

Support Service-Specific Terms for NVIDIA Support for Slurm and Slinky

These Support Service-Specific Terms for NVIDIA Support for Slurm and Slinky (“Slurm and Slinky Support Service-Specific Terms”) are an exhibit to the NVIDIA Support Services Agreement for Open Source Software at <https://www.nvidia.com/en-us/agreements/enterprise-services/nvidia-support-services-for-open-source-software-agreement> (the “Agreement”) and are incorporated in and an integral part of the Agreement.

1. **Description.** NVIDIA Support for Slurm and Slinky may consist of the following depending on applicable NVIDIA Product Part Number. Support may not be available for modifications to Slurm and Slinky.
 - For Slinky, minor releases will be supported for up to one year after the release of the subsequent minor release. The third digit of the version number indicates a minor release. The first two digit are the major release.
 - For Slurm, NVIDIA will support the three latest versions of Slurm.
 - o New versions of Slurm are released on a 6-month cycle. Customers must upgrade to remain within this support model. Support includes help upgrading to a supported Slurm release.
 - o Minor releases will be supported for up to one year after the release of the subsequent minor release. The third digit of the version number indicates a minor release. The first two digits are the major release.
 - o Changes that would introduce new functionality or alter existing behavior will be made available with the next major release.
 - Slurm and configuration set up and ongoing optimization for each support cluster.
 - Access to an online issue-tracking database on a continuous basis. NVIDIA will use the issue-tracking database to regularly document comments and progress against Customer issues. NVIDIA will regression test all issue resolutions that result in Slurm or Slinky code enhancements and new test cases will be developed, where applicable. Final resolution will be provided to Customer in the form of a patch against an agreed upon Slurm or Slinky code base. NVIDIA will apply the fix in Customer’s Slurm or Slinky repository and create a tag for the build containing the fix when required. NVIDIA will maintain publicly accessible Slurm and Slinky repositories that are based on the currently designated Slurm and Slinky baseline source trees and include patches and changes.
 - Appropriate code modifications upstream to the currently designated Slurm and Slinky baseline source trees.
 - Help ensure Customer is using Slurm or Slinky correctly and implementing best practices.
 - Bug fixes and patches, which will be pushed in the next maintenance release.
 - Security updates an average of two weeks ahead of unsupported Slurm and Slinky users.
 - Answers to complex Slurm and Slinky questions.
 - Assistance enabling advanced features or enabling and enforcing organizational policies.
 - Eight hours of live consulting provided remotely and annually.
 - Support engineers are based in the USA and Europe.
 - o Slurm Support Hours are Monday through Friday, 2 AM to 5 PM MT USA, excluding national USA holidays.

- Slinky Support Hours are Monday through Friday, 8 AM to 5 PM MT USA, excluding national USA holidays.
- Level III support, as described below. Customer will complete all steps for Level I and II support before requesting Level III support from NVIDIA.
- Support request response commitments are provided in the Severity Levels and SLAs Sections below.
- NVIDIA Technical Account Manager (“TAM”) Services for Slurm and Slinky as stated in the [NVIDIA TAM Services for NVIDIA Products Terms and Conditions](#).
- Training for Slurm and Slinky as stated in the [NVIDIA Training Services Terms and Conditions](#).

2. Customer’s Primary Contact

Customer will designate a primary technical contact who will be the main point of contact for all items related to the Support Services, including being responsible for submitting support tickets to NVIDIA. NVIDIA will have no obligation to provide Support Services to anyone other than the person that has been designated as the primary technical contact.

The primary technical contact is not authorized to issue any technical direction which would (a) constitute an assignment of work outside the general scope of the work covered by the Support Services Agreement and this Support Service-Specific Terms; (b) change the description of the work to be performed; (c) change the time or place of performance; (d) increase the estimated cost for performance of the work or the time required for performance of the work; (e) change any expressed term or condition of the Support Services Agreement; or (f) unreasonably interfere with the NVIDIA’s ability to perform and complete the work. Any such change must first be authorized by a written amendment to the Support Services Agreement and these Support Service-Specific Terms.

3. Slurm and Slinky Support Services Severity Levels & SLAs

3.1 [Severity Levels](#). When submitting a request for support there are four severity levels exclusively available to customers. Severity levels assigned to a ticket must align with the following descriptions.

Severity 1 — Major Impact

There is a continued system outage that affects a large number of end users. The system is down or unusable due to Slurm or Slinky problem(s) and no procedural workaround exists.

Severity 2 — High Impact

There is a high-impact problem that is causing sporadic outages or severe system degradation. It is consistently encountered by end users with adverse impact to end user interaction with the system.

Severity 3 — Medium Impact

A medium-to-large impact problem that includes partial, non-critical loss of system access or which impairs some operations on the system but allows the end user to continue to function on the system with workarounds.

Severity 4 — Minor Issues

A minor issue with limited or no loss in functionality within the customer environment. This should be used for configuration questions or when working with a test system. Severity 4 issues may also be used for recommendations for future product enhancements or modifications.

Additional Severity Levels

Severity 5 — Enhancements

A request for enhancement. Slurm and Slinky are currently working as intended, but there is a potential to improve behavior by adding or modifying functionality. These requests will be evaluated for inclusion at some future date and NVIDIA has no obligation to address them.

Severity C — Contributions

An external patch submission from the Slurm or Slinky community. Please see CONTRIBUTING.md for further details on the patch submission process.

Severity 6 — No support contract

This severity level is automatically set on submissions from non-NVIDIA customers, and will generally not receive attention from NVIDIA.

3.2 SLA. Based on the Severity Level of the issue, NVIDIA will respond to the issue in the following timeline. Severity 1 issues will receive the most urgent and quickest response. Attention may be detracted from lower severity issues to address Severity 1 issues quickly. The same is true for Severity 2 issues compared with Severity 3 issues. Severity 4 issues will only be addressed on an as-time-allows basis.

Severity Level	Severity 1	Severity 2	Severity 3	Severity 4
Initial Response (during normal work hours)	2 Hours	1 Business Day	3 Business Days	As available
Status Updates	Daily	Weekly	Monthly	As available
Work Schedule	Continuous	Workday	Workday	As available

4. Support Levels

Level I Support includes activities performed in response to an initial notification or awareness of a suspected problem. Required actions are:

- Problem and/or bug validation as a Slurm or Slinky related issue;
- Review of a symptoms/solutions database for known resolutions;
- Research to determine whether the problem already exists and is reported in a Slurm or Slinky issue tracking database;
- Logging of validated problems into NVIDIA's issue tracking database;
- Ensuring that the issue tracking entry provides a complete and well-described report of the problem, including the assigned level of support working on the problem and its severity; and
- Follow-up interactions with the reporter of the problem and best efforts to achieve its resolution.

Level II Support includes activities performed following the completion of Level I support activities if resolution is not achieved during Level I support. Required actions are:

- Attempt to reproduce and diagnose the problem;
- Attempt to resolve or reduce severity of the problems;
- Validate any fixes made by conducting regression testing; and
- Communicate steps of action or resolution along with any code changes and testing results in NVIDIA's issue-tracking database.

Level III Support includes activities following the completion of activities from Level I and II support without successful resolution of the problem. Required actions are:

- Supply successful problem resolution if problem is reproducible;
- Validate any fixes made by conducting regression testing;
- Develop additional test cases, where applicable and possible;
- Communicate steps of action or resolution along with any code changes and testing results in NVIDIA's issue tracking database;
- Submit final resolution to Customer; and
- Submit final resolution for inclusion in the Slurm or Slinky baseline source trees.