



# Texas Internet Grid for Research and Education

Document Name	<b>TIGRE Site Operational Policies</b>
Current Version	<b>Version 1.3</b>
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**Abstract:** This document describes the service agreement for all providers of TIGRE services.

## Change History

V1.0	5/24/06	Initial	Adapted from OSG Service agreement with adjustments for TIGRE.
V1.1	6/7/06	Chuck Koelbel	Modifications for style and clarity
V1.2	12/6/07	Alan Sill	Updated from previous Service Agreement document, with adjustments to match current OSG and LCG/EGEE policies where applicable.
1.3	12/11/07	Alan Sill	Slight adjustments in IPR and monitoring text

## ***Introduction***

A “TIGRE service” is any service that provides computational, storage, or software capabilities through the Texas Internet Grid for Research and Education (hereafter, “TIGRE”). Providers of such services agree to conduct the operation of their respective resources in conformance with the basic rules below. A TIGRE service provider (hereafter, “you”) must agree to these rules before making the service available through TIGRE. A separate, parallel agreement covers user responsibilities and conditions for access to TIGRE resources.

TIGRE is built upon open access standards, such as the public Internet and related grid standards, and so services must be able to withstand attacks in this environment. Each TIGRE service has the right to conduct operations in a manner that will allow it to protect its resources in conformance with the institutional policies governing these resources. Such measures include the ability to limit the availability and capabilities of a given service. TIGRE asks that you publish such limitations, and endeavor to describe to users any special restrictions beyond the common set given below, in a site- or resource-specific service description.

## ***Service Agreement***

1. You agree to offer services to users and/or organizations within TIGRE. These services may include access to computational, storage, or software resources that you own. You have control over the priority, availability and operation of these services.
2. You agree to advertise your services accurately, represent your capabilities fairly, and make your requirements and limitations known via TIGRE standard mechanisms. You will not attempt to circumvent TIGRE monitoring processes or controls by falsely or inaccurately representing your status or capabilities.
3. You agree not to knowingly interfere with the routine operation of any other service. If you are informed that some aspect of your operational procedures is creating an emergent problem, you agree to investigate and make your best effort to resolve the complaint.
4. Each TIGRE service has control over its own local authorization policy. While fair access is encouraged, you need not offer services to *all* users or organizations within TIGRE, and are free to orient local queue priorities and access restrictions to optimize local operations in agreement with any applicable TIGRE allocations policies.
5. All services that hold credentials for another party are in a position of trust. You agree to enforce usage terms for these credentials and not knowingly to allow users abuse that trust. You agree to take reasonable precautions to protect the security of user and host credentials, and to investigate all reports of compromise of any aspect of the security of such credentials that is communicated to you.
6. You also agree to participate in any TIGRE Incident Response activity or exercise as needed. You agree that you are *required* to participate in responses to security incidents that involve resources or services directly under your control.

## ***Site Operational Policies***

1. Each TIGRE site must provide and maintain, in a central repository provided by TIGRE, up to date and accurate contact information, including but not limited to at least one Site Manager and one Site Security Contact, who shall respond to enquiries in a timely fashion.
2. You agree to comply with TIGRE security policies, including any accounting and audit data retention requirements that may be adopted by the Steering Committee. As a matter of routine operation, you agree to assess your compliance with these policies, inform the TIGRE security e-mail list of violations encountered in the assessment, and correct such violations forthwith.
3. Before publishing information to TIGRE resource information and monitoring systems, you shall make reasonable efforts to ensure that such information is correct and up to date. You agree not to publish information that could be detrimental to the operation of the Grid or mislead users into submitting jobs or transferring data to your site in an inappropriate manner.
4. When notified by TIGRE of software patches and updates required for security and stability, you agree to apply these to your systems as rapidly as reasonably possible in the circumstances. Other patches and updates should be applied following best practices for the affected systems.
5. You agree to use any logged information, including information provided to you by users, by other sites, by TIGRE or by other grid partners, for administrative, operational, accounting, monitoring and security purposes only. You agree to apply due diligence in maintaining the confidentiality of logged information.
6. Your participation in TIGRE as a site or resource provider must be conducted in a manner so as not to violate any intellectual property rights in software, information and data provided to your site. Provision by you of access to your resources does not create or modify any intellectual property rights in the processed data or information, or in software employed by TIGRE users.
7. Provisioning of resources to any shared system or grid, including TIGRE, is at your own risk. Any software provided by TIGRE is provided on an as-is basis only, and subject to its own license conditions. There is no guarantee that any procedure applied by TIGRE or its associated resource providers is correct or suitable for any particular purpose. TIGRE and its associated sites are not liable for any loss or damage in connection with your participation in the Grid.
8. You may control access by users and VOs to your site for administrative, operational and security purposes and shall inform the users or VOs if you limit or suspend their access. You shall comply with TIGRE incident response procedures regarding the notification of security incidents and where appropriate, shall restore access as soon as reasonably possible.
9. You agree to comply with TIGRE operational procedures and to support monitoring for the purpose of evaluating the availability of your grid Services. TIGRE may block or control your access to TIGRE services for administrative, operational and security reasons, and/or remove your resource information from reporting systems if you fail to comply with these conditions.
11. Disputes resulting from your participation in TIGRE will be resolved by the Steering Committee according to agreed-upon escalation procedures.

This policy shall be signed by an authorized signatory of the site.