

Pukki Database as a Service (DBaaS)

Service Level Agreement (SLA)

1. GENERAL

This Service Level Agreement (hereinafter called SLA) is made between the customer, Pukki Database as a Service service (hereinafter called Pukki or service) user and/or organisation and the service provider, CSC - IT Center for Science, Ltd. to cover the provision and support of the service as described hereinafter. Amendments, comments and suggestions must be addressed using the communication channels defined in sections 5 and 9. The service provider retains right to introduce changes to the service. If the customer does not accept changes, this service subscription can be terminated.

2. SCOPE & DESCRIPTION OF THE SERVICE

This SLA applies to Pukki, a DBaaS service that provides database instances to customers in a self-service manner where users can launch and make updates to their databases themselves without personal support. Pukki can be used as a standalone service or together with other CSC services. Pukki is provided under CSC General Terms of Use (<https://www.csc.fi/general-terms-of-use>) and CSC's Security Policy (<http://www.csc.fi/security>).

3. SERVICE HOURS & EXCEPTIONS

Pukki is designed to run continuously (24/7) without service breaks. However, please note that support and incident handling for the service are more limited (see sections 5, 6 and 7). In addition, the following exceptions to the service may apply:

- Planned service breaks - Announced to customers in at least three weeks in advance.
- Unplanned service breaks, due to exceptional technical or security circumstances.

4. SERVICE COMPONENTS & DEPENDENCIES

Pukki is made up of the following technical and logical service components:

- CSC datacenter infrastructure in Kajaani
- cPouta for hosting customer databases
- Allas for storing customer backups encrypted
- Funet network
- CSC service desk.



5. SUPPORT

Support to Pukki is provided through the following CSC service desk channels and policies:

Operating hours	Mon-Fri (excluding Finnish public holidays), contact info: https://www.csc.fi/en/contact-info
Phone	+358 (0) 94 57 2821
E-Mail	servicedesk@csc.fi
Webpage and contact form	https://research.csc.fi/support
Response time	Within three working days

6. INCIDENT HANDLING AND FULFILLMENT OF SERVICE REQUESTS

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:

1. Ensuring normal levels of security.
2. Restoring normal service operation.

Response and resolution times are provided as service level targets (see section 7). In addition to resolving incidents, the following standard service requests are defined and will be fulfilled through the defined support channels:

- CSC user account management
- Resource requests
- User support through CSC's ticket system.

Response and fulfillment times are provided as service level targets (see section 7).

7. SERVICE LEVEL TARGETS

Pukki adheres to the following targets, specified in the former JHS 212 recommendations:

Service level	Response time	Service time / incident handling	Availability
Basic	3 days	24/7 / Weekdays 8.30-16.00	97%

8. LIMITATIONS & CONSTRAINTS

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

- Support is guaranteed to be provided at least in English.



- Availability and reliability is calculated based on internal monitoring results available to the customer upon request through the agreed communication channels (see sections 5 and 9).
- Downtimes caused due to upgrades for fixing critical security issues are not considered as SLA violations.
- Any other causes outside the provider's direct control.

9. COMMUNICATION, REPORTING & ESCALATION

The following contacts will be generally used for communication related to Pukki:

Description	Contact
Contact for the customer to the service provider	servicedesk@csc.fi
Security incident reporting (CSC's Head of Security)	security@csc.fi , +358 (0) 94 57 2253

Service reports regarding availability can be requested by users and customers through the appropriate communication channels defined above. The information provided on requested service reports is limited to data availability and by data security and privacy constraints.

The service provider commits to inform the customer, if this SLA is violated or violation is anticipated, through the general communication channels defined above. The user and/or customer may notify an SLA violation by contacting CSC Service Desk within 2 weeks of the violation. The case will be analyzed internally, and should the violation be confirmed, the service provider will inform the user and/or customer about the reasons for the violation, planned mitigation actions and expected resolution time.

For escalation and complaints, the defined service provider contact points shall be used, and the following rules apply:

1. First contact shall be established, preferably by e-mail, to contact the customer address defined above, 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
- A preferred channel to use on the following communications, if not default.

2. The CSC Service Desk will contact you back within three working days with more information about the incident and which procedures are or will be adopted to minimize its impact.



10. INFORMATION SECURITY & DATA PROTECTION

CSC has approved a security policy and also follows security best practices. For CSC's users and customers, providers and staff there are detailed security guidelines. Many items in our security policies and guidelines refer to external compliance requirements. CSC has also procedures for risk and security management. For more information, please refer to <https://www.csc.fi/security>.

11. ADDITIONAL RESPONSIBILITIES OF THE SERVICE PROVIDER, CUSTOMER AND/OR USER

Additional responsibilities of the service provider are to:

- Adhere to all applicable operational and security policies and procedures defined in CSC's security policy (see section 10) and to other policy documents referenced therein
- Use communication channels defined in the SLA and possible other contracts
- Provide monitoring data to measure the fulfillment of agreed service level targets.

The customer and/or user agrees to follow the General Terms of Use for CSC's Services for Science, and CSC's Security Policy.

12. REVIEWS

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.

13. A 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 user's/customer's support request and the first response from CSC staff
- Working days – from Monday to Friday (excluding Finnish public holidays)
- Working hours – as defined in <https://www.csc.fi/en/contact-info>.

