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DERri

Distributed Energy Resources Research Infrastructures

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SEVENTH FRAMEWORK PROGRAMME

Capacities Specific Programme

Research Infrastructures

Protocols for regulating the stay of Users at the facilities

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Deliverable Leader: ICCS-NTUA

Authors:

Efstathia Kolentini (ICCS-NTUA)

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NOTES:

For comments/suggestions/contributions to this Document, contact:
the Leader for this Deliverable at tkoled@power.ece.ntua.gr
or the Coordinator of DERri at paolo.mora@rse-web.it

For more information on the project DERri, link to <http://www.der-ri.net>



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1 PURPOSE

The objective of the DERri User's infrastructure program is to provide the scientific community with access to equipment, facilities, and personnel. The DERri makes access available to the international scientific community through a general User access program. Proposals are submitted through a web-based process. Proposals are peer-reviewed, rated, and time is allocated on the basis of these reviews by appropriate allocation committees.

To regulate the stay of Users in the infrastructures this protocol is created. The purpose of this protocol is to document and clarify for Users the process by which their stay will be provided by DERri partners. DERri laboratories include software and hardware available to Users as well as support for the corresponding tests and applications. This protocol will also clarify the different roles and responsibilities involved in the provision of User support.

In this document, the term "User" refers to any person consuming resources at any of the DERri Laboratory facilities. All facilities require authority from the Laboratory Director before they can be used. The term "Site Responsible" refers to the staff members responsible for the operation of those resources.

Most of the policies and guidelines presented in this document are expressed in general terms. They are applicable to all facilities and services that DERri Laboratories are providing. Policies and guidelines that are more specific including maintenance thereof must be provided to the Users by the specific laboratory.

As a User of a DERri Laboratory you are automatically governed by the policies and guidelines in this document. Additionally the rules that govern each specific laboratory should be respected by the User.



2 FACILITY USAGE GUIDELINES

1. Once access has been allocated, the User will be contacted to schedule the experiment. Time allocation and scheduling should be respected by the User and the Facility.
2. Only properly authorized persons may access Laboratory facilities; proper authorization is provided by Laboratory staff members or their designates.
3. A User may not permit any other person, including other authorized Users, to access Laboratory facilities on the User's behalf.
4. No software is to be downloaded and/or installed onto any of the lab machines without the explicit consent of the Site Responsible. This includes, but is not limited to, applications, web browser plug-ins and related software, games, fonts, and utilities.
5. If the User needs software to be installed onto the lab machines, he must submit a request to the Site Responsible. All requests will be reviewed for cost, licensing restrictions, and security aspects for the laboratory.
6. Antivirus software will be enabled on all of the lab computers. It will be set up to scan floppy disks as they are accessed, as well as to do periodic scans of the hard drive. Users are not to disable the scanning features. It may cause a minor delay in accessing your files, however, that inconvenience is far outweighed by the need to prevent the intrusion of computer viruses.
7. Users will be able to save data to the hard drive of the machine that they are working on only in the Temp directory on the C: drive. Removable disks should be provided to every User for data storage. The Temp directory will be wiped clean weekly, so Users should make sure to put any data that they cannot afford to lose onto Zip disks.
8. All Users will share a common computer "profile" to maintain consistent desktops. This will keep troubleshooting to a minimum and help guarantee ease-of-use for the lab machines.
9. The lab may be reserved for no more than 8 hours daily between 9:00am and 6:00pm in any week. The working hours may change depending on the lab availability and the User is to be informed in advance by the lab about these changes.
10. By accepting an account and logging in to any lab computer, Users agree to abide by the policies outlined in these documents, and any future revisions of these guidelines as posted.
11. All equipment and accessories must be returned in the same condition as when checked out and should be checked in by Laboratory staff. Make sure that all cables and accessories are returned in their proper cases. The person responsible for the items checked out will be liable for repair or replacement for any damage or loss.
12. Violations of these guidelines may result in loss of privileges.



3 USER RIGHTS AND RESPONSIBILITIES

Users of the Laboratory have the following rights and responsibilities.

