Requesting the Research Data Storage Service

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Step 1: Important Note

Before submitting the IT Service Request you will need this <u>research storage</u> <u>management plan template</u> to write and attach with your research data storage service request.

Step 2: Navigate to the University Service Portal

• Click on the IT Services Catalog

Ξ 🖶 University of Alberta	¢ 💿
Hi, how ca	ı we help you?
Q Search for solutions, services	and tickets
Have a CCID? Click legin (tep right) No CC Posted by Shama Rana, a month	? Click "Sign Up View all
Student Services Catalog Search and select a service. Submit a specific student request, inquiry or form.	Invices Catalog h and select an IT Service. It a specific IT Request. Search and select a service, Submit a specific HR or Finance request or form.
Submit a Student Services General Inquiry If you don't see your Student service listed, Submit an Inquiry here.	hit an IT General Inquiry don't see your IT service Isted, re an IT Issue, click here.

• In the IT Services Catalog, scroll down to the "Research" heading

Ξ 🛱 University of Alb	erta				Q Search	🛨 New 🗘	С
All Service Items			Server Backup Reques Schedule a server backup (physical or vi		Server backup stop b Stop an existing / scheduled server back	Server Decommission Server Decommission Request	
Student	~						
Staff Service Centre	~	•••	Server Modification Server Modification	•••	Virtual Server Reque Virtual Server Request		
IST	~	•••	Request				
		Research					
			Research Data Storag Add or remove a user to the access group		Research Data Storag Request a quota extension on the amount	Research Data Storag Request that a new Research Data Storage	
		UWS & Network					

	berta		Q Search	€ New 🗘 😋
All Service Items		Schedule a server backup (physical or vi	Stop an existing / scheduled server back	Server Decommission Server Decommission Request
Student	~			
Staff Service Centre	~	Server Modification	Virtual Server Reque	
IST	~	Request	Virtual Server Request	
		Research		
		Add or remove a user to the access group	Research Data Storag Request a quota extension on the amount	Research Data Storag Request that a new Research Data Storage
		UWS & Network		

Step 3: Click the "Request that a new Research Data Storage..." tile

Step 4: Fill out the New Service Request form

- Fill out the form, including your College, Faculty, Department, storage range, and exact storage amount you require, according to your <u>research storage</u> <u>management plan</u>
- Attach your <u>research storage management plan</u> and click 'Place Request'
- You will receive a confirmation email with the name of your drive

Research Data Storage (New Storage Space) Request that a new Research Data Storage location be created for you or your group		
Requesting a new Research Data Storage requires a Research Storage Management Plan(RSMP) to be attached with the request. You will need to specify which faculty the research is being performed for, provide the name of the Research project (or group) and provide a list of all the CCIDs for any users requiring access to the drive. Upon		
View more		
Which college are you a part of? *		
Select v		
Faculty of research *		
Select v		
What is your department? *		
Select		
How much storage are you looking for? *		
Select v		
Please specify exactly how much storage you require *		
Please confirm you have attached your Research Storage Management Plan to support this request."		
Attach files (File size < 40 MB) *		
Drop files here Make sure your file size is less than 40 MB		
	Cancel Place request	
3		

Requesting to Add or Remove Users

Step 1: Navigate to the University Service Portal

• Click on the IT Services Catalog



• In the IT Services Catalog, scroll down to the "Research Heading"

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All Service Items		Schedule a server backup (physical or vi	Stop an existing / scheduled server back	Server Decommission Server Decommission Request
Student	~			
Staff Service Centre	~	Server Modification Server Modification	Virtual Server Reque Virtual Server Request	
IST	~	Request		
		Research		
		Add or remove a user to the access group	Research Data Storag Request a quota extension on the amount	Research Data Storag Request that a new Research Data Storage
		UWS & Network		

Step 2: Click the "(Add/Remove User)" tile

Home > Service Catalog					
Browse the list of service) ces offered and rai	se a request			
All Service Items		IST > RESEARCH			
Student	~	Research (Add/Rem	Data Storage 10ve User)	Research Data Storage (Increase Storage Quota)	Research Data Storage (New Storage Space)
Staff Service Centre	~	Add or rer access gr	nove a user to the oup	Request a quota extension on the amount	Request that a new Research Data Storage
IST	~				

