

# PrimaCloud Operations Service

## Description and Terms



### Intention

PrimaCloud Operations Service is a monthly-billed service intended to allow you to operate enterprise-grade information technology services such as web sites, web services, Software-as-a-Service, or internally-focused IT services, based on Virtual Private Data Center (VPDC) technology without requiring deep information technology knowledge, staffing, or operations expertise.



### Service Overview

- Planning, design, provisioning, maintenance and management of your virtual private data center.
- Advising you on and implementing the best application of VPDC benefits and features to meet your business need.
- Selection, deployment, and maintenance of standard or custom appliances.
- Monitoring and response to hardware, system, and application service delivery interruptions per contracted SLA (Service Level Agreement).
- Monitoring and response to performance problems, security violations, and KPI variances as contractually specified. Response includes adjusting resource allocation, AppLogic configuration and Appliance troubleshooting, architectural evaluation, Appliance software updates, infrastructure evaluation and communication with 3<sup>rd</sup> parties.
- Coordinating multiple vendors required for application delivery to provide high uptime and reliability.
- Root-level administration responsibility for production virtual servers, including deployment of application software updates.
- Management and execution of joint software release processes to the production (“live site”) environment and support during software releases.
- Creation of copies of your VPDC for development and test purposes
- Joint design, setup and operation of backup services.
- Response to service requests and work orders submitted via phone, email or web response form per Operations Service contracted terms. Response delivered by email or telephone.

### Standard Service Level Agreement

- Hardware failure automatic recovery/restart: typically 5 minutes, worst-case 15 minutes.
- Extended failure/downtime response, including failure monitoring response: 24x7x365 acknowledgement and response initiation within maximum 1 hour, typically 15 minutes or less. PrimaCloud Monitoring Service required for rapid response.
- Urgent support requests (questions, problem reports, urgent monitoring notifications): 24x7x365 acknowledgement within 4 hours, work completed ASAP. Every effort will be made to provide prompt service.
- Normal support requests (questions, problem reports, work orders, non-urgent monitoring notifications): 8 hour, business-day (PST) response.
- Shorter timeframes available on request.

## Limitations

Initial adaptation of your application architecture to the VPDC environment is charged as a setup fee.

Support for pre-existing non-PrimaCloud Appliances; development of new Appliances; and upgrades, enhancements, or rearchitecting of Appliances is not included in Operations Service unless previously approved by PrimaCloud. These services are charged at PrimaCloud's standard consulting rates.

Operations services responsibility is only accepted by PrimaCloud after customer verifies and accepts installation and setup.

Automatically initiating response to failures requires subscription to appropriate PrimaCloud Monitoring Services.

Development of custom monitoring plug-ins, including monitors required to meet key performance indicators (KPI) metrics, as well as KPI setup are not included in Operations Service and are available at extra charge with our Custom Monitoring Service.

PrimaCloud is not responsible for customer-created or customer-owned application software including downtime due to software defects or misconfiguration, application-dependent database administration, or any application software development, debugging, testing, or version management. However, PrimaCloud offers consulting services at our standard consulting rates to address these needs.

PrimaCloud cannot guarantee a single system SLA unless PrimaCloud virtual private datacenter hosting services and Basic Server Monitoring are included in your contract.

Implementation of architectural requirements not supported by AppLogic is not included in Operations Service; however PrimaCloud can provide these services together with Operations Service at extra charge.

Operations Service fees are based on PrimaCloud retaining exclusive root privileges to production environments. PrimaCloud will make every effort to give you access to your database and applications without root access. Operations Services delivered with shared root login responsibility may result in higher charges.

Operations Services include 0, 1, or 2 hours of software release participation or meeting attendance per month for each production Appliance, depending on largest Appliance category. Release participation and meetings must be scheduled in advance. Additional release support available at PrimaCloud standard rates.

Operations Service include 1 hour of VPDC design, creation, or reconfiguration labor per contracted Appliance per month. Additional VPDC maintenance labor is available at PrimaCloud standard rates.

Customer is responsible for charges for any third-party software (including backup software), remote storage, or other third-party services.

Customer is responsible for providing third-party software and access to third-party software support. Customer must notify PrimaCloud of any desired software updates.

Deployment of updates may require additional resources for a copy of your application in order to meet your uptime requirements.

