

San Diego Supercomputer Center @ University of California San Diego

Colocation Service Agreement

Customer Information:

(to be completed by customer)

Project Name / Department:

Business Contact Name:

Business Contact Email:

Business Contact Phone:

Signature:

Date:

Recharge Index:

Technical Contact Name:

Technical Contact Email:

Technical Contact Phone:

Description of request (e.g. equipment, networking needs, etc.):

SDSC Authorization:

Name: Matt Campbell

Title: Data Center Services Manager

Email: mattc@sdsc.edu

Phone: 858.534.5107

Signature:

Date:

Monthly charge:

(to be completed by SDSC)

Basic monthly charges:
Additional services:
Total:

Passcode:

(to be completed by customer)

SDSC requests the customer create a passcode for identity verification for representatives of the customer. This passcode will be used to authenticate any remote requests for the equipment hosted at SDSC specified in this document. Some examples are a string of numbers or a phrase that cannot be easily guessed.

Passcode:

SDSC Authorized Access:

(to be completed by customer)

Please designate what tasks SDSC Operations is authorized to perform. For example in the event of an emergency if you would like the capacity to call SDSC Operations and have your equipment powered down, that should be described below.

Scope:

Basic service includes:

- Up to two (2) 1 Gigabit Ethernet connections (1 active, 1 failover).
- SDSC IP address and DNS registration.
- Up to two (2) 208V power connections.
- SDSC Machine Room Access accounts (Identiscan biometric system).

Additional Services Available:

- Complete system administration.
- Encrypted backup and/or recovery of data, data archiving.
- Validation and compliance with UCSD's minimum security standards.
- Increased bandwidth connectivity to the campus backbone and/or the Internet.
- Compliance assistance (e.g. FISMA, etc.)

- Communication with existing UCSD infrastructure.
- Out-of-band remote access (KVM or serial).

For information about additional services please contact services@sdsc.edu.

SDSC Duties:

- Provide secure Datacenter access to preauthorized personnel.
- Assisted installation of project/department equipment including racking, cabling, and labeling (if requested at the current rate of \$72/hour).
- SDSC provides network infrastructure including cabling, switches, routers, and core components.
- Network maintenance and troubleshooting from the perimeter to the closest SDSC managed network device attached to your equipment.
- Hosting of equipment in a secure and 24x7x365 monitored facility.
- Up to weekly vulnerability scanning.
 - In the event of a detected intrusion or misuse, the specified point of contact will be notified.
 - SDSC reserves the right to suspend connectivity to your equipment in the event of an infection/intrusion if necessary
- Provide a 24x7 staff to monitor and assist in troubleshooting project equipment (if arranged).

SDSC's basic service will NOT include:

- System management
- Monitoring of system level services or traffic.
- Software, Database, OS, or application development or support.
- Any associated maintenance or repair costs with hardware or software.
- Compliance with any state or federal security requirements/regulations with regard to system and data (including "in-transit" data).

Customer Duties:

- Systems administration.
- Compliance with UCSD minimum security requirements.
 - <http://blink.ucsd.edu/Blink/External/Topics/Policy/0,1162,16456,00.html>
- Ensure that contact information remains current.
- Subscription to the opsnotice@sdsc.edu list for Datacenter notices and maintenance.

- Customer will not sublet rack space to another project, department, or other party and agrees to coordinate with SDSC Operations for any orientation changes.
- Customer provides rails for mounting equipment in SDSC rack space (unless arrangements are made with SDSC Operations).
- Customer provides equipment and power cables.
 - If necessary, SDSC can provide assistance for sourcing cabling requirements.
- Agrees to orient equipment to SDSC approved standards and have periodic inspections for compliance.
 - Current SDSC racks are 19 inches and have 4 posts. Please make sure your rails fit this configuration. If you do not have rails or need assistance please contact SDSC Operations or Matt Campbell.
- Agrees to pay SDSC for initial configuration of network and DNS infrastructure at the currently published hourly rate.
- Notify SDSC no fewer than 30 days before termination of colocation services.

Notifications / Outages:

- Planned maintenance (performed by SDSC): 2 week average announcement prior to work being performed.
 - All attempts made to perform outside of normal business hours (see below).
- Unplanned outage or emergency: All efforts will be made by SDSC and its partners to return equipment or facility to normal service as quickly as possible. An email notification will be sent to customers as appropriate.
- All notices are sent to opsnotice@sdsc.edu

SDSC Hours of Operation:

- SDSC Operations: 24x7, 365 days a year
 - Contact: operations@sdsc.edu or call 858.534.5090
- SDSC Business hours:
 - Monday-Friday: 8am-5pm PST.
 - Saturday-Sunday: closed.

