Micro Focus® AppPulse POP service is a remotely delivered solution that provides a managed environment of Application Performance Management. AppPulse POP service supplies real-time visibility into application performance and availability from the cloud perspective to the customer’s Micro Focus Application Performance Monitoring on premise deployment.

**Overview**
- It provides Micro Focus customers with an on-premise AppPulse POP installation to proactively monitor the global end-user experience from cloud-based AppPulse POP. This exclusive offering from Micro Focus Software as a Service (SaaS) supplies 24x7 real-time visibility into external users’ quality of experience and allows IT to assess performance issues in real time, correlate external and internal metrics, and identify and solve issues before they impact external users.
- Reduces upfront capital costs typically associated with IT investments by leveraging a data center environment maintained by Micro Focus. Micro Focus provides infrastructure and software needed to deploy a global network of points of presence, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including application version upgrades, application service packs, and patches installation.
- Frees the customer from the responsibility of day-to-day operation and maintenance of Micro Focus software offerings. Micro Focus staffs and maintains a 24x7x365 SaaS operations center (SOC), which will be the single point of contact (SPOC) for all issues related to the infrastructure and support for AppPulse POP service. Micro Focus SaaS is certified on the International Information Security Standard ISO/IEC 27001: 2013, and has built-in high availability, redundancy, and failoversupporting infrastructure.

**Quick View**
- Micro Focus oversees the configuration and implementation of AppPulse POP and delivers ongoing infrastructure, application, and support service remotely.
- Micro Focus deploys AppPulse POP using infrastructure located at a Micro Focus data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including application version upgrades.
- The customer accesses AppPulse POP through the Internet.
- AppPulse POP is accessible over an HTTPS connection.
- Services are delivered in English.
- Service commencement date is the date that the customer purchase order (PO) is booked within the Micro Focus order management system.

**Key Benefits**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery Specification</th>
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<tbody>
<tr>
<td>Installation and Product Configuration</td>
<td>Micro Focus provisions the infrastructure for the service, including network, hardware, and software that is necessary to support the AppPulse POP application. Micro Focus provides 24x7 monitoring of the application and infrastructure using industry-leading system monitors for availability.</td>
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<tr>
<td>Micro Focus SaaS Tools</td>
<td>All users of AppPulse POP can have access to login.software.microfocus.com/msg/actions/showLogin as an entry point into the Micro Focus SaaS portal. The portal page offers information about Micro Focus SaaS portfolio and collateral.</td>
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<tr>
<td>Security and Audit Management</td>
<td>Micro Focus SaaS and its infrastructure are compliant with the information security standard ISO/IEC 27001: 2013. For Micro Focus SaaS, this means annual ISO 27001: 2013 process certification of our data facilities by the Standards Institution of Israel (SII), including organization, processing facilities, customer data and privacy, technology and services, marketing, financial, and HR data. The customer is responsible for managing user and group account administration for the Micro Focus SaaS application and making sure that only valid, authorized users access the Micro Focus SaaS application. This includes the following tasks:</td>
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<td>Permissions and privileges for users and groups</td>
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<td>Account naming schemes, password policies, and authentication procedure</td>
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### Feature: Security and Audit Management continued

Such users will access and use the system only for the purposes of working with the application. The customer will prohibit the use of any hacker tools—such as but not limited to port scanners, password crackers, and network sensors—on the Micro Focus SaaS environment. The customer may not perform load tests on AppPulse POP.

Micro Focus SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, operating system hardening, and other processes.

Micro Focus SaaS provides:
- Strong password policies
- Two-factor authentication for network devices
- Controlled access to database or system passwords
- Each data center is equipped with physical protection such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24x7 security personnel. All visits must be prearranged; otherwise access is denied.

### Availability Service-Level Objective (SLO)

AppPulse POP service is designed for an availability SLO of 99.9 percent as measured by Application Performance Management (APM) and AppPulse POP software.

The SaaS availability SLO starts on the date on which the customer’s end users access the production environment with production data.

The SaaS availability SLO shall not apply to performance issues:
- Caused by overall Internet congestion, slowdown, or unavailability
- Caused by unavailability of generic Internet services (for example, Domain Name System (DNS) servers) due to virus hacker attacks, and others
- Caused by force majeure events as described in the terms
- That resulted from the actions or inactions of the customer (unless undertaken at the express direction of Micro Focus) or third parties beyond the control of Micro Focus
- That resulted from customer equipment or third-party computer hardware, software, or network infrastructure not within the sole control of Micro Focus
- That resulted from scheduled SaaS infrastructure maintenance downtime to implement major version upgrades

### Capacity and Performance Management

All tiers of the SaaS infrastructure are proactively monitored for capacity and performance. Our architecture allows for the addition of capacity to applications, databases, and storage. Capacity is increased as required, as the customer’s utilization of the AppPulse POP usage expands.

### Change Management

Micro Focus follows a set of standardized methods and procedures for efficient and prompt handling of all changes to the infrastructure and application, in order to enable beneficial changes while making the best effort to reduce disruption to service.

### Software Upgrades

AppPulse POP minor version upgrades and binary patches can be performed by Micro Focus as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment.

AppPulse POP major version upgrades are offered by Micro Focus as part of the service, when an upgrade version is made generally available and has been validated in the SaaS environment.

