

Service Level Agreement

IQSS Computer Lab Accounts

Institute for Quantitative Social Science (IQSS)
27 July 2023

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) accounts/ID's are eligible to register for a computer lab account. IQSS reserves the right to claim certain accounts/IDs (special library borrower, contractors, vendors, etc) are not able to be used to gain lab accounts.

Non-ID holders can be sponsored by any Harvard or MIT an affiliated faculty member or senior administrative staff person. IQSS Computer Lab Services will only sponsor MIT based patrons.

1.2 Cost of Service

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

1.3 Length of Agreement

Sponsored lab accounts are valid for a maximum of one year from the date of creation. Standard accounts are accessible as long as the patron is still affiliated with Harvard.

1.4 Renewal or Cancellation

Sponsored lab accounts can be renewed for additional periods by reapplying for access via our on-line form at <https://cls.iq.harvard.edu>. Accounts are extended for a one year maximum at a time. Failure to renew account before expiration will result in automatic deactivation of their University account.

2. Services Provided

IQSS Computer Lab Services will provide multiple workstations to the community in which to gather data, run analyses, design 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 workstations currently use the following operating systems:

- Microsoft Windows 11 or newer.
- Apple macOS 13 or newer.

Operating systems are updated as needed, with major upgrades occurring during late Summer.

2.2 Software Support

Current lab computer software includes:

Windows Operating Systems	Mac Operating Systems
<ul style="list-style-type: none">• Microsoft Office• Adobe CC Suite• Endnote• R• Stata MP• SAS• SPSS• Matlab• Mathematica• JMP• Stat Transfer• MPlus• Atlas.ti• ArcGIS• Google Earth Pro• Rhino	<ul style="list-style-type: none">• Microsoft Office• Adobe CC Suite• Endnote• R• Stata MP• SPSS• Matlab• Mathematica• JMP• Stat Transfer• Final Cut X• QGIS• Atlas.TI

Lab computer software is patched and updated as needed. For a up to date list please see: <https://www.iq.harvard.edu/computer-lab-services/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 equipment information please see <https://www.iq.harvard.edu/equipment-information>

3. Quality of Service

IQSS Computer Labs are available 24 hours/7 days a week within the CGIS Knafel building. The Computer Lab Helpdesk is generally staffed 8 AM to 9 PM Monday - Thursday, 9 AM to 5 PM on Friday, and 12 PM to 5 PM on Saturday and Sunday.

IQSS has no control over, and does not guarantee building access to CGIS Knafel and all inquiries must be directed towards CGIS Building Operations for after hours building access. Please see their site for more information: <https://cgis.fas.harvard.edu>

3.1 Maintenance

IQSS Computer Lab Services 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 does 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. Although we strive to give the best service possible, security issues may need to wipe our workstations without prior notice.

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 a maximum of 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 ticketing system, by sending an 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 any non lab equipment or furniture.
- Work on technology not controlled or owned by the computer lab.
- Statistical consulting.
- Optimization or modification of user code.
- Administrative access to our workstations.

5. Patron Responsibilities

Patrons 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://www.iq.harvard.edu/computer-labs-services/lab-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 never be stored or processed on IQSS systems.
- 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

Patrons are responsible for abiding by licenses for any and all commercial software applications used on a system supported by IQSS. All work done on IQSS Computer Lab workstations must be related to Harvard or MIT. Anyone using our workstations for commercial work risks losing lab access.