

SaaS Listing

CA UIM SaaS

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 Unified Infrastructure Management (UIM) 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
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 used as a measure to bill the Customer:

“**Device**” means a customer designated component from which performance data is collected within period of a calendar month. These components can be, for example, individual virtual or physical servers, storage, network devices and any applications or services that run on them, inside or outside the Customer’s premise.

3. Raw Data Retention

Essentials:

- Limited data retention (Raw 7 days; Hourly rollups 3 months; Daily Data 3 months)
- Work load limitation: 50 Devices

Enterprise:

- Expanded data retention (Raw 7 days; Hourly rollups 3 months; Daily Data 15 months)
- No work load cap

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 Unified Infrastructure 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 Unified Infrastructure Management (UIM)	95%	95%



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 five (5) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of service.

Test procedures monitor the status page for service availability every 5 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. Data Backup

CA commits to the following data backup and replication during the Subscription Term:

Backup: All Customers of the UIM SaaS offering shall have their data backed up daily. Data loss is limited to less than 26 hours in the event of a primary data center disaster.