1. Users are responsible for protecting their own files and data from reading and/or writing by other Users, using whatever protection mechanisms are provided by the operating system in use.
2. Most Laboratory facilities are made available on an unmonitored basis. It is the responsibility of every User to act in such a manner as to not cause damage to the physical equipment. Accidental damage, or damage caused by other parties, should be reported to the Laboratory staff as soon as possible so that corrective action can be taken.
3. Users who are authorized by the Laboratory may not be denied access to Laboratory facilities by someone who is not using the facilities for instructional or research purposes or who is not part of the staff. An authorized User may ask the offending person to relinquish the resource, or may ask any Laboratory staff member to intervene on his or her behalf.
4. Users have the right not to be harassed while using Laboratory facilities, whether it be physical, verbal, electronic, or any other form of abuse. Harassment should be reported immediately to the Laboratory staff.
5. Above all, Users of the Laboratory facilities are responsible at all times to behave in a manner that is ethical, legal, and not to the detriment of others.



4 LABORATORY STAFF RIGHTS AND RESPONSIBILITIES

The Laboratory staff generally may do whatever is necessary to carry out their responsibility to maintain effective operation of the Laboratory facilities.

1. The Laboratory staff has the responsibility to make every reasonable effort to maintain the privacy of User's files.
2. In the normal course of examining and repairing system problems, and when investigating instances of improper use of Laboratory facilities, the Laboratory staff may need to examine Users' files; temporarily revoke User accounts or block access to User files.
3. Investigations that discover improper use may cause the Laboratory staff to: limit the access of those found using facilities or services improperly; disclose information found during the investigation to Laboratory; initiate disciplinary actions as prescribed by Laboratory policies and procedures.
4. In order to protect against hardware and software failures, backup of all data stored on Laboratory systems are made on a regular basis. The Laboratory staff has the right to examine the contents of these backups to get sufficient information to diagnose and correct problems with system software, or to investigate instances of improper use of Laboratory facilities.
5. The Laboratory staff may alter the priority or terminate the execution of any process that is consuming excessive system resources or objectionably degrading system response, with or without prior notification.
6. The Laboratory staff may remove or compress disk files that are not related to the acceptable use of Laboratory resources or which are consuming large amounts of disk space, with or without prior notification.
7. It is the responsibility of the Laboratory staff to keep the database of User accounts in the computer systems up-to-date. A User account and data files will be deleted, without prior notice, once he/she is not a member of the Laboratory.
8. The Laboratory staff has the responsibility to provide advance notice of system shutdowns for maintenance, upgrades, or changes so those Users may plan around periods of system unavailability. However, in the event of an emergency, the Laboratory staff may shut down a system with little or no advance notification. Every effort will be made to give Users a chance to save their work before the system is taken out of service.

Laboratory staff members have the responsibility to report any violations of Laboratory policy to the appropriate authorities.



5 PROPER USE

The Laboratory facilities are provided for use by staff to support the missions of the laboratory. All staff members using Laboratory facilities are responsible for using these facilities in an effective, ethical, and lawful manner.

1. Many resources, such as disk space, CPU cycle, login sessions, and software licenses, are shared by all Users. No User may monopolize these resources.
 - Users should not load the system in such a way that others cannot perform useful work. Only a single instance of large, resource-intensive programs should be executed at one time.
2. Laboratory facilities are provided for research use. Laboratory facilities must not be used for commercial gains.
3. The Laboratory staff recognizes the academic value self-replicating code. However, the use and development of this type of software, if not properly supervised, can inadvertently affect the operation and integrity of Laboratory systems.
 - Users may not intentionally develop or use programs, which harass other Users of the system, bypass system security mechanisms, steal passwords or data, or "crack" passwords.
 - Users may not intentionally develop or use programs that, by design, attempt to consume all of an available system resource (CPU, memory, swap space, disk space, network bandwidth, etc.)
 - Users may not intentionally develop or use programs designed to replicate themselves or attach themselves to other programs, commonly called worms or viruses.
 - Users may not intentionally develop or use programs designed to evade software licensing or copying restrictions.
 - Users who believe that they have a legitimate reason to use or develop programs in the above categories must give prior notice to the Laboratory staff. Special arrangements can be made to provide an adequate environment for conducting the research without risking damage to or impairment of other systems.
4. Files owned by individual Users are to be considered private property, whether or not they are accessible by other Users.
 - The ability to read another User's files does not implicitly grant permission to read those files.
 - Under no circumstances may a User alter a file that does not belong to him or her without prior permission of the file's owner. The ability to alter another User's files does not implicitly grant permission to alter those files.
5. Because this is a research environment, computer systems are generally open to perusal and investigation by Users. This access must not be abused either by attempting to harm the systems, or by stealing copyrighted or licensed software.
 - System-level files (not owned by individuals) may be used and viewed for research purposes if their access permissions so allow.
 - Most system-level files are part of copyrighted or licensed software, and may not be copied, in whole or in part.
 - The same standards of intellectual plagiarism apply to software as to other forms of published work.
 - Deliberate alteration of system files is vandalism or malicious destruction of Lab property.
6. Laboratory facilities and network connections may not be used for the purposes of making unauthorized connections to, breaking into, or adversely affecting the performance of other systems on the network, whether these systems and networks are Laboratory-owned or not.