## Pricing

### Operations Service

Operations Service is charged on a monthly basis over the contracted term, depending on the number and type of Appliances that you have under contract. Pricing of service is based on estimated effort, which is assessed on the amount and frequency that attention is required by each Appliance in your Application architecture. Duplicated Appliances with similar use models or identical setup used in the same Application (VPDC) do not incur additional Operations Service charges. Identical appliances in different Applications (VPDCs) may incur additional operations service charges if they have

different use models. PrimaCloud assigns your appliances to each category at its discretion to provide adequate service to you at the lowest cost, and does not charge for appliances which require negligible labor. Assignment to a category depends on the degree to which PrimaCloud or you retain responsibility for day-to-day management of an Appliance. PrimaCloud may change your monthly fees to reflect any changes made to your architecture or your use model (for example moving an appliance from a production to development use model, which reduces the support effort.)

For pricing purposes, PrimaCloud breaks your Appliances down into three labor categories:

1. *Large appliances* require considerable maintenance and configuration labor and are used in a production environment. They may contain software which you develop and is expected to change often or an application that we manage and requires constant attention. Examples are application appliances containing unique code in development or test environments, databases for which we do administration or configuration, or rapidly changing production appliances early in a release cycle. Typically, custom appliances require multiple work orders per month each of which involve an hour or more of labor.
2. *Standard appliances* contain software or data which requires regular maintenance or updates, such as a database or application server in a production environment, or appliances that require regular service from us such as backup or resource allocation changes. Typically, standard appliances require 1-2 work orders per month.
3. *Small appliances* only require occasional maintenance and configuration, and may include mature production instances containing custom software, customer-managed appliances for which we provide support, or a 3rd-party appliance.

For more details on how we determine the category of your appliances, please see Appendix A.

Operations Service pricing also depends on the contracted SLA. PrimaCloud offers two SLA performance levels: Standard and Enterprise. The Enterprise SLA offers shorter response times, unlimited case load, and includes monitoring for all covered appliances.

Please contact us for a detailed Operations Service quote.

## Monitoring

Custom monitoring is available for server parameters, application parameters, application/appliance user-level performance statistics, user-experience (through synthetic transactions), custom-coded KPI metrics, and other data available through SNMP, and includes custom reports, dashboards, and alerts tailored to the needs of your organization. Custom monitoring enables us to respond to problems with your application without requiring any effort from you. Charges are based on the count of monitored Appliances and any additional nodes in your network that you choose to monitor as well as the type of Custom Monitoring ordered. Setup of this service may require additional charges including for custom software development, which is not included. Please see the PRIMACLOUD *Monitoring Description and Pricing* sheet for details.

## Setup Charges

Setup fees cover the following, determined at the time of contract signing. Setup is charged at PrimaCloud discounted consulting rates. Setup labor is considered complete when your VPDC is placed into production use.

- Migration effort to bring your application into the Virtual Private Data Center (AppLogic Grid)
- Creation of new appliances as necessary to accommodate your application in AppLogic
- Any requested changes to your architecture or configuration to meet your requirements.
- Custom monitoring setup, including user interviews, dashboards, alerts.
- Custom monitoring plug-ins.
- Performance analysis.
- Data migration.
- Adjustments to standard appliances including compiling in the latest version of the underlying software.

### Appliance Categorization

Labor/Work Order Probability/Frequency		Complexity (amount of effort per work order)		
		High	Medium	Low
High	Large	Large	Standard	
Medium	Large	Standard	Small	
Low	Standard	Small	Small	

Labor/Work Probability	
<i>High</i>	We compile software Alpha or Beta software No commercial support Updates once/mo or more Shared root privileges on Appliance
<i>Medium</i>	Updates 2-11x/year Not low or high Custom Backup (PrimaCloud maintained/operated) PrimaCloud has sole root responsibility
<i>Low</i>	Highly reliable software Customer maintains/supports software PrimaCloud service on demand only Updates 1x/year or less Standard Backup (included in app SW)
<i>Appliances in Dev environments are one category of Labor/Work Probability lower than in live site environments.</i>	

Complexity/Difficulty executing Work Order	
<i>High</i>	SOAP or web services to non-hosted app Complex application suites (Oracle SOA Suite, etc.) Database systems - high availability Microsoft Exchange, Sharepoint Clusters, Master-Slave architectures
<i>Medium</i>	Updates involve recompiles SOAP or web services to hosted app Database systems, standalone/non-HA Appliances
<i>Low</i>	Updates involve config files only NAS, Firewall, Most mail servers, DNS Server, Proxy server Slave cluster members All backup operations
<i>Appliances in Dev environments are one category of complexity lower than in live site environments.</i>	

### Operations on call release support or meeting attendance time included with Operation Services, Per Month

Large Appliance	2h
Standard Appliance	1h
Small Appliance	0h