Step 3: Fill out the IT Service Request Form

- Enter the name of your RDSS server address "\\research-filer.ualberta.ca\mylab"
- Select whether you want to add, remove, or both add and remove users from the drop down

Home > Request New	Service > IST > Research > Research Data Storage (Add/Remove Us	
	Research Data Storage (Add/Remove User)	
	Add or remove a user to the access groups for your Research Data Storage location Read more	
Please provide the name of ex. \\research-filer.ual Add or Remove Users	yf the RDSS Location(s). If providing more than one location please separate each location using a comma ";* ilberta.ca\mylab	
Add		
Add	✓	
Remove		
Add and Remove		
	Place Request	

• Enter the CCIDs of the users to be added or removed (ie. johnson1 or Jsmith, etc.)

ex. \\research-filer.ualberta.ca\mylab	
dd or Remove Users	
Add and Remove	-
CIDs of users to be added	
CIDs of users to be removed	_

Step 4: Click 'Place Request'

	Research Data Storage Add or remove a user to the access gr Read more	(Add/Remove User) oups for your Research Data S) torage location	
Please provide the name of	the RDSS Location(s). If providing more than o	ne location please separate each lo	cation using a comma ", *	
ex. \\research-filer.ualt	erta.ca\mylab			
Add or Remove Users				
Add and Remove	~			
CCIDs of users to be added				
johnson1		J		
CCIDs of users to be remov	ed			
Jsmith		J		
				Place Request

Requesting Extension for the Research Data Storage Service

Step 1: Navigate to the University Service Portal

• Click on the IT Services Catalog

Ξ 🖶 University of Alberta	¢ 💿
Hi, how can we help you?	
Q Search for solutions, services and tickets	
Have a CCID? Click login (top right) No CCID? Click "Sign Up View all Posted by Shama Rana, a month View all	
Student Services Catalog Search and select a service. Submit a specific student request, inquiry or form.	rvices Catalog d select a service, Submit a IR or Finance request or form.
Submit a Student Services General Inquiry Inquiry If you dont see your Student service listed, submit an Inquiry here. Submit an IT General Inquiry If you dont see your Student service listed, submit an Inquiry here.	a Staff Services General it see your Staff service listed, Illoquiry here.

• In the IT Services Catalog, scroll down to the "Research Heading"

			Q Search	E New 🗘 😋
All Service Items		Schedule a server backup (physical or vi	Stop an existing / scheduled server back	Server Decommission Server Decommission Request
Student	·			
Staff Service Centre	· •	Server Modification Server Modification	Virtual Server Reque Virtual Server Request	
IST	· ·	Request		
	Research			
		Research Data Storag	Research Data Storag	Research Data Storag
		Add or remove a user to the access group	Request a quota extension on the amount	Request that a new Research Data Storage
	UWS & Networ	<		

Step 2: Click the "(Increase Storage Quota)" tile

Home > Service Catalog Service Catalog Browse the list of service) ces offered and rai	se a request				
All Service Items		IST > RESEARCH	1	1		
Student	~		Research Data Storage (Add/Remove User)		Research Data Storage (Increase Storage Quota)	Research Data Storage (New Storage Space)
Staff Service Centre	~		Add or remove a user to the access group		Request a quota extension on the amount	Request that a new Research Data Storage
IST	~	·				

Step 3: Fill out the IT Service Request form

- Enter the name of your RDSS server address "\\research-filer.ualberta.ca\mylab"
- Enter in how many more TBs you need (not including your current storage size)
- Attach your updated Research Storage Management Plan to support the Change

	Research Data Storage (Increase Storage Quota)							
	Request a quota extension on the amount of storage space for your RDS server location							
If a Research Data Storage server quota limit has been reached, a quota extension can be requested. This request will require the location of your Storage space and a copy of updated Research Storage Management Plan(RSMP)								
View more								
RDS Location(s) *								
ex. \vesearch-filer.ualberta.ca\mylab								
Requested Storage Sp	pace Increase *							
ex. 5TB								
Please confirm you have attached your updated Research Storage Management Plan to support the change								
🖉 Attach files (File	ile size < 40 MB) *							
	Drop files here Make sure your file size is less than 40 MB							



Step 4: Click 'Place Request'