



Cloud Acceptable Use Policy

National Integrated Cyberinfrastructure System (NICIS) Sebowa Cloud Policy Group

Note: the NICIS reserves the right to amend and/or extend this document without advance notice. The NICIS reserves the right to make final determination on the amendment. Any user who is unable to accept the amendments may voluntarily withdraw as a user.

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General Service Description

The NICIS Production Cloud provides an OpenStack-based Infrastructure-as-a-Service solution. Using self-service portals or cloud interfaces, users can request virtual machines for test, development, and production purposes, as well as persistent storage (volumes) that can be attached to these VMs. The machines can be of different capacities and run a variety of Windows or Linux operating systems.

Procedure To obtain NICIS Cloud Resources

Principal Investigator (PI) applies for Cloud resource allocations for their Research Programme on the NICIS Cloud User Database (<https://openstackusers.nicis.ac.za/>).

1. Cloud Resource Allocations are approved by the *Cloud Resource Managers* on the database.
2. Only institutional credentials will be approved
3. Once the Resources are approved, PI receives a notification with login details and further instruction to access Cloud interface (<https://sebowa.nicis.ac.za/>).
4. Credentials to access self-service portals or cloud interfaces are only granted to the PI.
5. Additional members planning to access the same cloud resources must be nominated by the PI and such members must be registered on the NICIS Cloud User Database.
6. Usage of the Cloud Resource allocation is managed by the PI.
7. Custom flavors are on special request, they will only be visible to the requesting project.

Default Quotas for Cloud Resources

The number of resources available to research projects are controlled by a quota system. The current default allocations are implemented to encourage efficient use of the cloud.

1. 16 vCPU to run multiple instances.
2. 32GB of Memory (vRAM).
3. 200GB of Storage.
4. Two public IPs (floating IPs).

Following an approval process, the quotas of Research projects can be changed. To have the quota of a Research project changed, please file a **Cloud Quota Change Request** via [CHPC helpdesk](#).

If the request is less than the default project quotas, then the project will be hosted in the shared project. This also include short term (six months or less) project.

Fees for using the NICIS Cloud Resources

The cloud resources are allocated on a per project basis, then several instances are provisioned based on the available resources allocated to the project. The billing is calculated by allocation not by percentage of utilization. The invoices will be sent near the beginning of each month for the previous month's usage. Payments are due upon you receiving the invoice. The current billing fees are calculated as follows:

- R0.23 per vCPU hour.
- R0.14 per hour of vMemory (vRAM).
- R0.0017 per hour of storage.

Non-payment will result in the user account being disabled.

Performance

Since the service comprises of a variety of different hardware (in terms of processors, network interconnects, or disk technologies) and these resources in general are shared, there are no guaranteed minimum performance levels. If your application requires certain performance levels and the performance you experience does not meet your required performance level, do not hesitate to contact the Cloud team via the [CHPC helpdesk](#).

Evaluation

Project quota usages will be evaluated every 6 months to ensure Sebowa computing resources are distributed and used efficiently.

Service Interventions and Scheduled Downtimes

Planned interventions (downtime) that render computing resources unavailable will be announced by email to the project owner at least two weeks in advance.

- General system maintenances will be announced at least two weeks in advance via email communications.
- All users will be automatically subscribed to the mailing list for communication purposes.
- Users have a responsibility to remain subscribed and up to date with the mailing list.

Backups and data loss

The cloud service does not offer automatic backups of the virtual machines or their data. Please refer to the [Backups and Snapshots Guide](#) for the options to configure backups for your virtual machines and their data.

Software and Licenses

NICIS does not provide software licences for any use on the cloud (including Windows OS licences). Users intending to use any proprietary software or applications must provide their own licenses, ensure the appropriate licensing is respected and all licensing conditions are adhered.

User Responsibilities

Requestors of VMs need to ensure the following actions are performed:

- Maintain a correct user information on the Cloud User database, this information is used for important system announcements.
- Arrange prompt update of operating system patches.
- Monitor and troubleshoot applications chosen to be installed by the users.
- Provide timely responses to emails from the Cloud service teams regarding service issues and requests for information.
- Protect your access credentials (e.g., private keys or passwords)
- If user defined images are uploaded, the user is responsible to keep a copy of the image in case of accidental deletion or corruption.

- Delete the VMs that are no longer needed/used.
- By default, anything added by a user is private to a user's project environment, NICIS reserves the right to remove anything made public.
- Use must be confined to the scope of the approved project motivation.
- Crypto mining, spamming, intentionally interfering with other users, and illegal activities are prohibited.

Security

Users are responsible for the security of their own virtual infrastructure.

NICIS reserve the rights to scan all VMs for vulnerabilities and malicious activities.

Malicious activities will not be tolerated and will result in all user services being suspended.

Support

User support is available during working hours (08h00 – 16h30) via the [CHPC helpdesk, helpdesk@chpc.ac.za](mailto:helpdesk@chpc.ac.za) . Support outside working hours is not guaranteed, it will be on a best effort basis.

Sebowa's user guide and documentation is available online at https://wiki.chpc.ac.za/#openstack_production_cloud.

Annual closure

During the CSIR annual closure, changes to support structure will be communicated to the users.