

<b>Service name</b>	cPouta
<b>Service summary</b>	The cPouta Public Cloud service allows customers to provision virtual machines and storage resources connected to the Internet. It provides an easy to use web interface and a programmable API for managing virtual machines, networks and storage. cPouta is the main Public Cloud IaaS at CSC.
<b>Detailed description</b>	<p>The cPouta Public Cloud service is an IaaS cloud computing service. It allows customers to access, use and manage virtualized infrastructure using a self-service model. The virtualized infrastructure consists of, but is not necessarily limited to, these resources:</p> <ul style="list-style-type: none"> <li>• Virtual machines (instances)</li> <li>• Block devices that can be attached to virtual machines (volumes)</li> <li>• Virtual networks that can be used to connect virtual machines</li> <li>• Floating IP addresses that can be attached to virtual machines to make them accessible from the wider Internet.</li> </ul> <p>Customers 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.</p> <p>Supported operating systems and software:</p> <ul style="list-style-type: none"> <li>• No particular limits regarding open source OS's</li> <li>• Commercial OS &amp; SW require licenses (contact CSC for details of requirements)</li> </ul> <p>More details about the service are available at: <a href="https://research.csc.fi/cloud-computing">https://research.csc.fi/cloud-computing</a></p>
<b>Target audience</b>	Academic, non-academic.
<b>How to obtain the Service</b>	<p>In order to access and use the service the customer must have a CSC user account and project, which can be applied for either on an academic or non-academic (commercial) basis.</p> <p>Academic customers:</p> <ul style="list-style-type: none"> <li>• The CSC user account and the project can be requested through the Scientist's User Interface (<a href="https://sui.csc.fi">https://sui.csc.fi</a>)</li> </ul> <p>Non-academic customers, or customers with special requirements:</p> <ul style="list-style-type: none"> <li>• Please contact <a href="mailto:servicedesk@csc.fi">servicedesk@csc.fi</a></li> </ul>
<b>Service level &amp; availability</b>	The cPouta service adheres to the "B-normal" category of the JHS Public Administration Recommendations (see section 7.1 in <a href="http://docs.jhs-suositukset.fi/jhs-suositukset/JHS174/JHS174.html">http://docs.jhs-suositukset.fi/jhs-suositukset/JHS174/JHS174.html</a> ). The availability target and details regarding the SLA: <a href="https://research.csc.fi/cpouta">https://research.csc.fi/cpouta</a>
<b>Service hours and user support</b>	Support to the service is provided through CSC Service Desk channels and under CSC Service Desk policies:

	<ul style="list-style-type: none"> <li>• CSC Service Desk Operating hours (Excluding Finnish public holidays) (<a href="https://www.csc.fi/en/web/guest/customer-service">https://www.csc.fi/en/web/guest/customer-service</a>)</li> <li>• Phone +358 (0) 94 57 2821</li> <li>• E-Mail <a href="mailto:servicedesk@csc.fi">servicedesk@csc.fi</a></li> <li>• Webpage and contact form <a href="https://research.csc.fi/support">https://research.csc.fi/support</a></li> </ul> <p>The following standard service requests are defined and will be fulfilled through the defined support channels:</p> <ul style="list-style-type: none"> <li>• CSC user account management</li> <li>• Issues using this service's web interface</li> <li>• Issues using the provided APIs</li> <li>• Issues using instances</li> <li>• Issues using volumes</li> </ul> <p>Response time target: within three working days. Resolution time target: within ten working days.</p>
<b>Pricing</b>	<a href="https://research.csc.fi/pricing-of-computing-services">https://research.csc.fi/pricing-of-computing-services</a>
<b>Certifications</b>	<ul style="list-style-type: none"> <li>• ISO27001</li> <li>• VAHTI raised level</li> </ul>
<b>Client's responsibilities</b>	<p>Clients of cPouta are responsible for their data and computing including</p> <ul style="list-style-type: none"> <li>• Backups</li> <li>• Information security</li> <li>• Installations and virtual machine admin tasks</li> <li>• Capacity requests</li> </ul> <p>Note: CSC does not backup the client virtual machines nor their data in cPouta.</p>
<b>Service producer's responsibilities</b>	<p>As a service producer CSC is responsible for:</p> <ul style="list-style-type: none"> <li>• Producing and developing the IaaS service.</li> </ul>
<b>Adjacent services</b>	ePouta
<b>Additional services</b>	Managed Platforms
<b>Service producer</b>	CSC – IT Center for Science Ltd
<b>Document version and owner</b>	Version 1.0, Olli Salo & Vera Hansper