

# SaaS Listing

## CA Cloud Service Management

### 1. Introduction

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

- Billing metric
- Data location information
- Security and audit requirements
- Service Level Availability (SLA) targets and measurement
- Service termination
- Data Backup and Storage
- Data extracts and environment refreshes

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:

- **“Named Users”** means a specific individual or device designated by Customer to use or is managed by the CA Software as specified in the Documentation. A non-human operated device or process may be counted as a Named User as specified in the Documentation if such device requires unique identification to the CA Software (i.e. its own access credentials).
- **Concurrent User** "Concurrent User" means a software license that is based on the number of simultaneous (concurrent) users accessing the program. The software will prohibit additional users from access, and/or log a license exception for auditing purposes. For the purpose of CSM, all roles (for example: Analyst, Manager, Administrator), and programmatic API and/or web services calls require a license during the time they are logged into the system. Customer is entitled to have the specified number of Concurrent Users access CSM simultaneously.
  - Access to the program via multiple components, sessions, channels, and/or devices at the same time by an individual Concurrent User will only use one license.
  - User identity is associated with the User Name – Sharing of User Names between multiple individuals is prohibited.



- The Software does not prohibit additional users from access beyond the entitlement.
- End User: The CSM subscription includes end-user self-service licenses, allowing for the creation, modification, and closure of a ticket or task on behalf of an individual user, but not on behalf of another user. End-user self-service licenses are not counted as Concurrent or Named User licenses.
- **Automation Center:** As part of the named user license subscription, the customer is provided with the Automation Center at no additional charge, with an initial capacity of 5 external systems and 50 devices defined as follows:
  - **“External System”** means each unique application to which CA Cloud Service Management orchestration engine executes all or part of an automation workflow. However, CA products will not be counted as External Systems. Examples of External Systems are a single VMWare ESX Server connection, a unique Amazon EC2 account, a unique device connected to via Secure Shell (SSH) or a single Active Directory Tree.
  - **“Device”** means any virtual or physical device that is managed by the CA Cloud Service Management orchestration engine and a script connector (Secure Shell - SSH). Devices will be counted for any hardware (such as a server or network device) to which CA Cloud Service Management orchestration engine executes a SSH.
    - “SSH” (Secure Shell) is a cryptographic network protocol for secure data communication, remote command-line login, remote command execution, and other secure network services between two networked computers.
    - The definition of device should not be confused with any assets or managed systems that are “managed” under the scope of the Asset Management capability part of the CA Cloud Service Management. It is only when a device is identified as an endpoint for an automation script that a license is required.
- **“Automation Execution”** Automation Execution refers to each time an instance of an automation workflow is completed (or run). Each customer is limited to run 100 executions in a 24-hour period. Usage in excess of this limit requires additional licenses.

### 3. Data Location

CA identifies the geographical location of all of the Customer’s data from the following regions:

- North, Central and South Americas (Americas) as follows:



- All data on deployed systems and in backups reside within the following countries:  
**United States**
- Europe, Middle East and Africa (EMEA) as follows:
  - All data on deployed systems and in local backups reside within the following countries:  
**Germany**
  - All data on in offsite backups reside within the following countries: **United Kingdom**
- Asia / Pacific Region (APJ) as follows:
  - All data on deployed systems and in backups reside within the following countries:  
**Australia**
- CA reserves the right to change the location of the data within the stated countries and will notify customers of any such changes

#### **4. Service Provisioning**

- **Versions:** CA will deploy the customer on the latest version of the service that is generally available. The customer will be upgraded as per the SaaS Release and Upgrade Policy document. CA allows Customers to run on either the latest generally available release or the immediately prior version.
- **Environments:** CA will provision all customers with one production environment and one staging environment. A production environment is used to process an organization's daily work on a real-time operation. A non-production environment, also referred to as a staging environment, is used only for development and testing.
- **Service Level Availability (SLA):** The SLA section metrics and other service level objectives applies only to the production environment.

#### **5. Security and audit requirements**

The following audits will be performed at the frequency defined below for the CSM SaaS offering covering all aspects of the service such as people and systems:

Type of Audit	Frequency
SSAE-16 Type II SOC 1	Annual

Summary audit reports are available at [www.ca.com/saas](http://www.ca.com/saas).



## 6. Service Level Availability (SLA)

CA commits to the Service Level Availability for the production environment as indicated in the table below for the CSM SaaS offering 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 action as outlined in the SaaS Listing.

Components / Capabilities	Target Service Level Availability	Threshold for "Service Availability Default"
CA Cloud Service Management Service	99.8%	99.5%

## 7. Method of Measuring SLA

CA measures Service Level Agreement targets as described below:

- CA runs test scripts using application monitoring tools on the Production system to verify that the CSM SaaS service is available. Test scripts are run approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the service.
- Service Level Availability (SLA) is measured using the formula defined in the table below. The percentage availability is calculated based on the number of successful monitoring tests recorded in any one calendar month divided by the total number of monitoring tests conducted in that one calendar month:

SLA (%) =	$\frac{\text{(Total number of successful test scripts outside of planned outage time periods)}}{\text{(Total number of planned test scripts outside of planned outage time periods)}}$
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**Planned outage time periods** are defined as downtime of the solution availability for periodic and required maintenance events where CA provides notice to Customer

## 8. Service Termination

If it is determined by the customer and confirmed by CA that the service has been unavailable below the default threshold, measured on a monthly basis during three contiguous months, then the customer has the right to terminate their subscription to SaaS without incurring any additional charges or termination fees. In the event such determination is made, the customer is entitled to a refund of fees which have not yet been applied towards SaaS as of the effective date of termination and CA shall relieve the Customer of their obligation to pay for any fees due for the remainder of the Subscription Term. The waiver by CA of further fees shall be Customer's sole and exclusive remedy under the SaaS Module for termination due to failure to adhere to Service Level Availability and CA shall have no further liability to the Customer.



## 9. Data Backup and Storage

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

- **Data Backup:** All Customers of the CSM SaaS offering shall have their data backed up on a daily basis. Backups are securely replicated to an alternate location (refer to data location) limiting data loss to no more than 24 hours in the event of a primary data location disaster.
  - Daily backups are retained for 7 days
  - Removable media are not used for data or backup storage
- **Data Storage:** All Customers will be provided with a maximum of 40 GB of storage per production environment.

## 10. Data Extracts and Environment Refreshes

Customer may request for the following services during the Subscription Term:

- **Data Extracts:** Customer may request for partial or full production environment data extracts up to a maximum of twelve (12) times a subscription year. Customer extracts will be placed in a secure location managed by CA and access will be furnished to Customer to download the data extracts for their use. All extracts will be deleted after 7 (seven) days from the secure download location.
- **Environment Refreshes:** Customer may request their staging environment to be refreshed with production environment data up to a maximum of six (6) times a subscription year.