Distributed Online Research Storage (DORS) Service Agreement

The DORS project provides centralized, professionally managed, enterprise-grade high performance data storage and backup. It was originally funded with NIH S10 RR031634. This document describes the service, its limitations, and provides a form to request service.

Mission
The DORS infrastructure provides high-speed campus-wide accessibility of your data to/from ACCRE, data collection and core facilities, and end-user workstations. The DORS disk subsystem uses IBM's General Parallel File System (GPFS), providing maximum parallelized throughput to ACCRE via native GPFS protocols. Access to other areas occurs via NFS and Windows file sharing (CIFS). GPFS, NFS, and CIFS are all configured with multiple redundant servers maximize performance and uptime.

Data Protection
DORS protects your data in multiple ways. The disks are protected by RAID6, allowing simultaneous failure of two disks from every group of ten. A snapshot of the system is taken every weeknight. This allows users who have erroneously deleted or modified existing files to retrieve the original data as much as a week later from one of the snapshots. Finally, all data is backed up nightly to a tape system in a separate data center. Snapshots occur daily at noon. Nightly backups normally occur between the hours of 8pm-8am. Data that exists on DORS for less than 24 hours may not be contained in a snapshot or backup. Tape backups are retained for 90 days after data is deleted from disk. After 90 days, it will be removed from tape and will no longer exist within the DORS infrastructure.

User Fee
The ongoing cost for operating DORS consists mainly of fixed annual hardware support contracts. Therefore, as overall usage of the system increases, the user fee per terabyte (TB) of data managed on DORS will decrease significantly. Currently the user fee will not exceed $480 per terabyte per year. User fees are periodically reset using Office of Research (OOR) guidelines. Payments will be accepted only via VUMC CORES.

Disk Quotas and Filesets
Each group will be assigned a "fileset" on the DORS disk subsystem. A fileset is a directory under which all data for your group will be stored, that has a quota associated with it. Your group's fileset quota defines the maximum amount of data that can be stored within your fileset. You can also request default and/or custom per-user quotas. Quotas on DORS are defined by both a soft and hard limit. The soft limit is the amount of space that may be used on a continuous basis. The hard limit is the amount of space that can be used on a short-term basis only. If the soft limit is exceeded continuously for more than seven days, no additional disk space will be allocated until usage is reduced to below the soft limit. If at any time the hard limit is reached, no additional disk space can be allocated.

Advance Notice for Quota Increases
DORS typically maintains only a small supply of excess capacity to keep prices as low as possible. Requesting a quota increase of 10TB or more may require one month of advance notice while DORS administrators expand the system to accommodate the additional capacity.

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Support
The primary means of contact to obtain support is to submit a ticket to the DORS Request Tracker (RT). This can be accomplished by sending email to *dors-nonrush@helpdesk.accre.vanderbilt.edu*. You must submit a clear and specific description of the problem or request. Support is a collaborative process between ACCRE, the Center for Structural Biology, and VUIT. Providing detailed information will accelerate the resolution of your issue. DORS support is available Monday – Friday, excluding Vanderbilt holidays, from 8:00 a.m. until 5:00 p.m. Support is available after hours and on weekends for critical issues, in particular system-wide issues that impact all users.

Scheduled Downtimes
DORS staff will schedule downtimes as necessary. Notice of downtime schedules will be sent at least one week in advance unless emergency maintenance or upgrades preclude it. Messages are sent out on *dors-users@list.vanderbilt.edu*, to keep DORS users informed.

Unscheduled Downtimes
Although the DORS system was built with multiple redundancies, unexpected equipment/software failures or unexpected power outages may cause unscheduled downtime. DORS staff will respond as quickly as possible if/when this occurs. Relevant messages during such incidents will be sent via *dors-users@list.vanderbilt.edu* to keep all users informed about unexpected downtimes and the progress of restoring the service.

Signed Agreement
The completed agreement applies for a minimum of six months, after which time it can be amended or terminated by the signee with 30 days advance written notice. DORS administration reserves the right to change the terms of the agreement (e.g. a price change), at which time the signee can choose to terminate the agreement. Otherwise, this completed agreement is understood to remain valid until terminated or modified by the signee.

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Please fill out all fields as completely as possible.

Group/Fileset Name		In-Service Date	Hard limit (in TB)	Soft limit (in TB)	PHI/RHI Data?

Subscriber Name	Email		Phone	Mobile

Technical Contact (if different)	Email		Phone	Mobile

Center Number 1	Percentage	Person with Signing Authority
Center Number 2	Percentage	Person with Signing Authority
Center Number 3	Percentage	Person with Signing Authority
Center Number 4	Percentage	Person with Signing Authority
Center Number 5	Percentage	Person with Signing Authority
Center Number 6	Percentage	Person with Signing Authority
Center Number 7	Percentage	Person with Signing Authority
Center Number 8	Percentage	Person with Signing Authority
Center Number 9	Percentage	Person with Signing Authority
Center Number 10	Percentage	Person with Signing Authority

Subscriber Signature	Today's Date

Signature of Signing Authority (if different)	Today's Date