ePouta Virtual Private Cloud service Service Level Agreement

General

This Service Level Agreement (hereafter called SLA) is made between the customer, ePouta Virtual Private Cloud service (hereafter called ePouta or the ePouta service) user, and the service provider, CSC - IT Center for Science Ltd., to cover the provision and support of the service as described hereafter. Amendments, comments and suggestions must be addressed using the communication channels defined in section Communication, reporting and escalation.

The service provider retains right to introduce changes to the infrastructure. If the Customer does not accept the changes, this service subscription can be terminated.

Scope & description of the service

This SLA applies to the ePouta service.

The ePouta Virtual Private Cloud service is an IaaS Cloud Computing service. It allows users provision virtual machines and storage resources directly to their own internal networks. The virtualized infrastructure consists of, but is not necessarily limited to, these resources:

- Virtual machines (instances)
- Block devices that can be attached to virtual machines (volumes)
- Virtual networks that can be used to connect virtual machines

The ePouta service is designed for processing sensitive data. It is suitable for all fields of science, and also for government and research-sector organisations. The cloud service combines virtual computational resources with the users' own resources using a Virtual Private Network solution. The service is easily scalable to users' requirements.

Users can manage their resources using a web interface accessible through a web browser and through a set of APIs which allow programmatic management of resources. In order to access and use the service the user must have a CSC user account. The virtual infrastructure of a user is separated from other users.

As the virtual machines are connected to the user's network, any external network access by the virtual machines is in the hands of the user.

Supported operating systems and software:

- No particular limits regarding non-commercial operating systems.
- For commercial operating systems and sofware please contact CSC for details.

More details about the service are available at: https://research.csc.fi/cloud-computing

Service hours & exceptions

The service is designed to run continuously. However, the following exceptions apply:

- Planned service breaks - Announced to the customer at least three weeks in advance
- Downtimes caused due to upgrades for fixing critical security issues are not considered SLA violations. In the case of critical security upgrades CSC reserves the right to apply the upgrades with minimal notice.
- Any other causes outside service provider's direct control.

Service components & dependencies

The service covered by this SLA depends on the following other (technical and logical) services.

- Kajaani datacenter infrastructure
- Funet network
- CSC's servicedesk for user support
- CSC's customer account management

Support

Support for the services covered by the scope of this SLA are provided through CSC Service Desk channels and under CSC Service Desk policies:

CSC Service Desk	
Operating hours	Mon-Fri (Excluding Finnish public holidays), see web page
Phone	+358 (0) 94 57 2821
E-Mail	servicedesk@csc.fi
Webpage	https://research.csc.fi/cloud-computing
Contact form	https://research.csc.fi/support
Response time target	Within Three Working Days

Incident handling

Disruptions to the agreed service functionality or quality will be handled according to an appropriate priority based on the impact and urgency of the incident. In this context, the following general priority guidelines apply:

- Ensuring normal levels of security
- Restoring normal service operation
- Restoring instances and volumes when possible

Response and resolution times are provided as Service level targets.

Fulfilment of service requests

In addition to resolving incidents, the following standard service requests are defined and will be fulfilled through the defined support channels:

- Issues regarding CSC's identity management service
- Problems with using this service's web interface
- Problems with using the provided APIs
- Problems with using instances
- Problems using volumes
- Changes to projects' quotas

Response and fulfilment times are provided Service level targets.

Service level targets

The ePouta service level targets adhere to JHS174 as follows:

Service level targets	
Service Level	B (normal)
Service time / incident handling	P2 Weekdays 7.00-19.00
Availability	K2 99%
Response	V2 reaction: 2h, solution: 1 BD

Availability is calculated by subtracting the service break time from the ideal availability during service time. This information is obtained from internal monitoring systems and defined as Customers' ability to

- create, modify and use virtual machines
- create and use storage volumes
- reach the resources over the network where applicable

The Service Provider commits to inform the customer if this SLA is violated or a violation is anticipated. For this, email as a communication channel will be used. A Customer may contact the CSC Service Desk for the case of a possible SLA violation. The case will be analysed internally and, if the violation is confirmed, CSC will inform the Customer about the reasons for the violation, planned mitigation actions and expected resolution time.

Limitations & constraints

The provisioning of the service under the agreed service level targets is subject to the following limitations and constraints:

- Support is provided primarily in the following languages: English, Finnish. English is is the preferred contact language.
- A technical failure which affects individual customers does not count as downtime.
- A failure of single hypervisor (a server running several v.rtual machines) does not count as downtime.

Communication, reporting & escalation

General communication

The following contacts will be generally used for communications related to the service in the scope of this SLA:

Communication channels	
Contact for Customers	servicedesk@csc.fi
eMail for reporting security incidents	security@csc.fi
Phone for reporting security incidents	+358 (0) 94 57 2253 (CSC's Head of Security)

Reporting

Service reports regarding availability will be available from the servicedesk by request. The information provided will be limited to service availability and by data security and privacy constraints.

Escalation & complaints

For escalation and complaints, the defined contact point shall be used, and the following rules apply:

- First contact shall be established, preferably by e-Mail, to Contact for Customers address (See section Communication, reporting and escalation) explaining the reason for the complaint with a sensible level of detail and clarity. Please also include, if possible, the following information:
  - Name of the service
  - Date and time of the events
  - Usernames of affected users
  - Channel to use on following communications (If other is preferred)

CSC Service Desk will contact you back within three working days with information about the incident and which procedures will be adopted.

Information security & data protection

The management processes for maintaining ePouta have been certified by the ISO 27001 standard. CSC has approved a security policy and also follows security best practices. For CSC's customers, partners and staff there are detailed security guidelines. Many items in our security policies and guidelines refer to external compliance requirements. CSC also has procedures for risk and security management. For more information, please refer to the following pages:

https://www.csc.fi/security

https://www.csc.fi/web/research/pouta-security

Additional responsibilities of the Service Provider

Additional responsibilities of the Service Provider are as follow:

- Adhere to all applicable operational and security policies and procedures defined in CSC's Security Policy (See section Information security & data protection and to other policy documents referenced therein
- Use communication channels defined in the agreement
- Provide monitoring data to measure fulfillment of agreed service level targets.

Customer responsibilities

The Customer agrees to follow the General Terms of Use for CSC's Services for Research, User policy and terms of use for Pouta services and CSC's Security Policy

Review

There will be reviews of the service performance against service level targets and of this SLA at planned intervals according to the following rules:

- Annual reviews are done internally and based on customer feedback
- Major changes to the service may trigger a review.

Glossary of terms

For the purpose of this SLA, the following terms and definitions apply:

- SLA - Service Level Agreement (this document)
- Response time – Time spent between the arrival of a customer's support request and the first response from CSC Staff
- Working days – Monday to Friday (Excluding Finnish public holidays)
- Working hours – as defined in https://www.csc.fi/en/web/guest/customer-service

An extended list of term definitions adopted on this document can be found in the FitSM-0: Overview and vocabulary document

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