



SaaS Listing

CA Identity Manager SaaS

1. Introduction

This document provides standards and features that apply to the CA Identity Manager 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 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 used as a measure to bill the Customer:

“Consumer User” - means a user of Identity Manager SaaS who is typically an end user or consumer of the Customer. This type of user will use Identity Manager SaaS occasionally (typically no more than 2-3 times a month) in interacting with the Customer’s system, and not on a regular daily basis. Consumer Users granted a right to use Identity Manager SaaS under the SaaS Module may not be aggregated by a Customer's vendor or business partner with any users of the CA software separately licensed by such vendor or business partner.

“Business User” means a user of Identity Manager SaaS who is typically an employee or contractor of the Customer, a joint venture of the Customer or appointed business partner of the Customer. The Business User will use Identity Manager SaaS regularly on a day-to-day basis in a business role and consume Identity Manager SaaS delivered services such as login, single-sign-on, federation multiple times every day. Business Users granted a right to use Identity Manager SaaS under the SaaS Module may not be aggregated by a Customer’s contractor with any users of the CA software separately licensed by such contractor.

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

CA reserves the right to change the location of the data within the stated countries and will notify customers of any such changes

4. **Security and Audit Requirements**

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

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

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

CA commits to the Service Level Availability for the production environment as indicated in the table below for each specific component and capability in the Identity Manager 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 Identity Manager SaaS	99.8%	99.5%
Reports	95.0%	90.0%
Data uploads / Batch activity	95.0%	90.0%

6. **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 Identity Manager 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.

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 Credits**

CA Technologies delivers the Identity Manager SaaS offering with the stated SLAs as measured on a



monthly basis.

In the event of a service availability default, the Customer is entitled to a credit of fees based on the monthly fees paid and as indicated in the table below. Any credits issued to the Customer will be applied towards the Customer's next billing period. In order to receive the service availability default credit, the Customer must notify CA Technologies in writing within seventy-two (72) hours from the time of the service availability default occurrence. Failure to provide such timely notice as stated will result in the Customer forfeiting their right to receive the service availability default credit.

Components / Capabilities	Monthly Uptime Percentage	Service Credit
CA Identity Manager SaaS	Less than 99.8% and equal to or greater than 99.5%	10% of monthly service fees
	Less than 99.5%	15% of monthly service fees

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

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

Backup: All Customers of the Identity Manager SaaS offering shall have their data backed up locally on a daily basis. Data loss is limited to less than 24 hours.