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The ability to connect to other systems via the network does not imply the right to make use of or even connect to these systems unless properly authorized by the owners of those systems.

7. Installing software that violates license agreements and copyright laws are strictly prohibited.
8. Software license agreements serve to increase compliance with copyright and patent laws. It is against DERri Laboratory policy to violate the copyrights or patents on computer software. It is against Laboratory policy and may be a violation of applicable laws to violate software license agreements.
9. Software in use on Laboratory facilities, unless it is stored in areas specifically marked as containing software available for copying, may not be copied to hard or floppy disks, including any other media, or otherwise removed from Laboratory facilities.
10. Source code for licensed software is not allowed to be included in software that is released for use outside the Laboratory.



6 TERMS OF STAY

The following terms of stay are applicable to both the Laboratory and the User who applies to work in the former.

1. When an issue dictates the need for support request, the first point of contact should ALWAYS be the facility's Site Responsible. The reason for this is fivefold:
 - a) The Site Responsible may be aware of local issues (problems with the local network, for example) with the equipment involved (Examples: checking cable connections, rebooting affected equipment has a direct bearing on the problem).
 - b) The opportunity for demonstration of the issue with the affected User provides the Site Responsible with an invaluable tool to achieve quicker resolution of the issue.
 - c) If local attempts to resolve the issue prove unsuccessful, the Site Responsible's familiarity with multiple facets of the system allows more accurate determination of whether the nature of the issue dictates an operational or technical response. The Site Responsible can then route the support request accordingly, minimizing response time.
 - d) The Site Responsible may be called upon to act if resolution of the issue requires direct manual intervention. In such cases, valuable time may be saved since the Site Responsible is already familiar with various aspects of the support issue.
 - e) The Site Responsible may provide input about local operational details that might impact upon the effectiveness of support efforts.
2. Should the Site Responsible not resolve the issue locally, s/he must determine whether the issue is operational or technical in nature:
 - a) If the issue is a question of correct use of the options currently existing within a specific software application, the problem should be considered operationally. The Site Responsible should contact the staff member designated for support of the software application in question. A list of software applications and support staff for DERri laboratories may be provided to the Users.
 - b) If the issue is a question of error, malfunction, or enhancement of software, the problem should be considered technically. The Site Responsible should contact the staff member designated for support of the facility in question. A list of facilities and support staff may be provided to the Users.
3. Once the appropriate support staff member has been identified and contacted, s/he will work to resolve the reported issue. Varying degrees of interaction may be required with the Site Responsible and/or affected User(s) to fully address the issue.
4. DERri laboratories do not commit to major modifications or enhancements of existing software/hardware, or development of new software applications. If technical support involves significant software modification/development the Site Responsible will contact the developer of the software application in question and attempt to achieve satisfactory resolution of the support issue. Varying degrees of interaction may be required with the Site Responsible and the affected User(s).
5. When issue resolution is achieved, the User involved in the support request will contact the Site Responsible. The method of resolution will be reported, and the Site Responsible will be asked to provide local confirmation that the issue has been adequately addressed.



7 LAB USE AGREEMENT

In order to assure that the User has read and accept the terms of stay the following Lab Use Agreement is provided.

To enable the Laboratory staff to accurately maintain information about the User, each User is responsible for supplying current information to the appropriate Laboratory staff member including department affiliation, degree program (undergraduate or graduate), and the position (faculty, staff, graduate staff, or student). Providing false or misleading information for the purpose of obtaining access to Laboratory facilities is a violation of policy.



