Service Agreement

Virtual Research Workspace (VRW)

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Service description
The virtual research workspace consists of a virtualized desktop environment where researchers can conduct data analyses jointly and securely. In this workspace, partnerships are possible with researchers from within the organization itself or from other institutions worldwide. These services (applications & data) are available 24/7*. The virtual environment can be provided with additional memory, extra powerful processing facilities and/or heavy graphics support as required. This environment can also be applied when restrictive requirements are imposed on data sets security, or when additional privacy measures are required.

For whom
The Virtual Research Workspace is based on non-profit and has target groups at universities affiliated with the VSNU and medical centers affiliated with the NFU. Initiatives and partnerships between universities, academic houses and third parties, both commercial and non-profit, are supported under the specific condition that the university or the academic center is the coordinator of the research.

Customer value
It is a place where researchers have full control over their data and results and the risks of data leakage are minimized. You can log in from an existing (own institution) federated account using multi-factor authentication. To ensure that there is no pollution or misuse of data, the internet cannot be accessed directly from the secure work environment. Working in this environment guarantees that your data remains secure, even if your laptop is lost or stolen. The federated account allows you to work safely on several studies at once. Each study has its own closed system, making any direct exchange of data between the studies impossible. The default application landscape is extensive, but specific applications can be incorporated if desired. It is possible to run various versions of the same application simultaneously. All of the virtual workspace components are scalable in capacity if the basic or premium versions do not fulfill your needs. The integrity of the data and results is carefully monitored within the study. For this purpose, various roles are available for each study. A highly secured collaborative environment, role-based, specifically targeted at researchers who work with sensitive data. Great for researchers whose standard university workplace is insufficient and whose applications are not suitable for Linux HPC usage.

What do we offer?
The Virtual Research Workspace: A reliable, innovative, and fast data analysis environment that considerably lightens the burden of work for researchers. Information can be found at http://www.rug.nl/vrw.

Usage
Various research initiatives, studies and collaborations within the UG and the UMCG are using this service. VRW enables innovative, collaborative ICT environment while complying to data regulations.

Service owner
H.S.K. Brouwers, telephone: 050-3639411, email: h.s.k.brouwers@rug.nl

* More information on support: https://www.rug.nl/society-business/centre-for-information-technology/research/
Security & privacy

Information security management is set up as a continuous process of planning and monitoring cycles (plan, do, check, act, PDCA), based on ISO27001. It is within these cycles that plans are drawn up and implemented. The results are evaluated and translated into new plans. Over time, processes and systems can change, but also the environment in which these systems operate, the threat landscape, and policies, guidelines and regulations are subject to change. Because of this, the PDCA-cycle is executed annually. Reference: ‘Regulation annual information security and data protection plan. 20 March 2019’.

The following security and privacy measures are in place for the VRW:

- Zoning and isolation backend services & network. The virtual research workspace resides in a very trusted zone (Baseline Information Security 2021). By default, no direct inbound or outbound traffic will be allowed. No direct internet access;
- Multifactor authentication;
- Federated identity management: login and password management lie within the user’s own institution;
- All data access is monitored and audited;
- Compliant to the GDPR privacy policy;
- Compliant to the Baseline Information Security 2021;
- Role based access for layered authorization.

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<tr>
<th>Defined Research Roles</th>
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<td>Rights</td>
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<tr>
<td>Controller</td>
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<tr>
<td>Data Manager</td>
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<td>Researcher+</td>
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<td>Researcher</td>
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<td>Reviewer</td>
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Storage & backup

By default, every user will have a 1 GB homedrive and collaborative groupdrive of 100 GB these drives will be backed up conform Service Level Agreement CIT Backup Services. Additional storage can be added on demand. A fair use policy is in effect in regard to overuse.
**Account administration**

**Application**

Account & group registration will be handled by the DCC (RUG). Users of the University of Groningen contact DCC of the University of Groningen: e-mail dcc@rug.nl or go to https://www.rug.nl/digital-competence-centre/research-it/virtual-workspace.

