

# Services Contract v1.1

This contract describes the rights and responsibilities defining the relationship between the Douglas Neuroinformatics Platform (DNP) and a subscribing laboratory, research group, or research project, as represented by a named Principal Investigator, hereafter "Subscriber". The fulfillment of this contract is subject to the agreement and adherence to the DNP Terms of Service document for all account holders of the Subscriber.

Subscription cost per Subscriber is \$1000/year, billed yearly on the DRC financial schedule.

The DNP will supply the following services

- Storage, accessible via DNP-managed workstations or SSH
  - 1TB of storage included in subscription
  - Additional usage at a cost of
    - \$10/100GB/year for independently backed-up, disaster proof storage
    - \$20/100GB/year same as A, with historical file versioning (undelete)
    - Billing of additional storage is calculated as the maximum storage used over the previous quarter at time of billing
- User account management
- Workstation management (if applicable)
- Cloud services, such as
  - Mattermost (Lab group chat with video features, Slack clone)
  - Lab Wiki (with private and public pages)
- Support in the use of the DNP hardware and software
- Access to the DNP shared workstations.

The primary responsibility of the DNP is to ensure the smooth functioning of the computers and storage such that the platform can be used to undertake computational research. Secondly to this, the DNP endeavours to supply stable, functional and performant research software to enable researchers to focus on undertaking research questions. Finally, the DNP will provide documentation and support to enable researchers to use the hardware and software available in an optimal manner to achieve their research goals, as well as the goals of open science.

## Storage

The DNP will supply data storage, accessible via workstation remote drives, or SSH/SCP/SFTP, billed according to above. Safety of data is ensured on the storage server via doubly redundant drive failure resilience as well as automatic continuous replication to a second disaster site on Douglas grounds. Data integrity is ensured via block-level checksumming, and change history is enabled through a copy-on-write filesystem with snapshots of decreasing frequency back into file history. Data security is managed through group-based access permissions for storage

allocations, and user-based access permissions within-group. Advanced permission controls are available for finer grained management.

The DNP will work with the DRC and external agencies to ensure that the platform meets the requirements for research data management (RDM) and research ethics board (REB) policies with the goal of blanket approval of the platform for research project use.

## Workstation Management

As part of the scope of computer hardware support, the DNP will support the hardware of any workstation supplied by researchers to the platform, under the conditions that:

1. The workstations are still owned by the Subscriber
2. Only DNP staff have administrative access
3. The workstation will be managed in the same way as existing, similar DNP workstations (special configuration requires additional project and support costs, outside of this contract)
4. Repairing physical hardware failures are the (financial) responsibility of the Subscriber, with technical support of the DNP
5. Repair timeframe is best-effort, as Subscriber can continue to work using other identically configured DNP hardware

Workstations under the management of the DNP will be made available when idle for use by other DNP members in order to make the best use of computational resources for all researchers. Use of workstations may be interrupted for maintenance and upgrades, but every attempt will be made to notify users beforehand, so they can shift their work to alternative DNP hardware.

## Documentation and Training

The DNP will provide for members of research groups that are subscribed to the DNP, documentation on the use of the DNP system and related services. Occasional public training sessions will also be scheduled, with customized training available for a fee.

## Delinquency and Terms of Service Violations

In the circumstance where a Subscriber fails to meet their financial obligations, the Subscriber shall be given one (1) billing cycle to resolve their delinquency. After this time, all accounts associated with the Subscriber shall be disabled until the account can be cleared.

If a user, or the Subscriber's group overall is found to be violating the Terms of Service, the account(s) in question will be disabled and subject to the "Suspension of access and Termination" provisions.

## Account Upkeep

The DNP will contact Subscribers once a year to update their user account lists for positive affirmation of accounts that should remain active. Failure to respond to a request will result in all accounts being suspended.

## Changes

1.0->1.1

Remove DNP WiFi