UBC ARC Sockeye Terms of Service

Version 2.0.0

THE UNIVERSITY OF BRITISH COLUMBIA

Sockeye Terms of Service

1. Introduction

1.1 Purpose

This document explains the terms of service for the **UBC ARC Sockeye** High Performance Computing (HPC) 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 Sockeye is a general-purpose HPC platform available to UBC researchers. This implementation provides eligible researchers access to the platform and is centrally managed by the **ARC Research Systems Team**.

1.3 Platform Description

The **UBC ARC Sockeye** platform consists of an HPC platform, attached UBC ARC **Sockeye Project Storage**, and low latency **UBC ARC Sockeye Scratch Space**. **Users** are provided access to these resources through an application, allocation and renewal process.

1.4 Suitability

UBC ARC Sockeye is well suited to transient computationally intensive workloads that are optimized by the job scheduling and workload management software. Access is provided through time-based allocations.

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 Sockeye** platform for any period. Should it become necessary to terminate the operation of the **UBC ARC Sockeye** 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

Eligible UBC Researchers may apply for an allocation on the **UBC ARC Sockeye** platform to conduct computationally intensive research. 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 Sockeye** platform. Valid institutional email addresses include those from universities, hospitals, colleges, research institutes and centres.

2.2 User Types

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

2.2.2 Sponsored Users:
Individuals that 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 Sockeye** platform integrates with UBC's **Campus Wide Login** (**CWL**) system. All **Users** require a **CWL** in order to access the platform. For **Sponsored Users**: 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 Controls
The **UBC ARC Sockeye** platform may only be accessed using **Secure Shell (SSH)** and **Open OnDemand (OOD)** from designated UBC networks. OOD is a Graphical User Interface (GUI) that allows users to manage files, submit jobs, and launch interactive applications directly from a browser. Remote connections to **UBC ARC Sockeye** require connecting to UBC through the institutional VPN. **SSH** and VPN access credentials are based on **Users' CWL**.

Users activity may be logged including all connection attempts, connection details, any file transfers, and all jobs.

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

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

For information regarding re-activation of a **Sockeye User Account**, 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 Sockeye** platform 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 Sockeye** 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 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 changes in order to maintain access to **UBC ARC Sockeye**.

Allocation Owners are ultimately responsible for all use of the platform as part of their allocation including all associated **Users**, computation, 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 must have their access revoked.

By requesting an allocation and through the use of the **UBC ARC Sockeye** platform, **Allocation Owners** agree to ensure that all use remains in compliance with all applicable policies, regulations, laws, ethics requirements, and agreements. **Allocation Owners** must also ensure that all use is consistent with the terms of use and license requirements of all software, either pre-installed and/or installed or employed by the **User**.

For all software used, it is the responsibility of **Allocation Owners** to acquire and manage any required software licenses not already provided by ARC.

3. Use

3.1 Acceptable Use

The **UBC ARC Sockeye** 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.

3.2 Computational Resources

Access to computational resources, including CPU and GPU, is based on the allocation awarded. Access to all computation resources ends at the same time as the allocation. **Users** will retain access to **UBC ARC Sockeye** for a maximum of 14 days to remove data, but no computation will be possible during that period.

Computational jobs have some technical limits; refer to *Appendix A: Sockeye Technical Limit*s for details.

3.3 Storage Quota

The storage allocated as part of a resource allocation is a total for the allocation 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 Sockeye** 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.

Storage resources have specific limits; refer to *Appendix A: Sockeye Technical Limits* for details.

3.4 Storage Resources

UBC ARC Sockeye *allocations include 3 resource spaces. 3.4.1.UBC ARC Sockeye Home Storage:*

The **Sockeye Home Storage** location is provided to assist with work on the platform. Each **Users** receive one **Sockeye Home Storage** regardless of the number of allocations in which the user is a part. It is intended for storage of content specific to the user, or non-research data project files (i.e.: software, config files and interactive analysis). All research data associated with an allocation should be stored in **Sockeye Project Storage**. **Sockeye Home Storage** is only available for active user accounts..

3.4.2. UBC ARC Sockeye Project Storage:

The **Sockeye Project Storage** location is provided to store research data associated with an allocation. **Users** must not use this location as a storage for data that will not be processed on the system, or as a long-term data storage solution. **Sockeye Project Storage** is only available for the duration of the allocation.

3.4.3. UBC ARC Sockeye Scratch Space:

Sockeye Scratch Space location is provided to be used during active computation. This space is subject to periodic data purge as indicated in section 7 of this standard. **Users** must not use this location as a storage for data that is not being processed on the system, or as a long-term data storage solution. All research data associated with an allocation should be stored in **Sockeye Project Storage**. .

3.5 File Permissions

The **Allocation Owner** has access to all **Users** data stored on the **UBC ARC Sockeye Project Storage and Sockeye Scratch Space** as part of their allocation. All access is controlled by UNIX-style file permissions. All **Users** granted access under an allocation will have the same UNIX group. Only one group will be provisioned for an entire allocation. If the **Allocation Owner** requires finer-grain access control it may be necessary to apply for more than one allocation.

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**.

4. Support

4.1 Support Commitment

ARC offers support for **UBC ARC Sockeye** 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 and 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 Sockeye** 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 No Backup

UBC ARC Sockeye does not provide any backup for data stored on the platform. There is a measure of data resiliency inherent in the design of the attached storage systems, this does not provide the level of protection a backup storage system would provide. The Allocation Owner and **Users** are responsible for securing their own backup service if required.

7. Data Retention and Destruction

7.1 Active Storage

Data stored on the platform is managed in accordance with the *ARCS-05: Data Retention and Destruction* standard. The **Allocation Owner** is responsible for removal of all data associated with an allocation that has ended. A grace period of 14 days after the end of the allocation period is provided to facilitate data removal after which time any remaining data will be subject to deletion. The **Allocation Owner** of an allocation may request data deletion for an allocation at any time.

Users are responsible for removal of all contents stored in their UBC ARC **Sockeye Home Storage** prior to no longer taking part in any current allocation(s). A grace period of 14 days is provided to facilitate data removal after which time any remaining contents will be subject to deletion.

7.2 Scratch Space

The UBC ARC **Sockeye Scratch Space**, provided as part of the **UBC ARC Sockeye** platform is designed to be used during active computation. Information stored in the `/scratch` directory is considered temporary and is subject to deletion if not accessed within 90 consecutive days.. **Users** must manage their use of UBC ARC **Sockeye Scratch Space** and move data to and from their UBC ARC **Sockeye Project Storage** as required.

8. Training

8.1. Training Use

Sockeye may occasionally be used to provide training sessions. Training sessions must have a defined start and end date, referred to as the training period. The use of **UBC ARC Sockeye** 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 manager of the **ARC Research Systems Team** is the assigned **Allocation Owner** of all training allocations.

8.3. Responsibilities

All Users of **UBC ARC Sockeye** 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 process or 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 Sockeye** in any publication, presentation, report, or proposal on research that involved **UBC ARC Sockeye** hardware and/or staff expertise.

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

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Appendix A: Sockeye Technical Limits

Compute Job Limits:

- Job duration (wall time) — Maximum: 7 days (168 hours)

File Count Limits:

- Project/Home storage — No limit to number of files*
- Scratch space — 10 million files per allocation*

* Refers only to the number of files and not to the total size.