Service Level Agreement

CGIS Computer Lab Accounts
Institute for Quantitative Social Science (IQSS)
13 March 2019

1. Overview

This service level agreement defines the baseline services offered by IQSS for Center for Government and International Studies (CGIS) Computer Lab Accounts, including eligibility for, and quality and limitations of, the services.

1.1 Eligibility

All Harvard and MIT community members holding valid (current) identification (IDs) are eligible to register for a computer lab account. IQSS reserves the right to claim certain IDs (special library borrower, contractor/vendor, or others) are not valid. IDs must be shown at the time of registration for an account to be created.

Non-ID holders can be sponsored by any Harvard or MIT faculty member or senior administrative staff person.

1.2 Cost of Service

Computer lab accounts are free of charge to eligible community members.

1.3 Length of Agreement

Sponsored (Anyone external to FAS/College) lab accounts are valid for a maximum of one year from the date of creation.

1.4 Renewal or Cancellation

Sponsored" lab accounts can be renewed for additional periods by reapplying for access at our Concourse lab helpdesk. Accounts are extended for a one year maximum at a time. Failure to renew account before expiration will result in automatic deactivation of FAS account.

2. Services Provided

IQSS Computer Lab Services will provide multiple workstations to the community in which to gather data, run analyses, and general computer functions. The labs are generally available 24 hours a day, 7 days a week, 365 days a year.
2.1 Environments

IQSS Computer Lab Services computers currently use the following operating systems:

- Windows 10
- MacOS Mojave

Operating systems are updated as needed, with major upgrades occurring during January or summer time frames.

2.2 Software Support

Current lab computer software includes:

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<thead>
<tr>
<th>Windows Operating Systems</th>
<th>Mac Operating Systems</th>
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<tr>
<td>• Microsoft Office 2016/19</td>
<td>• Microsoft Office 2019</td>
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<td>• Adobe CC Suite</td>
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<td>• Endnote</td>
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<td>• Rhino 5</td>
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Lab computer software is patched and updated as needed. For an always updated list, see: https://cls.iq.harvard.edu/lab-software

2.3 Hardware Support

We offer both Apple and Dell systems for use. Additional equipment, such as printers and scanners, are available in individual labs. For detailed information, please see the descriptions of these labs at https://cls.iq.harvard.edu/iqss-lab-workstation-overview, https://cls.iq.harvard.edu/scanners and https://cls.iq.harvard.edu/printer-information
3. Quality of Service

IQSS Computer Labs are available 24 hours/7 days a week within the CGIS Knafel building.

IQSS does not guarantee building access to CGIS Knafel and all inquiries must be directed towards CGIS Building Operations for access after hours.

3.1 Maintenance

IQSS will schedule lab workstation maintenance to provide as little disruption as possible. Extra effort will be made to ensure that there always are enough machines available and that most maintenance occurs during under-utilized times.

3.2 Back Ups

IQSS Computer Lab Services do not guarantee any protection for data or files left physically on lab computers. All users are expected to use cloud storage or external devices to store data.

3.3 Response Time

IQSS response times depend on the severity of the issue, and the time of reporting.

During business hours, response times are designated through a three-tier system depending on the product or service arranged.

IQSS lab patrons receive Tier 3 support, and will have a staff member assigned to a task within one business day after receiving a support request in the Request Tracking (RT) system.

Outside business hours, IQSS will provide a best-effort response to issues. Issues that are not deemed to be mission-critical will be queued for service during normal business hours in accordance with the tier support assigned to the specific product or service. In the
event that the university declares a weather emergency condition, IQSS will make a best effort to adhere to the above response times.

3.4 Notifications
IQSS will provide notification of scheduled and unscheduled downtime on the lab white board in the IQSS Concourse Computer Lab (K024) and TV Displays in both the K301 and Concourse Labs.

3.5 Issues and Requests
The most effective way to communicate with us is to use our RT system, by sending email to iqsslabs@harvard.edu. Your email will be received by all members of our lab support team, and you will be served by the first available staff member. Your question/request, our initial response and any on-going communications will be recorded in the RT database so that other support team members can follow up and help you if your original contact becomes unavailable at any point.

You also can reach us by phone at (617) 496-9365, or in person in K026, CGIS Knafel Building.

For more information, please visit our website at https://cls.iq.harvard.edu/

4. Services Not Provided
The following services are not part of this agreement:

- Movement of heavy or large amounts of computer equipment
- Home visits or work on computers that are purchased with non-Harvard funds
- Support of non-computer equipment, such as faxes, copiers, and similar equipment
- Statistical consulting
- Optimization or modification of user code
- Installation of user-specific software

5. User Responsibilities
Users are responsible for ensuring that they comply with all policies as defined in this section, and with those policies established by FAS and the University.

5.1 Usage Policies
Usage policies govern who may use the system, what information may be stored, and what uses of the system are permitted. All users must comply with appropriate IQSS usage policies as defined at https://cls.iq.harvard.edu/policies including storage of confidential information and classified information; privacy; proper use of Harvard resources; and dissemination of copyrighted information.
High Risk Confidential Information (HRCI) may not be stored or processed on IQSS systems without prior written approval from IQSS. Harvard Confidential Information (HCI) may be stored on IQSS file servers.

Lab systems may be used to access HCI stored in IQSS file services.

Lab systems may be used to remotely access restricted systems, when an encrypted network connection, such as Secure Socket Layer (SSL) or Secure Shell (SSH), is used.

Neither HCI nor HRCI may be stored on the local drives of lab systems.

If you require assistance with usage policies and their proper usage, please contact us at iqsslabs@harvard.edu.

5.2 Licenses

Users are responsible for abiding by licenses for any and all commercial software applications used on a system supported by IQSS.