

## AI-LAB - TERMS AND CONDITIONS OF USE

Your use of AI-LAB is subject to the following terms and conditions:

As a general principle, the HPC resources are intended to provide additional computational power to AAU students and teachers.

AI-LAB is NOT intended for:

- Processing confidential level 2 or sensitive level 3 data (see AAU dataclassifications: <https://www.security.aau.dk/data-classification>)
- Staff research activities
- Running of any production system
- Long term storage of data
- Hosting of long-term shared research projects

If you are interested in using HPC resources in your research work, you need to go to CLAUDIA's other HPC resources and apply. If you need other project solutions, please submit a request via the [Service Portal](#).

### GENERAL TERMS AND CONDITIONS USE

1. The use of AI-LAB requires that you are either a student at, or employed teacher at AAU, and you are responsible for any actions taken on these systems.
2. Fair and sustainable use of AI-LAB:

Additional shared storage is only available within the AI-LAB Projects directory.

1. You must adhere to GDPR regulations. [Students should check their responsibilities](#), as well as reading how AAU is processing your data in the privacy agreement for AI-LAB.
2. AI-LAB must not be used to store confidential and/or sensitive data. If you need to process sensitive data, we recommend the use of DeiC Interactive HPC resources.
3. Jobs can run for no longer than 12 hours. Work that requires longer job durations should use the checkpoint feature (see the documentation <https://ailab-docs.claudia.aau.dk/>)
4. Deletion of accounts and data – All student accounts will be deleted in the first week of August each year. Students will receive the option to extend this access for an additional 12 months via email. If this access is not renewed, the user and their data will be deleted. Students are responsible for the extraction or saving of all data that is of value to them prior to august each year.
5. AI-LAB may not, under any circumstances, be used for any purpose outside the scope of study activities or teaching (internship activities are included as study activities). Any misuse of AI-LAB will result in an immediate and permanent ban of the use. Any criminal or unlawful activity will be reported to the appropriate authorities.
6. We reserve the right to make periodic changes to these terms and conditions, and commit to inform users of the changes made.

### SERVICE WINDOWS

Scheduled service windows for AI-LAB:

|                 | 2024       | 2025       | 2026       | 2027       | 2028       |
|-----------------|------------|------------|------------|------------|------------|
| Serviceindue Q1 |            | 13-02-2025 | 12-02-2026 | 11-02-2027 | 10-02-2028 |
| Serviceindue Q2 |            | 15-05-2025 | 14-05-2026 | 13-05-2027 | 11-05-2028 |
| Serviceindue Q3 | 19-09-2024 | 18-09-2025 | 17-09-2026 | 16-09-2027 | 14-09-2028 |
| Serviceindue Q4 | 05-12-2024 | 04-12-2025 | 03-12-2026 | 02-12-2027 | 30-11-2028 |

#### RIGHT TO MAINTENANCE AND MODIFICATION OF SYSTEMS

1. We reserve the right to periodically shut off entire systems for maintenance or security purposes. These systems require maintenance and updates at regular intervals, and we commit, where possible, to provide a
  1. **minimum of two calendar weeks** warning before any shut down period commences.
2. We reserve the right to modify, redesign, disable or remove any of the existing services. Where possible, users will be notified of major modifications on AI-LAB
  1. **three calendar months** before these changes are implemented. Updates, upgrades and shutdown periods are not considered major modifications.

## **APPENDIX: COMMUNICATION POLICY AROUND SERVICE WINDOWS**

### **COMMUNICATION ABOUT PLANNED IT DISRUPTIONS – PROPOSED COMMUNICATION PROCESS**

1. Service window date reminder email
  - a. Sent to all users of AI-LAB
  - b. Dispatched 6-8 weeks before service window
2. Orientation email about service window
  - a. Sent to the internal CLAAUDIA and ITS management list
  - b. Dispatched 4 weeks before service window
3. Notice of service window pre arranged on ServiceInfo.dk
  - a. Put on 2-3 weeks before the service window
4. Orientation email to system owner forum / key stakeholders / research group leaders
  - a. Dispatched 3 weeks before service window
5. Orientation email to all users
  - a. Dispatched 2 weeks before service window
6. Completion of planned work changed on ServiceInfo.dk
  - a. Changed on first working day after the service window

### **COMMUNICATION ABOUT SHORT SCHEDULED IT DISRUPTIONS – PROPOSED COMMUNICATION PROCESS**

Time frames on shorter notice periods should be set as close to the indicated timeframes below as possible.

1. Service window date reminder email
  - a. Sent to all users of AI-LAB
  - b. Dispatched 2 weeks before service window
2. Orientation email about service window
  - a. Sent to the internal CLAAUDIA and ITS management list
  - b. Dispatched 2 weeks before service window
3. Notice of service window pre arranged on ServiceInfo.dk
  - a. Put on 1 week before the service window
4. Orientation email to system owner forum / key stakeholders / research group leaders
  - a. Dispatched 2 weeks before service window
5. Orientation email to all users
  - a. Dispatched 1 weeks before service window
6. Completion of planned work changed on ServiceInfo.dk
  - a. Changed on first working day after the service window

### **EMERGENCY COMMUNICATION TIMEFRAMES – PROPOSED COMMUNICATION PROCESS:**

1. After 1st hour:
  - a. Out of order notice posted on homepage / key network teams pages
2. After 2nd hour:
  - a. Mail to Users and Stakeholders.
3. Unresolved problems at end of day:
  - a. Update on status - even if no change has occurred.
4. After problem resolution
  - a. Inside first hour of normal working hours after incident resolution.
  - b. Problem resolved notice.
  - c. Mail to Users and Stakeholders.