Storage Extension SLO

Summary

The Research Computing (RC) team is responsible for the procurement and ongoing maintenance of several data storage options, including active, archive, and cloud storage solutions. HPC cluster users can request one or more storage solutions but should consult with the RC team prior to writing a data management plan to understand the specific options that are available to them.

Service and Description

[Storage Extension Request](#)

HPC cluster users at Northeastern can request an extension to the file share that they are currently using.

Security Considerations

Storage resources fall under the 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

- Provide the RC team with specific details regarding your current storage configuration.
- Provide detailed information about what expanded storage you need.
- Be willing to consult with a member of the RC team to discuss your request.
- Be willing to adjust your initial request in terms of the type and amount of storage based on information provided by the RC team.
- Understand that storage provisioning can take up to two weeks.

Research Computing Responsibilities

- Respond to the storage request within three business days.
- Review and research the storage request, consulting directly with the customer as needed.
- Be proactive about keeping the customer informed about the expansion process.
- Complete the expansion process request within two weeks.