ARC Sockeye Terms of Service

Version 1.4.1
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1. Introduction

1.1 Purpose
This document explains the terms of service for the 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
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 Systems Team.

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

1.4 Suitability
ARC Sockeye is a general-purpose HPC platform. Access is provided through time-based allocations. It is well suited to transient computationally intensive workloads that are optimized by the job scheduling and workload management software.

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 ARC Sockeye platform for any period. Should it become necessary to terminate the operation of the 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
Researchers with a staff or faculty appointment at UBC are eligible to request an allocation on the ARC Sockeye platform to conduct computationally intensive research. Allocations are granted based on the ARCS-16 ARC Sockeye Allocation standard. 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 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:
Are researchers with a staff or faculty appointment at UBC. They may apply for an allocation on ARC Sockeye.

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 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 ARC Sockeye platform may only be accessed using Secure Shell (SSH) and from designated UBC networks. Remote connections therefore require first 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-17 ARC Sockeye 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-17 ARC Sockeye Access Control standard.

In the event that a User’s CWL is suspended for any reason, access to the 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 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 **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 who must have their access revoked.

By requesting an allocation and through the use of the **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, both 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 **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 **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 Limits** 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 **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 Home Storage
Users are provided a (50Gb) Sockeye Home Storage location to assist with work on the platform. Users must not use this location to store data associated with an allocation. All allocation data should be stored in Sockeye Project Storage.

3.5 File Permissions
The Allocation Owner has access to all Users data stored on the ARC Sockeye platform 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 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 Sockeye via email: arc.support@ubc.ca 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
To facilitate required upgrades and patches the ARC Sockeye platform has a pre-set maintenance window the third (3rd) Tuesday of every month between 09:00 and 18:00 Pacific Time. Users will be notified in advance when the maintenance window will be required in a given month. Regular upgrades and patches will only be performed during this window.

5.2 Security & Stability Patches
In cases where non-critical security patches or significant bug fixes are required, upgrades may be conducted outside the standard upgrade schedule. Users will be provided as much advance notice as possible.
5.3 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 No Backup
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. 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. 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 that allocation at any time.

Data stored in Sockeye Home Storage will be deleted no later than 14 days after the user is no longer a part of any current allocations.

7.2 Scratch Space
The Sockeye Scratch Space, provided as part of the ARC Sockeye platform is temporary space. It is designed to be used during active computation. All files that have not been accessed in 30 days, located on Sockeye Scratch Space are automatically purged by the system without exception. Users must manage their use of Sockeye Scratch Space and move data to and from their Sockeye Project Storage as required.

8. Acknowledgement

8.1 Request for Acknowledgement
Researchers are urged to acknowledge ARC Sockeye in any publication, presentation, report, or proposal on research that involved 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.”

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 Researchers community.
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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 1 million files per allocation*

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