Micro Focus SaaS will retain the right to upgrade AppPulse POP to the latest version when an upgrade version is made generally available and been validated in the SaaS environment.

Micro Focus will install application service packs and patches as required. Periodic service pack installations may be mandated by Micro Focus to promote all customer instances to the same patch level and to resolve critical product-related issues addressed by the service packs.

### Table 1. Specifications

<table>
<thead>
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<tr>
<td><strong>AppPulse Pop Scripting</strong></td>
<td>■ Configure transaction monitors to provide active monitoring written against customer applications.</td>
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<td>■ Build, support, and maintain the AppPulse POP scripts throughout the term of the engagement at an additional cost</td>
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</table>

### Table 2. Additional Cost Services
Micro Focus can provide remote consultants with the requisite skills necessary to provide SaaS for the AppPulse POP service.

<table>
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<tr>
<th>Micro Focus Role</th>
<th>Responsibilities</th>
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| SaaS operations center (SOC) staff| ■ Primary point of contact for all service requests, which can be a request by the customer for all services such as support and maintenance or issues regarding availability of the SaaS infrastructure  
■ Provide 24x7 Application Performance Management (APM) infrastructure support |
| SaaS application production staff | ■ Monitors the SaaS-hosted systems for availability  
■ Performs all system-related tasks such as backups, archiving, and restoration of the instances according to Micro Focus’s standard practices and schedule |

Table 3. Micro Focus Responsibilities

The following customer responsibilities apply to SaaS for the AppPulse POP service.

<table>
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<tr>
<th>Customer Role</th>
<th>Responsibilities</th>
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| Business Owner                 | Owns the business relationship between the customer and Micro Focus  
Owns the business relationship with the range of departments and organizations using APM products and services on premise  
Manages contract issues |
| Subject-matter expert—functional | Provides business operations expertise  
Reviews design  
Configures Micro Focus SaaS AppPulse POP to communicate with the on-premise APM installation |
| Subject-matter expert—technical | Provides business operations expertise  
Reviews design  
Reviews integrations  
Reviews proposed architecture |
| Network administrator           | Reviews and approves network access plan  
Installs the customer network components of required network access components (for example, virtual private network [VPN] termination within the customer environment) |

Table 4. Customer Responsibilities

**Key Features**

- All changes to the project scope require the change order process to be followed.
- The customer is responsible for maintaining a list of authorized users who may access the system, including creation of usernames and passwords, and keeping the list accurate and confidential according to the customer’s internal policies.
- The customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to each of the customer AppPulse POP locations according to the change schedule.
- The customer must have Internet connectivity to access the AppPulse POP instance.
- The customer is responsible for ensuring that the communication between APM and the AppPulse POP locations are secure. If APM has been installed with HTTP, Micro Focus recommends the customer to purchase a Verisign certificate to establish the HTTPS connection. The customer is also responsible for installing these certificates on the APM servers per the recommendation of the APM help and manuals.
- The customer will open necessary firewall rules to accept incoming traffic from the various AppPulse POP locations. If necessary, per the customer’s company policy, the customer will be responsible for setting up proxy servers and authentication. The customer will also be responsible for appropriate configuration in the AppPulse POP to reflect this configuration and architecture.
- The customer is responsible for ensuring any file downloaded as part of the AppPulse POP transaction does not exceed 3 MB in size. The customer will be contacted by Micro Focus to amend the scripts appropriately if such limitation is being exceeded.
The customer is responsible for ensuring any scripts scheduled to run from AppPulse POP points of presence are scheduled at the interval for which service was paid. The default interval is 15 minutes. Micro Focus SaaS reserves the right to interrupt service for scripts running at any interval frequency less than what has been purchased.

Micro Focus SaaS services will be performed remotely and delivered only in English.

The customer agrees to respond in a timely fashion to requests for customer business and technical data, documentation, and other information or assistance needed to provide the AppPulse POP service. The customer is responsible for the accuracy and the completeness of all information provided.

The customer must have qualified personnel who will be responsible for configuring and maintaining the configurations and connectivity between on-premise APM and the AppPulse POP provided by Micro Focus SaaS.

A single transaction or a single WebTrace will be treated the same with respect to entitlement; the execution of either from a single location, scheduled at a 15-minute interval, will be consumed as one “data point.

Service Request Submission
Micro Focus SaaS staffs and maintains a 24x7x365, which is the SPOC for requests related to the AppPulse POP on SaaS offering. Micro Focus can provide ongoing support to the customer for the duration of the agreement. The customer’s authorized users may contact Micro Focus via the Web portal or telephone, 24 hours a day, 7 days a week, and 365 days a year. The severity of the request will determine the response and resolution times for each request. SOC will either provide support to the customer directly or coordinate delivery of Micro Focus software support.

Response and Resolution Targets
A summary of the SLOs for customer service requests is available at the following site: portal.saas.com/slo. These SLOs are subject to modifications in response to changes in support needs.

Additional Terms
The customer acknowledges that the customer has the right to acquire Micro Focus services and Micro Focus products separately.

Micro Focus reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.

This data sheet is governed by current Micro Focus terms for Micro Focus Software as a Service. A copy of the terms is attached or may be requested.

Learn more at www.microfocus.com/apppulse