

# Tiger Den Usage Policy (Draft)

## Disclaimer

This draft is subject to change and the review process of LSU Information Technology Services (ITS) and Libraries.

## Service Overview

Tiger Den is an ongoing service in support of shared storage resources for campus researchers. Customers are LSU faculty and staff or groups of faculty and staff who rent storage within Tiger Den.

Customers must agree to rent storage resources at the rate prescribed on the Tiger Den website in 1 TB units for a minimum period of one year. For customers needing 20 TB or more, a minimum rental commitment of three years is required, with additional years available in one-year increments. Storage needs at 20 TB and above may necessitate the purchase and deployment of additional hardware. Customers with such requirements are required to consult with Tiger Den staff to discuss potential timelines for availability of this level of storage.

## Terms of use

### Eligibility, access, and role management

Primary User: Full-time LSU faculty members and/or campus units who rent space on Tiger Den as a shared storage resource. The primary user assumes the responsibilities of:

- Provide funding for equipment and services as identified.
- Name a Technical Representative who will serve as technical liaison to the Operators.
- Specify the length and size of the rented storage resource on Tiger Den.
- Identify secondary users who are allowed to access Tiger Den, and maintain and keep current the list of secondary users with access to Tiger Den.
- Accept the Terms of Use annually.

Maanger: Designated representative of a Primary User who serves as a liaison to the Tiger Den staff and can manage the storage on behalf of the Primary User.

Secondary User: Faculty, staff, and students who have access to Tiger Den.

The primary user is the owner of all data in his/her rented storage on Tiger Den.

All users must have an institutional e-mail address for communication about billing issues, down times and other issues.

Per-User access to a given primary user's storage resource is controlled by membership in the security group associated with each Primary User and controlled by that Primary User. Membership in these groups is maintained by the Primary User using the Tiger Den User management portal. A User may be a member of and have access to more than one user group.

When a secondary user account is removed from a given primary user's group, that secondary user will no longer have access to the data of that primary user's storage on Tiger Den. The secondary user may retain access to Tiger Den if he/she is a member of another primary user's group.

## Data management (usage, sharing, and publishing)

Data stored on, uploading to, and downloading from Tiger Den, when the total amount used stays within the allocation amount, will not incur charges.

When the amount of storage used approaches the allocated amount, any write operation will result in a warning message. When it reaches 99 percent of the allocation amount, write operations may fail.

## Data security and privacy

The customers and users of Tiger Den resources and services agree to comply with PS-124 "DATA MANAGEMENT" and all other Louisiana State University policies and procedures.

Users have the option to encrypt data during transmission by selecting the appropriate transfer methods. However, data stored on Tiger Den is not encrypted when at rest. Therefore, Tiger Den should not be utilized to store any data classified as private or confidential as per PS-124.

The Tiger Den management servers store user account details, enabling access and usage of the Tiger Den platform.

The following information is collected either during the account application process or through service usage and is maintained for each user:

- Name
- User identifier (account name)
- Institution affiliation
- Status
- Project affiliation
- Institutional e-mail address
- Contact telephone number
- User administration history
- Login history (session begin/end times and originating IP address)
- Resource consumption (in the form of job records accumulated by the job scheduler)
- Budget code

This administrative and operational data is retained on the Tiger Den management servers from the time a user's account is created, regardless of whether the user actively uses Tiger Den.

Access to this data and operational logs is restricted to authorized Tiger Den staff or contractors. This data is currently stored indefinitely, subject to available storage space, but may not be recoverable in the event of loss.

Summary statistics are generated from this data, and some may be publicly available; however, these will not include personally identifiable information.

If suspicious activity is detected, relevant data will be accessed by TigerDen staff as well as LSU IT Security and Policy team for the purposes of security incident investigation and response.

Administrative and operational data related to specific projects may occasionally be shared with the responsible individuals (e.g., Primary Users and/or their Technical Representatives) for project management purposes. Otherwise, information is not shared with third parties except as required by law.

When a Tiger Den user contacts Tiger Den staff or the ITS Helpdesk for assistance, they implicitly grant permission for Tiger Den staff to investigate the issue by examining system-held data and files within the storage areas pertinent to the issue.

Publication data from external journals may also be collected to evaluate research output facilitated by Tiger Den.

Backups

Off-site backups for disaster recovery are not provided for any storage unless customers choose to utilize the backup service described below.

## Service Availability

This service is a 24x7 service with the following exceptions:

- Unplanned system outages due to issues with other aspects of the facility such as power, HVAC, network, or emergency maintenance to address computer security incidents may restrict access to the service.
- There will be a monthly preventative maintenance required that may take the service down. On the occasions that require a service outage, seven (7) day's notice will be given to all primary users. Users should be prepared for outages up to and potentially exceeding 12 hours. The length of any potential outage will be stated in the advance notice of the service outage. Primary users who re-allocate storage for individuals within their unit/group, such as departmental IT that provides re-allocations to individual faculty members or researchers, are responsible for communicating outages to their secondary users. The Tiger Den environment is heavily redundant with robust software that allows for rolling upgrades, so maintenance outages will be kept to a minimum.

Any limitation of the network connection between Tiger Den and the end users may affect the availability and performance of this service.

## Backup

Customers may choose to enable off-site backup for data protection. Using this service will incur an additional cost for the storage space the backup copy occupies, and the customers will be billed at the rate documented on the Tiger Den website. Restoring data to Tiger Den from the off-site backup will also incur (egress) cost, the rate of which will be defined by the off-site storage provider.

## Billing

Existing users will be billed once at the beginning of each fiscal year for the rented amount of storage (including the off-site backup if enabled) for the next 12 months. New users will be billed once at the time they start using Tiger Den. The charge will be prorated for the period from the start date to the end of that fiscal year (June 30). Users can increase the size of their reservation at any time (through a web form or ticket, which may take up to 48 hours to take effect). They will be billed for the additional space and the charge will be prorated for the period from the date of increase to the end of that fiscal year (June 30). Users can reduce the size of their reservation at the beginning of each fiscal year.

Costs are charged annually to an account through Information Technology Services. The charges can be viewed on your Information Technology Services statement. Customers agree to keep on file with Tiger Den a current account with sufficient funds to cover the expected charges to their account on a year by year basis. Billing will be at the current rate documented on the Tiger Den website.

No charge will incur prior to Sept 30, 2025, except the cost for storing an off-site backup and restoring from it.

## Acceptable Use

The customers and users of Tiger Den resources and services agree to comply with PS-121 "ACCEPTABLE USE" and all other pertinent Louisiana State University policies and procedures.

The following activities are deemed unacceptable and are subject to penalties outlined below:

- Excessive I/O and file operations
- Tampering with or obstructing the operation of the facilities.
- Usage for purposes other than those permitted.
- Attempts to gain access to others' data on Tiger Den
- Activities in violation of local or federal law

Failure to abide by the Tiger Den policies may result in penalties such as:

- Account suspension
- Account termination

## Termination

Either party may terminate this agreement by providing written notification to the other party thirty (30) days in advance of termination. The one exception to this is in cases of renting 20 TB or more, a minimum rental period of 12 months applies. In the event of termination, the data will be removed (deleted) from the rented storage resources and all accounts to Tiger Den will be removed. Failure to pay a bill will also result in account termination. The Customer may terminate this agreement prior to the end of any given billing cycle to take effect on the subsequent billing cycle by notifying the Tiger Den staff.