



# NVIDIA SITE RELIABILITY ENGINEERING (SRE)

Maximize Your GPU/Network-Enabled Cluster Utilization



## Simplifying Cluster Operations

Running a cluster can be complex.

Having a deep understanding of your organization's hardware architecture, software stack, and unique needs is critical to the task at hand.

To simplify cluster operations and maximize GPU/ Network-enabled cluster utilization, NVIDIA recommends working with a Site Reliability Engineer (SRE).

An NVIDIA Site Reliability Engineer (SRE) is a DevOps engineer who helps customers manage and maintain their cluster remotely by assisting with day-to-day operational cluster management, user-facing, and vendor-facing tasks.

## What to expect from your NVIDIA SRE

- > Provides guidance on cluster management, including how to manage scheduling software, such as Slurm, and monitoring the state of individual nodes.
- > Works with the NVIDIA Technical Account Manager (TAM) to resolve cluster operation issues.
- > Helps organizations face the complex challenges associated with technology adoption.
- > Provides expert insight into cluster deployment.
- > Enables you to build future-proofed infrastructure that meets today's business objectives while adapting to growing workloads.

## TERMS AND CONDITIONS

- > Up to 8 weekly hours.
- > An expert team, available in the customer's time zone, provides coordinated service.
- > Service will be provided during business hours (customer time zone).
- > 6-month renewable service.
- > The service is available only for clusters that have been deployed by NVIDIA Professional Services.
- > The Service start date is usually the system hand-over date (can't be delayed).

## OUT OF SCOPE

- > Managing non-NVIDIA IT operations – storage / 3rd party network equipment.
- > Code edits/ changes in 3rd party cluster management tools or scripts.
- > New tool development to help with day-to-day activities (paid service).
- > The SRE does not provide post-sales on-call support, but will assist to obtain a real-time response from the post-sale support on-call team.

## Scope of Responsibilities

- > Cluster deployment practice advisor.
- > Cluster administration and operation best practice.
  - > Create/Remove user accounts.
  - > Create or update automation (e.g., Ansible playbooks) for site-specific needs.
- > Testing scenario advisor.
- > Post-installation cluster management stack related questions/ issues.
  - > Hosts "office hours" to field questions about cluster usage and best practices.
  - > Opens and tracks trouble tickets with the vendor (NVIDIA) in coordination with the TAM.
- > System/ Cluster monitoring advisor.
  - > Monitors all aspects of the state of the cluster, including Compute, Networking, Storage, Power, and Software.
- > New applications / software deployment.
  - > Keeps installed software and firmware up to date in accordance with vendor best practices.
- > Trains customer administrators on best practices (lead by example)

## Learn More

To learn more about NVIDIA Professional Services for the data center, contact: [nbu-services-sales@nvidia.com](mailto:nbu-services-sales@nvidia.com)