Lab Use Agreement

I, _____ # _____,
(print your name and title) have read, understand the Terms of Stay, the Facility Usage Guidelines, the Rights and Responsibilities, the Proper Use, the Terms of Stay and accept them as written

My email address is: _____.


(Applicant signature)

(Date)



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In order to assure the User that he is allowed to use the facility the following document should be signed by the Site Responsible



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Lab Use Agreement

The Laboratory _____, (print the name) being part of
DERri Laboratories, is giving access to _____,
(print the name of User), in order to perform tests on the topic:
_____ for the following period:

(Site Responsible signature) (Date)



8 SAFETY

Several labs in the Electrical and Computer Engineering department have equipment that can pose a danger if used improperly. All staff using the laboratory should be aware of the risks that are present in the particular lab they are working in. Users will adhere to all hazard control requirements, as specified by the laboratory. The necessary orientation, training, and operating procedures are assessed on a case-by-case basis. An experimental safety review will be conducted that considers the processes and procedures required for safe and effective conduct of the proposed experiment, including any equipment or facility assembly.

Users should follow the safety instructions/procedures of the Laboratory they visit. Users will attend general safety instruction guidance. After that they get a special safety instruction for certain facilities they want to use. They are informed about emergency escape route, rescue plan and special dangers inside the lab. It is upon the laboratory to make Users sign a document that they received and agree to the instructions, special working regulations for the laboratory, fire precautions etc.

It is upon the Laboratory to let Users have direct access to the facilities. In the event of not giving authority to the User to perform experiments, the experiment will be performed by laboratory staff under arrangement with the Users.

The laboratory should also be prepared in order to receive Users. To this end in the main door of every lab two posters should be placed: an information poster and a safety poster.

8.1 The information poster:

- outlines the general rules governing the use of the lab,
- lists of networked printer names and locations,
- lists of the name(s), telephone extension, office number and email address of the staff responsible for the equipment in the lab.

8.2 The safety poster:

- listing the safety precautions that should be taken when using the lab,
- identifying the dangers and possible risks in that lab, and
- describing the procedures to follow in case of emergencies.

The safety poster could for example include the following text:

Electrical Safety Guidelines
<ul style="list-style-type: none"> • No test in the power laboratory should be performed without a Site Responsible present. • Before equipment is made live, circuit connections and layout should be checked by the Site Responsible, unless specifically advised otherwise, and all colleagues in the group should give their assent. • Voltages above 50 V rms ac and 50 V dc are always dangerous. Extra precautions should be considered as voltage levels are increased. • Never make any changes to circuits or mechanical layout without first isolating the circuit by switching off and removing connections to supplies. • Make yourself familiar with the electrical hazards associated with your workplace. • You may only enter the laboratory when authorized to do so and at authorized times. • Know the correct handling procedures for batteries, cells, capacitors, inductors and other high energy-storage devices. Be as careful for the safety of others as for yourself.

8.3 Laboratory labels

Apart from the safety poster, Coloured labels can be placed in the laboratories. These labels are colour-coded based on the severity of the risk: high-risk labs or part of the laboratory are coded with RED labels, medium-risk labs with YELLOW labels and low-risk labs with GREEN labels. The sections that follow, explain each type of environment. Additionally, labels with instructions in case of emergency should be included in the laboratory and are depicted below the labels

HIGH-RISK LABS (RED LABEL)

- Electrical Power is at 120 Volts AC. If you come in contact with 120 Volts AC it could be fatal; take appropriate safety precautions.
- 230 Volts 3-Phase AC and 120 Volts DC exist in this lab. If you come in contact with any of these voltages it could be fatal; take appropriate safety precautions.
- Power Supplies in this lab generate fatal voltage levels.
- Improper use of test equipment will pose a danger.
- Eye and muscle strain due to prolonged use of the computer. Take frequent breaks to relieve eye and muscle strain.

MEDIUM-RISK LABS (YELLOW LABEL)

- Electrical Power, is at 120 Volts AC. If you come in contact with 120 Volts AC it could be fatal; take appropriate safety precautions.
- Power Supplies in this lab could expose you to fatal voltages.
- Improper use of test equipment will pose a danger.
- Eye and muscle strain due to prolonged use of the computer. Take frequent breaks to relieve eye and muscle strain.



