design and configuration of their projects, development or compilation of code, and/or data curation.

4.2 Accessing Support
Request support by contacting **ARC Support**. Support is provided on a best effort basis by a team of individuals with distinct skill sets. The individuals that respond may change based on the nature of the request.

5. Maintenance

To ensure availability, integrity and reliability of the service, **UBC ARC Chinook** will undergo regular maintenance that may be planned, or unplanned depending on the nature of the maintenance, as defined in the *ARCS-21-System-Maintenance* standard.

Users will be notified in advance when a pre-set maintenance window will be required and the estimated duration. In the event of an urgent maintenance required outside the pre-set maintenance window, **Users** will be provided as much advance notice as possible.

6. Backup

6.1 Data Replication
UBC ARC Chinook does not provide traditional backup. Data is replicated to a data center located at the UBC Okanagan campus.

7. Data Retention and Destruction

7.1 Storage Retention
Data stored on the platform is managed in accordance with the *ARCS-05: Data Retention and Destruction* standard. All data associated with an allocation that has ended will be deleted no later than 14 days after the end of the allocation period. The **Allocation Owner** of an allocation may request data deletion for their allocation at any time.

8. Training

8.1. Training Use
UBC ARC Chinook may occasionally be used to support training sessions. Training sessions must have a defined start and end date, referred to as the training period. The use of **UBC ARC Chinook** for training must not interfere with the normal operations of the platform.

8.2. Allocation
A training allocation must be created for each training period. It must be identified as being for training purposes, and deleted after the training period is completed. The **ARC Research Systems Team** is the assigned **Allocation Owner** of all training allocations.

8.3. Responsibilities
All **Users** of **UBC ARC Chinook** taking part in training:

- Must comply with the requirements included in this Term of Service document;
- Must not use the **Training Allocation** for any purpose other than prescribed by the training session(s);
- Must not store any High or Very High Risk information as part of the **Training Allocation**.

8.4. Access to training allocation
Users taking part in a training session will be granted access to the designated **Training Allocation**. This access will be removed at the end of the training period.

9. Acknowledgement

9.1 Request for Acknowledgement

Researchers are urged to acknowledge **UBC ARC Chinook** in any publication, presentation, report, or proposal on research that involved **UBC ARC Chinook** hardware and/or staff expertise.

> *"This research was supported in part through storage resources and services provided by Advanced Research Computing at the University of British Columbia."*

Researchers are asked to annually submit, a list of materials that reference ARC, and inform its staff whenever any such research receives professional or press exposure. This information is extremely important in enabling ARC to continue supporting the UBC Research community.

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