

SaaS Listing

CA Application

Performance Management

CA SaaS Operations utilizes a follow the sun model to ensure 24/7/365 operational coverage from multiple geographic locations. Implementation of the CA Global Enterprise Security Standards includes independent security testing and background checks for operational staff.

CA SaaS Operational roles provide global expertise with differentiated access security. These roles include:

- Global Operations Support: Application and infrastructure monitoring, alerting on incidents and incident management.
- Database Administration (DBA): Platform selection and management, patching.
- Service Management: Application operation, management, and technical upgrades of SaaS hosted components.
- Infrastructure Engineering: Server management, operating system and utility patching, optimization and performance monitoring.
- Network Engineering: Network design, patching, optimization and performance monitoring.
- Information Security: Set information access and control policies, provides monitor for compliance to policies, and management of incidents.
- Compliance: Document procedures and monitor for compliance, management of incidents and exceptions. Management of compliance reporting required for the service.

1. Introduction

This document provides standards and features that apply to the CA Application Performance Management (APM) SaaS offering provided to the Customer and defines the parameters for the offering that pertain to the following:

- Billing metric
- Raw data retention
- Data location information
- Service level availability (SLA) targets and measurement
- Service level credits
- Service termination
- Data backup

The definitions set out in the **Agreement** will apply to this SaaS Listing document.

2. Billing Metric

CA identifies and describes the following Billing Metric as a measure to bill the Customer:

The Billing metric is Pack (for Essentials), CU (for Enterprise Compute Unit) or Agent (for Enterprise Agent).

“CU” or “Compute Unit” means the number of CPU Cores plus gigabytes (“GB”) of random access memory (“RAM”), times the number of monitoring hours of a given host. Compute Units = (CPU Cores + GB RAM) x monitoring hours of a given host. CU purchase, and consumption, are measured on a monthly basis. The total number of CUs consumed in a month is calculated by adding up the measured CU consumption for all hosts for the month. There is no month-to-month rollover of unused CUs.

CU is calculated at least hourly based on CPU cores, GB of operational memory and hours of monitoring on one host as visible to the agent(s) used for monitoring. An hour is considered consumed if any agent on a host is connected to SaaS and reporting data at any time during the hour.

“Host” means a physical machine, virtual machine, or cloud instance of a virtual machine (not same as container nor JVM-like virtual machine). A hardware server may have multiple operating system instances installed on it (through partitioning or virtualization) and each such instance is considered one host. The Host runs the application monitored by agent and runs the agent. The Host and its physical properties (number of cores and gigabytes of RAM) are recognized by deployed agents and thus visibility of host and its properties (specifically visibility from container vs. physical machine) depends on the type of deployed agent.

“Pack” means 50,000 (fifty thousand) CUs monthly.

“Agent” means the agent software that is used to monitor a managed application. When the Billing Metric is “Agent”, the calculation with respect to the number of Agents consumed is determined as follows:

- For Java Applications, each running instance of a monitored JVM (Java Virtual Machine), as identified by the APM SaaS service, consumes a separate Agent.
- For .NET Applications, each Windows OS instance running a monitored .net application or CLR (Common Language Runtime), as identified by the APM SaaS service, consumes a separate Agent.
- For PHP Applications, each running instance of the PHP Probe agent, as identified by the APM SaaS service, consumes a separate Agent.
- For NodeJS, every 10 monitored NodeJS processes, as identified by the APM SaaS service, consume a separate Agent.
- For Python, each OS instance running a monitored Python application, as identified by the APM SaaS service, consumes a separate Agent.

Agent purchase and consumption are measured on a monthly basis. The total number of Agents consumed in a month is calculated by adding up the measured Agent consumption for all hosts for the month. There is no month-to-month rollover of unused CUs.

3. Raw Data Retention

Essentials: CA Commits to the retention of 7 days of raw metric data. Raw metric data older than 7 days is subject to deletion as a maintenance function of the SaaS environment.



Enterprise: CA Commits to the retention of 90 days of raw metric data. Raw metric data older than 90 days is subject to deletion as a maintenance function of the SaaS environment.

4. **Data Location**

All data on deployed systems and in backups reside within the **United States**. CA reserves the right to change the location of the data within the stated country and will notify customers of any such changes

5. **Service Level Availability (SLA)**

CA commits to the Service Level Availability as indicated in the table below for the CA Application Performance Management SaaS offering production environments during the Subscription Term of the service. In the event that the Service Level Availability committed decreases below the **Threshold for Service Availability Default** listed below, Customer may be entitled to take additional action as outlined in the SaaS Listing.

Components / Capabilities	Target Service Level	Threshold for "Service"
CA Application Performance Management	98%	97.5%

6. **Method of Measuring SLA**

CA measures Service Level Agreement targets as described below:

CA runs test scripts using application monitoring tools on the CA multi-tenant environment. Test procedures are conducted approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the service. Test procedures monitor the status page for service availability every 10 minutes.

Planned outage time periods are defined as downtime of the solution availability for periodic and required maintenance events where CA provides notice to Customer.

7. **Service Level Credits**

In the event of a service availability default as evidenced by the monthly SLA report of the

production environment furnished to the Customer from CA, Customer is entitled to a specific number of days of credit of fees based on the annual fees paid and as indicated below. Customer must notify CA within thirty (30) days from the date Customer becomes eligible to receive a service level credit. Failure to comply with this requirement will forfeit Customer's eligibility to



receive the service level credit. Any credits issued to Customer will be applied towards the next billing period applicable to Customer or as otherwise agreed to between Customer and CA.

Service Level Credit for Availability Default
3 days

8. Service Termination

CA may, at its sole discretion, terminate an Essentials Pack subscription without refund if more than 50 agents of any type connect to SaaS during a single hour.

9. Data Backup

CA commits to the following data backup and business continuity setup during the Subscription Term of the service:

Backup: All Customers of the APM SaaS offering shall have their data backed up locally on a daily basis. Data loss is limited to less than 24 hours including in the event of a primary data center disaster.