All requests will be registered in TOPdesk and will be followed up with a personal intake if deemed necessary. Minimal information required per user:

- Name study;
- Owner of the study (PI, responsible for study and first contact);
- Email (connected to the institutional account if applicable);
- First name;
- Last name;
- Mobile phone;
- Role (defined research roles);
- Project code (finance);
- Start date;
- Type of workspace (Basic, Premium or Custom).

Users will be notified automatically by email when the account is activated and ready for use.

**Data transport**

For secure data transport into the VRW multiple options are available. Data Managers are allowed to upload and download datasets directly into the VRW. We recommend this usage for smaller datasets only. For larger files there is a SFTP/CopyServer (SAAS) environment available within a DMZ.

**Desktop applications**

Application installation requests are based on a fair use policy. For application requests which are highly time consuming a one-time fee and/or a custom quotation can be applicable. The VRW has a default set of applications available which are free of use and/or licensed for employees and students at the University of Groningen. For users outside the University of Groningen additional license fees and or usage costs may apply.

**Application License Policy**

Software licenses are used within the service VRW. These are licenses that are available within the UG and/or the UMCG, they are licenses for which an UG and/or UMCG license is required. Within the VRW, the study determines the use of licenses. If the UG or the UMCG is the coordinator of the study (organization PI of the study is leading), then the UG or UMCG licenses are used respectively. In practice, this means that UMCG employees and UG employees use their own organizational licenses. The federated accounts (SURFConext) within the study of which the UG or UMCG is the lead party, use the licenses of the lead party of that study. For studies/applications from organizations other than UMCG and/or UG (=PI does not work at UG and/or UMCG), licenses are explicitly requested at the intake, no UG or UMCG licenses may be used.
Schematic:

<table>
<thead>
<tr>
<th>VRW Licenses</th>
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<tbody>
<tr>
<td>PI Study</td>
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* If present, otherwise the license passes to the organization of the PI.

In the event of ambiguities/questions, the product owner of the VRW service will decide. The VRW license policy is part of the university licensing policy for software.

**System management**

The basic infrastructure workspaces are hosted, maintained, and managed by the CIT. Specifically:

- Network infrastructure;
- System hardware;
- Virtualization services (ESX & Citrix);
- Server and Desktop OS;
- Middleware (e.g., Database management, IAM);
- Workspace management;
- User management (Data);
- Application delivery services;
- Backup services.

The CIT provides the infrastructure for this system, consisting of hosting the virtual research workspace environment on (virtual) hardware of the RUG. In addition, the CIT ensures:

- Technical system management, including incident and change management of the operating system and database, security and keeping the operating system of the system up to date, monitoring of the system, data storage and back-up of the data of the application systems;
- Linking to the data storage system (SAN) and back-up system of the CIT and allocating the required storage space;
- The conclusion of a processing agreement between the University of Groningen and external parties, in the context of the General Data Protection Act (AVG);
- Communication and consultation with the customer of the system in the event of malfunctions and incidents.
Servicelevel & support

Servicelevel
Service Level A Regular (Monday – Friday 08:30 - 17:00)

Type of service
Specific service. When a service is not included in the University of Groningen basic package, this is a specific service.

Support
The following support desks are available for incidents, disruptions, information and feature requests:

Support CIT Incidents and disruptions:
CIT Service Desk, tel. 050-363 3232, e-mail citservicedesk@rug.nl
Outside Office hours in an emergency: Central Emergency Room RUG: Tel. 050-363 5520

Support RUG DCC:
Users of the University of Groningen contact DCC of the University of Groningen with questions, incidents, and disruptions e-mail dcc@rug.nl or go https://www.rug.nl/digital-competence-centre/contact/

Configuration & Performance
The following configurations are made available:

- **Basic:** The standard configuration is a highly available virtual workspace with 1 GB home drive, 100 GB Group drive. 2 vCPUs, 4 GB memory (no vGPU) that is guaranteed at all times. Most suitable for regular research, where demands are made on performance and / or functionalities;