LOW-RISK LABS (GREEN LABEL)

- Electrical Power, floor and wall outlets are at 120 Volts AC. If you come in contact with 120 Volts AC it could be fatal; take appropriate safety precautions.
- Eye and muscle strain due to prolonged use of the computer. Take frequent breaks to relieve eye and muscle strain.

WHAT TO DO IN CASE OF EMERGENCY

The following instructions apply to all locations:

- In case of Emergency, dial ***, go to a safe location.
- If you discover a fire: pull the closest fire alarm, dial ***, and give Security all the pertinent facts.
- **IF YOU HEAR OR SEE THE FIRE ALARM ACTIVATE, YOU MUST EVACUATE THE BUILDING IMMEDIATELY.**

SAFETY DEVICES IN LABS/BUILDING

Please be aware of the following emergency devices:

- RED Emergency Power Shut Off buttons, know the location of these buttons before starting work.
- Know the location of the phones and staff numbers to call in case of emergency.

GENERAL SAFETY PRECAUTIONS

The following precautions apply to all labs:

- Report any unsafe conditions, such as broken or frayed power cables, to the Site Responsible or Engineering Support.
- Be aware of your surroundings; familiarize yourself with the location of the Blue Emergency Pull Stations, Telephones, Fire alarm Pulls.
- Always consult Safety Data Sheets before using any equipment.
- Never work alone.

8.4 General Lab Rules

The following rules apply to all labs:

- No food or drink allowed in the lab.
- No offensive computer screens.
- No tampering with wires or network cables.
- No use of illegal software.
- No attempting to compromise network security.

8.5 General Safety Practices in the Laboratory

The Laboratories in the Electrical Department provide Users with the best opportunity to gain practical knowledge. Staff and Users should make themselves aware of the possible hazards that



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may be present in the laboratory. Following are some general guidelines that can be used to reduce the risk of injury caused by laboratory hazards.

- Know what you are working with and how to use it safely. Before beginning any new experiment, find out about the potential hazards involved and the appropriate safety precautions to follow.
- Perform only appropriate experiments, and be sure you understand the procedures involved before you begin. If anything unexpected, dangerous, threatening, or unmanageable happens, immediately call your instructor or the lab staff personnel.
- Wear the proper protective clothing and equipment for each job.
- Users who are not appropriately attired will not be allowed to perform experimental procedures. Loose clothing and long hair should be confined to avoid contact with hazardous materials, equipment, rotating machinery etc.
- Never eat, drink, and smoke. Food and drink (including water) are not to be brought into the lab at any time.
- Keep work areas clean and free from obstructions. Cleanup should follow the completion of any experiment, return of machinery etc.
- Be familiar with emergency procedures; know the location of, and how to use, the nearest emergency equipment. Note the locations of fire extinguishers. (These should only be used on small fires, make sure the extinguisher is rated for type of fire.) Also note the location of fire alarm pull boxes. Upon hearing a fire alarm, all persons must leave the building. Leave quickly, making sure doors are closed. Do not use the elevator during a fire.
- Be alert to unsafe conditions and call attention to them so corrections can be made as soon as possible. Report any accident, unusual occurrence, or injury immediately.
- Check with the lab staff for help in cleaning up special situations.
- Users may not work alone in labs.
- Read the Safety Data Sheet before using.
- THINK SAFETY!



9 PROCEDURES TO HANDLE VIOLATIONS OF POLICIES AND GUIDELINES

Step 1. When a User is alleged to be abusing resources, all of his or her privileges may be suspended immediately to protect the resources and to assure reliable service to the rest of the community.

Step 2. The User will be notified and be requested to discuss, in person, with the responsible person of the Laboratory.

Step 3. If the User is proven to have violation of the policies and guidelines set forth in this document, penalties will be imposed as described below.

- Minor violations of these guidelines, when likely accidental in nature, such as overloading systems, excessive disk space consumption, and so on are typically handled internally at the Laboratory in an informal manner by electronic mail or in-person discussions.

More serious violations are handled via formal procedures:

- More serious violations, such as attempts to steal password or data, attempts to steal licensed software, and attempts to damage computer facilities (inside or outside the Laboratory) will result in permanent loss of Laboratory access privileges. The case will also be escalated to the Institute Director for further action.