Purchase of Central Research Data Storage Service Resources for Research Support

Effective for FY2015

Purpose

This memo summarizes Research Data Storage Service resources that are available centrally to Northwestern University affiliates engaged in research. University provides multiple options for storing and sharing research data. More information can be found here: http://www.it.northwestern.edu/research/services/storage.html.

Summary of Research Data Storage Service Resources for Research

Northwestern University Information Technology (NUIT) provides centrally funded data storage resources for research. Housed at the University’s central data centers, these resources benefit from a secure, reliable, and stable environment and are designed to meet the storage needs of our researchers. In this document, a share owner refers to the original storage allocation requester, and users are anyone who uses this storage service.

Research Data Storage Service Resources

Research Data Storage Service is the University’s central storage platform for research information that is desktop mountable to support Northwestern research activities. Two types of storage services are available at no difference in cost:

1. Non-Audited – This storage service is appropriate for non-regulated and non-sensitive data.

2. Audited – This storage service should be used in the case where data stored is sensitive or regulated data, such as PHI, PII, etc. or must be in compliance with regulations such as HIPAA, FISMA, etc.

Obtaining Research Data Storage Service

To obtain Research Data Storage Service, the requesting researcher must be a Northwestern faculty, postdoc, student, or research staff. To purchase storage, the requesting researcher must complete the request form and provide an account number from which the funds will be transferred. A secondary data administrator is strongly recommended to avoid issues in cases of emergency or a researcher leaving the university. The applicable compliance officer will be notified if a researcher will be storing regulated or sensitive data for auditing and reporting purposes.

Technical Research Computing Staff Support for Researchers

NUIT research computing staff work directly with Northwestern University researchers to facilitate access to and use of research computing resources. Consultations by e-mail, phone, and on-site are
available by request to consultant@northwestern.edu. In addition, workshops and training sessions are provided on using research services and resources. Additional details can be found at: http://www.it.northwestern.edu/research/about/campus-events/index.html. Support hours for this service can be found at http://www.it.northwestern.edu/supportcenter/hours.html. Off-hours tickets may be created by in the event of an emergency and will be answered the next business day.

**Research Data Storage Service Resources**

The Research Data Storage Service is a network-attached, desktop mountable storage for collaborative research data storage services. By using this secure, central repository, users can upload to the mounted drive, store, and share research data, such as datasets, proposals, digitized video, and images.

**Service Details and Cost**

1. **Data Research Storage Service**
   
   The research storage service offers:
   
   a. Access to the service through SMB protocol; allowing for the folder to appear as a mounted drive.
   b. Ability to share data with internal and external collaborators (via guest NetID);
   c. Ability to manage add and remove users through Outlook Web Access (OWA) in two groups: read-only and read-write;
   d. Daily snapshots for file recovery and daily replication to a remote cluster for disaster recovery. In the event of a failure, the remote cluster will be available as read-only;
   e. Auditing for creation, replication, updates, and deletion of files upon request.

   Northwestern faculty, postdocs, research staff, and students may obtain Research Data Storage Service to support their personal and collaborative research needs in minimum increments of 1 TB for up to 5 years. **The cost per 1 TB increment is $137 annually.**

   Research Data Storage Service is not accessible from Quest.

Research Data Storage Service pricing in this document is good until August 31, 2016. NUIT will periodically review pricing for Research Data Storage Service.

**Installation Cycles**

Research Data Storage Service is expanded regularly throughout the year. Each expansion is a 4-8 week process in which the capacity needs are gathered and expansion decisions are made.

**Duration of Access to Storage**

Access to the purchased storage is guaranteed for a period of 1 year from the date of the creation of the funded data storage share.

**Acceptable Use**
Users agree to comply with applicable University policies ([http://policies.northwestern.edu](http://policies.northwestern.edu)) on the use of information technology resources, security policies, and applicable regulations. Data hosted in NU Research Storage, and the management procedures governing that data, must comply with relevant University policies and guidelines, and applicable regulations.

**Security**

The NU Research Storage environment is housed in NUIT’s data centers, which have security safeguards in place in accordance with HIPAA/HITECH regulation. Web-based administration transmissions are all SSL-encrypted. Audit reporting is provided for creation, replication, update, and deletion of files. Data storage share owners must establish business practices models that comply with regulatory or research requirements (e.g. HIPAA/HITECH). In the event a data storage share owner is sharing regulated data, he/she must educate users with access to his/her share, as well as configure appropriate share access controls for security compliance.

Users are responsible for the security of data stored on and transmitted to/from NU Research Storage, and business practices required of regulatory compliance and research projects, where applicable.

**Data Protection**

NU Research Storage provides snapshots for data recovery, which are taken once daily and stored for 28 days. Please be aware that this schedule may change if a more efficient schedule is determined. Share owners will be notified of any schedule changes with sufficient time to adjust any backup related practices. Share owners who have applications that require additional data protection should contact NUIT to arrange for appropriate protection measures.

**Disaster Recovery**

In addition to the local data protection, data is replicated to an off-site location every 24 hours. In the event of a site failure at the data center during the term of this agreement, users will have read-only access to the remote cluster. In the event that a disaster affects multiple centers, prioritization of such restoration will be determined by the University administration as part of the University’s overall Disaster Recover and Business Continuity restoration schedule.

**Disposition of Data**

Removal of content is entirely the share owner responsibility. The share owner must also ensure that users of his/her share are aware and are knowledgeable in dealing with data appropriately, by complying with University policies and guidelines, including the [Research Data: Ownership, Retention and Access Policy](http://policies.northwestern.edu), as well as any applicable guidelines, such as HIPAA regulations.

Share owners will receive a reminder to renew storage 1 month prior to the end of service. If the Share owners does not renew, access to the data will be removed at the end of the service agreement. If the Share owners continues service within 48 days of expiration, access will be restored. If the Share owners does not reactivate access, any remaining data will be deleted, including snapshots and replicated data.