Address:
 San Diego Supercomputer Center
 10100 Hopkins Dr.
 La Jolla, CA 92093
 Mail code: 0505
 Attention: SDSC Operations

Department Contact:
 Matt Campbell
 Data Center Services Manager
mattc@sdsc.edu
 858.534.5107

Equipment:

Hostname:	Device Type:	MAC Address:	IP Address:	DC Location (SDSC to fill out):

SDSC Datacenter Rules

Introduction

The datacenter rules below are expected to maintain the safety, security, efficiency, and cleanliness of the SDSC datacenter (east & west). The safe operation of SDSC's datacenter is a high priority, and we need the help of all those who access this space to ensure the safety and efficiency of the equipment and people within.

Operations contact info:

- phone **858-534-5090** Available 24 hours
- email **operator@sdsc.edu**

Datacenter Rules

1. New equipment must be approved by and coordinated with the SDSC Operations group.

*The SDSC Operations group must approve all new equipment and moves from one location to another in the datacenter. Locations by floor tile quadrants must be recorded along with system name, owner, and contact information. Advanced notice is required in order to accommodate new equipment. Requests should be made to **operations@sdsc.edu**.*

2. Equipment should be unpacked outside the datacenter in the appropriate location (currently the old SDSC Auditorium).

*All boxes, packing materials, pallets, and other non-equipment materials (especially cardboard, wooden crates, and pallets) should not be taken into the datacenter. **All materials not clearly marked, beyond their removal date, or outside the staging area will be removed and discarded by SDSC Operations and/or Facilities Management staff daily. Any time spent cleaning up after violators will be recharged to the offending group (where applicable).***

3. Do not block aisles with chairs, mobile terminals, or other obstructions.

All mobile terminal carts must reside along the perimeter of the datacenter and must not be left unattended for extended periods of time. If they are found unattended for more than 24 hours, they will be removed. These items are both a safety hazard and an airflow obstruction.

4. All out-of-rack cable runs must be coordinated with SDSC Operations and follow correct procedures. Non-compliant or non-labeled cables risk removal during regular cleanups.

This process should occur prior to purchasing cables so paths can be determined and proper lengths acquired. All cables will be labeled at both ends with hostname, tile location (of host/patch panel), and destination port (i.e. it-stack-sw g1/0/1).

5. Proper safety procedures and equipment must be used for moving and installing heavy equipment.

Carts and dollies are available. Use proper lifting techniques and seek help with heavy items.

6. No food or drink is allowed in the datacenter.
7. Orange cones must be used to mark safety hazards.

Open floor tiles, exposed openings in cut floor tiles, and temporary cable runs require the use of cones to alert persons entering or working in the datacenter of hazardous conditions. If you must leave exposed obstacles that constitute a safety hazard, use a warning sign combined with orange cones. Do not put others at risk of walking into equipment or holes that are out of place or in walkways.

8. No floor tile will be left open and unattended for any reason.

Always replace floor tiles as you work. Open floor tiles not only put workers at risk of falling in and being seriously injured, but they can cause the datacenter cooling system to fail. No more than THREE (3) tiles are to be opened in any one direction. Skip a tile if needed. NOTE: Floor integrity may be compromised by an excessive number of open tiles.

9. Do not block electrical panels.

No materials (boxes, chairs, tables, equipment, etc.) are to be left in front of any electrical panel. 36 inches of clearance is to be maintained at all times both above and below the raised floor.

10. Use the buddy system when working under the datacenter floor.

Crawling under the datacenter floor is a potentially hazardous action. Rules/regulations for confined space entry apply to anyone venturing under the raised floor. If anyone must crawl under the datacenter floor tiles they are REQUIRED to be accompanied by another person to supervise their safety. Open floor tiles can be replaced by those who are not aware that someone is working under the floor. Additionally, electric shock and entrapment under the floor are potential hazards. With this in mind, no one is allowed to work under the floor without supervision.

11. Persons entering the datacenter are REQUIRED to wear close-toed footwear.
12. SDSC staff and others who have or are granted access to the SDSC datacenter are expected to report immediately any hazardous condition or safety incident to SDSC Operations. First aid kits are located in Operations.
13. Datacenter tours given to non-SDSC staff members must be hosted by an authorized individual. **Tours must be limited to groups of 15 or less.**

Authorized individuals include any person who has machine room access or any individual authorized by Operations. All authorized individuals agree to abide by these machine room rules.

Reasonable care must be taken to keep people who are given a tour from wandering the datacenter in any unescorted manner, pressing buttons, or leaning against equipment. Any incidents (accidental or not) should be immediately reported by the host to the Operations staff. SDSC Operations staff will record the incident in the Incident Log and take any other appropriate actions.

