

## Software Installation Request SLO

### Summary

The Research Computing (RC) team strives to provide the most popular software on the HPC Cluster including open-source and commercial applications for scientific computational modeling and simulation. As the disciplines continue to evolve, users may request new software on the HPC cluster.

### Service and Description

#### [Software Installation Request](#)

The RC team installs software on the HPC Cluster. Any request for installing software must be approved by the user's sponsor.

### Security Considerations

The RC team reserves the right to refuse to install software that could potentially be in conflict with general security policies set forth by Northeastern in the Policy on Appropriate Use of Computer and Network Resources.

### Service Support Hours

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

### Responsibilities

#### Researcher Responsibilities

- Get permission from the PI to install this software.
- If the software requires registration, the PI and/or the student needs to have completed this before submitting a request.
- If the software is licensed, and NU does not already have a license for this software, the PI to must provide the license to the RC team before installation.

#### Research Computing Responsibilities

Work with the researcher to verify the compatibility of the software and help with troubleshooting.