Ilifu Research Facility Project & Account Renewal Policy

Version 1.0
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Project Renewal Policy

Project renewals are undertaken annually, typically in March.

The purpose of the project renewal process is to:

- review user accounts associated with the project in order to ensure access to project data is current and accurate,
- release resources associated with completed projects,
- to determine prospective resource requirements of active projects,
- collect information required by our funding agencies.

All projects must complete the project renewal process. Projects that have been guaranteed support for longer than a 1 year period must complete the project renewal process in order to renew project member accounts and update information related to the project

Each project's Principal Investigators (PI) will receive an email during the renewal period directing them to complete the ilifu project renewal process. Only one PI per project is required to complete the renewal process.

Projects on-boarded within 3 months prior to the renewal period are exempt from completing the renewal process.

Deactivation

A project whose PI does not complete the project renewal process will be considered completed and will undergo project closure.

If a project's PI(s) allows the project to expire, all user accounts associated only with the project will be deactivated. Upon deactivation, a user is no longer able to login into any ilifu services. User accounts associated with other ongoing projects will continue to remain active.

PIs who do not want to renew their project but still want to recover files can request a 3 month temporary extension by sending an email to support@ilifu.ac.za.

Project Closure

The PI(s) of a project that is considered complete will be notified of impending project closure.

Completed projects will have access to compute resources revoked immediately.

Completed projects' files will be removed 90 days after notification of project closure.

User Account Renewal Policy

User account renewals are undertaken annually, typically in March.

The purpose of the user account renewal process is to:

- deactivate accounts that are no longer needed in order to ensure access to project data is current and accurate,
- release resources associated with inactive users.

Approval for renewal of project membership is conducted by project Principal Investigators (PI) annually during the project renewal process. A user who is not a member of any research project will not be able to renew their account.

A user must renew their account during the account renewal period by completing the account renewal form located on their profile at https://reports.ilifu.ac.za/ (Profile -> Renew Account).

A user must review and update any changes to their profile information, by visiting https://reports.ilifu.ac.za/. Keeping information associated with a user's profile current is important for accurate reporting.

A user must request a change to the email address associated with their account by contacting support@ilifu.ac.za. Current and valid contact information is critical for important system announcements and efficient incident response.

Users with an active account will be notified by email to renew their account during the account renewal period. A user's account that is not renewed during the account renewal period will be deactivated. A user will be notified in the event that their account is to be deactivated. Upon deactivation, a user is no longer able to login to any ilifu service. The account and all associated data will be permanently removed 90 days after deactivation.

User accounts created 3 months prior to the renewal period are exempt from the renewal process.

Accounts can be reactivated by contacting support@ilifu.ac.za.