- **Premium:** The standard configuration is a highly available virtual workspace with 1 GB home drive, 100 GB Group drive, 4 vCPUs, 1 GB vGPU and 12 GB memory that is always guaranteed. Most suitable for advanced research, where high demands are made on performance and / or functionalities;

- **Customization.** Based on a personal intake, a quote can be given for desired capacity and performance. Custom-made VRW compared to option 1 & 2 where the following building blocks or a multiple thereof can be used: 1 GB extra Memory and / or 1 GB GPU Frame Buffer (extra GPU only possible with premium VRW).
Finance

Pricing

The VRW is a specific service with purchase based on concurrent use. The rates mentioned are per year. Contract form: DVO Specific service Contract duration: 1 year with tacit renewal. Notice period: 1 month before expiry date.

The Basic and Premium configurations will be financed from the "Basispakket Eenheden". Except for customization, the VRW will not be charged directly to the faculty/end user. Customization is only possible based on the Premium configuration. Unless otherwise indicated, with every request the Basic configuration will be made available to the costumer.

Customization – Internal use.

- VRW Storage intern > 1 GB: €0,20 per Gigabyte/year (item code: R-OZVRE21);
- VRW Memory intern: €50,00 per Gigabyte/year (item code: R-OZVRE22);
- VRW GPU 1GB intern: €375,00 per unit/year (item code: R-OZVRE23);
- VRW CPU intern: €300,00 per unit/year (item code: R-OZVRE24).

Customization – UMCG O&O.

- VRW Storage UMCG > 1 GB: €0,20 per Gigabyte/year (item code: Z-OZVRE21);
- VRW Memory UMCG: €50,00 per Gigabyte/year (item code: Z-OZVRE22);
- VRW GPU 1GB UMCG: €375,00 per unit/year (item code: Z-OZVRE23).
- VRW CPU UMCG: €300,00 per unit/year (item code: Z-OZVRE24).

Monthly billing (afterwards) based on average consumption. The use of storage does not depend on the use of VRW. Any extra GBs compared to standard are billed every year.

*Prices are excl. VAT. Service, pricing and terms of usage will be reviewed on an annual basis.

In addition to the costs for the Virtual Research Workspace, which is based on prices negotiated by the University of Groningen, other prices** might apply for other universities and medical centers (possibly combined with commercial parties). Agreements are made with all parties and recorded within an addendum on the generic Service Agreement or DVO for the VRW. A KPI is a standard part of this agreement

**Additional (external use) license fees and/or special requests during intake such as applications and databases
Terms of delivery

Depending on the desired functionality current processing times for VRW request:
- Once the VRW application form has been approved, the Basic and Premium VRW will be delivered within a maximum of 5 working days (priority medium). However, in consultation with the customer a term is usually agreed upon when the VRW must be available;
- An urgent request for the Basic and Premium VRW can be delivered within 2 hours;
- Customization.
  o Extra requested software that is requested with the Basic or Premium VRW have a lead time of 4 weeks. Not all software can be installed on the VRW, this is always a part of the intake interview;
  o Extra storage: within 3 working days;
  o Folder structure with individual rights: lead time of 5 working days in consultation with the customer setting up the desired folder structure.

Duration
This service can be purchased with a minimum duration of one month per user per study/research.

Termination
You can cancel your subscription by sending an e-mail to dcc@rug.nl, stating the user group, name(s) and date of termination.

Connected services

The following services can be used in conjunction or separate from the VRW but are by default excluded from this agreement. Different terms of usage may be in effect.

- Secure file transfer (SFTP/CopyServer) services;
- Secure User Databases (HA SQL);
- Data Clearing House, data linking, pseudonimisation & anonymization;
- Clinical Trial Processor (CTP), a service for de-identifying and submitting imaging data;
- High Performance Cluster (HPC) Services;
- DCC support throughout the entire research (data) life cycle, from grant proposal to FAIR data archiving. See https://www.rug.nl/digital-competence-centre for more information.