Documentation Request SLO

Summary

The Research Computing (RC) team provides online documentation for HPC users. Documentation is continually updated to match the current system and services.

Service and Description

Documentation Request

HPC documentation is maintained by the RC team. If there are any issues with the documentation, users can submit tickets requesting changes and/or updates. Users can also request enhancements or additional topics to be added to the documentation.

Security Considerations

RC reserves the right to exclude documenting information that is proprietary and/or would possibly be revealing sensitive or secure information.

Service Support Hours

The Research Computing (RC) team is available weekdays from 9 a.m.-5 p.m. ET.

Responsibilities

Researcher Responsibilities

- Provide details about the documentation issue, including the specific location of the issue and screenshots if possible.
- If you are requesting an enhancement, provide details including examples with your request.

Research Computing Responsibilities

- Respond to the documentation request within three business days.
- Verify the accuracy of the reported issue.
- The actual timeline for completing any updates or enhancements to RC documentation will be left to the discretion of the RC team.