

SaaS Listing

CA PPM SaaS – EMEA

1. Introduction

This document provides standards and features that apply to the CA PPM SaaS offering provided to the Customer and defines the parameters for the offering that pertain to the following:

- Billing metric
- Data location information
- Service provisioning
- Security and audit requirements
- Service Level Availability (SLA) targets and measurement
- Service level credits
- Service termination
- Data backup and storage
- Disaster recovery

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:

- The following is an explanation of “**Users**” used in defining the billing metric for SaaS:
 - “**Users**” means the number of specific individuals designated by Customer to access and use the CA PPM SaaS offering on behalf of Customer. Users may include the Customer’s employees, Customer’s affiliate’s employees and independent contractors, all of whom have been furnished access to the CA PPM SaaS application solely for the benefit of the Customer and in accordance with the provisions of the Agreement. Types of Users include Full Function Users, Restricted Users, and View Only Users. A User may be reallocated by Customer to another type of User as long as the number of Users of the other type with active status at the time of reallocation does not exceed the Authorized Use Limitation.
 - “**Full Function Users**” means Customer’s designated users who have full use of and access to the functions within the CA PPM SaaS products licensed.
 - “**Restricted Users**” means Customer’s designated users who have limited rights to the functions within the CA PPM SaaS products licensed, and may only (i) view data, run regular reports, and run ad hoc reports in all licensed CA PPM SaaS products; (ii) collaboratively participate in processes, discussions and document sharing and receive notifications in all licensed CA PPM SaaS products; (iii) view project tasks and calendars; (iv) report and approve time and project status; and (v) enter and view status of ideas. A regular report is a report that has been pre-designed by CA or Customer’s report writer, who is designated as a Restricted User or a Full Function User, and that may be run by an end user without modification. An ad hoc report is a report that has been designed or modified by an end user, who is designated as a Restricted User or a Full Function User, prior to being run by the end user.



- **“View Users”** means Customer’s designated users who have limited rights to the functions within the CA PPM SaaS products licensed and may only (i) view data and run regular reports; (ii) originate idea workflows; and (iii) participate in the continuation of those workflows. For avoidance of doubt, a View Only User may not modify the design of any report.
- **“Production”** means an environment for or use to process an organization's daily work on a real-time operation and that is not only for development and testing.
- **“Non-Production”** means an environment or use that does not include processing an organization's daily work on a real-time operation and that only includes use for development and testing.
- **“Viewer License Pack”** means a license for one thousand (1,000) View Only Users to use permitted functions within the CA PPM SaaS products. No more than 25 View Only Users per Viewer License Pack may concurrently use the CA PPM SaaS products.
- **“Near Production Sandbox”** is an optional environment to be designed as similar to Production and may be used for user acceptance testing, integration testing, training, and as additional staging

3. Data Location

EMEA:

CA identifies the geographic location of all of the customer’s data from Europe, Middle East and Africa (EMEA) as follows:

- All data on deployed systems and in backups reside within the following countries: **Germany**
- 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. Customers with subscriptions less than 500 users are provisioned with one small sand box while customers who subscribe to 500 users or more are provisioned with two small sand boxes for a defined period of time. Should the sandbox remain un-used for sixty (60) days, CA reserves the right to disable said sandbox(es).
- **Small Sandbox:** A small sandbox means a Non-Production environment that is to be used by no more than 5 (five) concurrent users. Concurrent users comprise of users accessing and using the deployed environments at any one point during term of the service.

5. Security and audit requirements

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

Type of Audit	Frequency
SSAE-16 Type II SOC 1	Annual
SSAE-16 Type II SOC 2	Annual

Summary audit reports available by clicking [here](#).

6. Service Level Availability (SLA)

CA commits to the Service Level Availability for the Production environment as indicated in the table below for the CA PPM 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, Minor or Major**, Customer may be entitled to take action as outlined in the SaaS Listing.

Components / Capabilities	Threshold for "Service Availability Default - Minor"	Threshold for "Service Availability Default - Major"
CA SaaS PPM SaaS Service	99.8%	98.5%

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 CA PPM 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 Level Credits

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

Default Name	Definition	Credit
Service Level Credit for Minor Default	Service level is below 99.8% but greater than or equal to 98.5%	2 days
Service Level Credit for Major Default	Service level is below 98.5%	5 days

9. Service Termination

If it is determined by the customer and confirmed by CA that the service has been unavailable below the major 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.

10. Data Backup and Storage

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

- **Data Backup:** All Customers of the CA PPM SaaS offering shall have their data backed up on a daily basis. Backups are securely replicated to an alternate location for business continuity purposes.
 - Daily backups are retained for 7 days
 - Removable media are not used for data or backup storage
 - Backups can be used as a point in time restore point



- **Data Storage:** All customers are provided with an initial setup of 40 GB of storage per deployed instance. Additional, incremental storage of 20 GB is made available for each set of 500 users or part thereof, over an initial set of 500 users.

11. Disaster Recovery (DR)

The CA PPM SaaS offering provides a DR site and maintains a plan to switch to the DR site in the event the primary site is rendered inoperable by a force majeure event. The following are the key measures of DR:

Location	What is Covered	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)
EMEA	CA PPM SaaS Service	72 hours	Maximum data loss: 24 hours <i>Data that is uploaded, but not backed up within the 24 hours may have to be re-entered</i>

Recovery Time Objective or **RTO** is defined as the duration of time within which a service must be restored after a major interruption or incident.

Recovery Point Objective or **RPO** is defined as the maximum period in which data might be lost from a service due to a major interruption or incident.