

# UBC ARC RONIN Cloud Terms of Service

*Version 1.0.0*

**ARC** Advanced  
Research  
Computing



THE UNIVERSITY OF BRITISH COLUMBIA

# UBC ARC RONIN Cloud Terms of Service

## 1. Introduction

### 1.1 Purpose

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

### 1.2 Background

**UBC ARC RONIN Cloud** provides Infrastructure as a Service on Amazon Web Services (AWS) managed through the RONIN software portal. It is available to **Eligible UBC Researchers** and provides access to the platform that is centrally managed by the **ARC Systems Team (RST)**.

### 1.3 Platform Description

The **UBC ARC RONIN Cloud** platform allows researchers to create and manage their own time-limited virtual machines on the AWS commercial cloud.

### 1.4 Suitability

**UBC ARC RONIN Cloud** is provided as a self-service platform. **It must not be used for any project involving High Risk Information or Very High Risk Information.** It may also be subject to intermittent and unexpected periods of inaccessibility and/or modifications to the platform over time.

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

Only **Eligible UBC Researchers** will be granted an allocation on the **UBC ARC RONIN Cloud** platform. This individual is designated as the **Allocation Owner** for that allocation.

## 2.2 User Types

### 2.2.1 Primary Users:

Are **Eligible UBC Researchers**.

### 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 RONIN Cloud** platform integrates with UBC's **Campus Wide Login (CWL)** for system management and access. All **Allocation Owners** 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

The **UBC ARC RONIN Cloud** platform and associated virtual machines may only be accessed from designated UBC networks. Remote connections therefore require first connecting to UBC through the institutional VPN.

**Users** activity may be logged including all connection attempts, connection details, activity while using the system, and any file transfers.

## 2.5 Account Suspension

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

**User 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**, 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 RONIN Cloud** 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 RONIN Cloud** 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 use the **UBC ARC RONIN Cloud** platform to store or process any High or Very High Risk Information.
- 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 used for access to **ARC Ronin Cloud** changes in order to maintain access to the platform.

**Allocation Owners** are ultimately responsible for all use of the platform as part of their allocation including all associated **Users**, access, maintenance/administration of the virtual machines, 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.

By requesting an allocation and through the use of the **UBC ARC RONIN Cloud** 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 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 RONIN Cloud** 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 Storage Resources

Access to all storage resources ends at the same time as the allocation.

### 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 RONIN Cloud** 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.

### 3.4 File Permissions

The **Allocation Owner** has access to all **Users** data stored on the **UBC ARC RONIN Cloud** platform as part of their 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.

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 RONIN Cloud** 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, maintenance of virtual machines, 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

### 5.1 Maintenance Windows

**UBC ARC RONIN Cloud** is subject to maintenance at any time and potentially without notice. **ARC Support** will make a best effort attempt to notify users in advance of any maintenance that will interrupt access to the platform.

### 5.2 Urgent Patches

An urgent patch may be required to address a defect in the software, platform, or operating system; or a critical security patch. When an urgent patch is required, it may be necessary to perform maintenance to the platform immediately and advance notice to **Users** may not be possible in such cases.

## 6. Backup

### 6.1 Data Replication

**UBC ARC RONIN Cloud** does not provide any backup for data stored on the system. It is the responsibility of Users to ensure a copy of all data is maintained in another location.

## 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. Data destroyed as a result of end-user actions, such as virtual machine or project deletion, cannot be restored. All data associated with an allocation that has ended will be deleted after the end of the allocation period. The **Allocation Owner** of an allocation may also request data deletion for their allocation at any time.

## 8. Training

### 8.1. Training Use

**UBC ARC RONIN Cloud** 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 RONIN Cloud** for training must not interfere with the normal operations of the platform. **UBC ARC RONIN** may also be used for internal ARC training without a pre-defined start or end date.

### 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.

### 8.3. Responsibilities

All Users of **UBC ARC RONIN Cloud** taking part in training:

- Must comply with the requirements included in this Term of Use Document.
- Must not use the training allocation for any purpose other than prescribed by the training session(s).
- Must not store any **High Risk Information** 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.

Effective Date:	01-APR-2022		
First Released:	06-OCT-2020		
Last Revised:	31-MAR-2022		
Last Reviewed:	31-MAR-2022		
Approved By:	ARC Management Team		
	31-MAR-2022		