
Service Description

Micro Focus Debricked on Software-as-a-Service

June 2022

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This Service Description document describes the components and services included in Micro Focus Debricked SCA Tool (“Debricked”) on Software-as-a-Service (which also may be referred to as “SaaS”). Unless otherwise agreed to in writing, this Service Description is subject to the Micro Focus Customer Terms for Software-as-a-Service, or the applicable Micro Focus Pass-Through Terms, and represents the only binding terms governing Micro Focus International plc and its affiliates (“Micro Focus”) respective obligations regarding its provision of this SaaS to the end-user Customer. Any other descriptions of the features and functions of the SaaS, public statements, including advertisements, shall not be deemed as additional features or functionalities that Micro Focus is required to deliver.

Standard Service Features

High Level Summary

The Debricked SCA tool is a remotely delivered, cloud-based Software Composition Analysis as a service solution. Third-party component risk scans are performed automatically on push or merge events in the customer's CI/CD pipeline.

The Debricked SCA tool provides SBOM creation, vulnerability scanning, license compliance scanning and community health scanning of all third-party components present in the customers dependency/manifest files. The customer may access the results through output in their CI, through the Debricked web UI, or through any system the customer has integrated using Debricked's APIs or Webhooks. Debricked also provides remediation advice and, for a subset of supported languages, automatic fixes of vulnerabilities.

Debricked offering

The Debricked tool is available as one coherent offering. The offering includes scanning for vulnerabilities, licenses and community health of open-source projects. It also includes "automations", a feature that allows users to set up rules in their CI relating to different open-source risks.

The offering is priced based on the amount of code contributors contributing to the scanned code bases and is available in 3 tiers:

Subscription Models

Free

- Access to all feature described in the Debricked offering.
 - **Not** including license report exports
 - 1000 Scan credits upon creating account
 - 100 scan credits added monthly
 - Unlimited amount of users/code contributors

Premium

- All previous but
 - **Including** license report exports
 - Unlimited Scans
 - API Access, limited to 5000 requests per code contributor per hour.
 - <https://debricked.com/docs/integrations/api.html#rate-limits>
 - Extended Support (see Service Support Options)
 - 10 Cloud Workers (Default, may be increased based on number of developers purchased)

Enterprise

- All previous but
 - Unlimited API requests
 - Dedicated CSM/Account Manager
 - 20 Cloud Workers (Default, may be increased based on number of developers purchased)

Entitlement Units / Pricing Model

The Debricked SaaS is priced per contributing developer. A contributing developer is defined as anyone committing code the past 90 days to a repository. The number of logins or accounts in the Debricked tool is unrestricted.

Integrations

All supported integrations are available to all tiers. The current supported integrations are listed here: <https://debricked.com/docs/integrations/overview.html>

Furthermore, integrations are possible through the Debricked CLI and APIs.

It is possible to combine a CI integration with an integration to write pull requests. For example, you could scan in CircleCI and write PRs to GitHub using the GitHub App. The Debricked SaaS architecture is flexible, allowing Customers to configure custom integrations.

Access Management Integrations

All supported integrations are available to all tiers. Currently the following Single Sign-On (SSO) integrations are supported:

Tool	SSO support
GitHub	Yes

Languages supported

All supported languages are available to all tiers. Currently the following languages are supported: <https://debricked.com/docs/language-support/>

Deployment Options and Data Transfer

Debricked provides 2 different deployment options.

1. Completely cloud based. All scans are done in the Debricked SaaS environment, and all needed data is sent to the Debricked SaaS environment for analysis.
2. Hybrid deployment. Scans are performed in the Debricked SaaS environment, but any logic that needs knowledge of source code is run as a step in the customers CI/CD pipeline and *only* dependency files are sent to Debricked SaaS environment for analysis. The customer's CI/CD can be hosted either on prem or in cloud.

Support Channels

The primary channel for support is the “Self-Serve” channel, which includes extensive public documentation, videos and resources available at:

<https://debricked.com/docs/>

<https://debricked.com/blog/>

The Customer may contact Debricked through the support@debricked.com. The Debricked Support Team will either, at Micro Focus’s option, provide support to the Customer directly or coordinate delivery of this support. The severity of the request determines the response from the team.

Support Availability

Support is currently available in GMT+2 (Stockholm, Berlin, Copenhagen, Barcelona, Summertime) 09.00 to 17.00, not including national holidays.

Service Levels based on Subscription Tier

Tier	Support Channels	Priority
Freemium	Self-Serve, Chat, Email	Micro Focus will make commercially reasonable efforts to respond to requests submitted by Freemium users.
Premium	Self-Serve, Chat, Email, Meeting/call	Every paying customer will receive support in a timely manner.
Enterprise	Self-Serve, Chat, Email, Meeting/call, Dedicated CSM	Every paying customer will receive support in a timely manner.

Incident Resolution

Based on support availability hours for Debricked SaaS subscription tier.

Severity Level	Technical response	Update Frequency	Target For Resolution	What Qualifies?
1	Immediate	Hourly	4 hours	Total or substantial failure of service. Known or suspected security events.
2	4 hours	Every 2 hours	8 hours	Unexpected significant degradation of service, major feature inability
3	4 hours	As available	Days, Depending on customer impact or LOE	Performance issues outside the of the norm but not substantial enough to prevent usability of a feature.
4	As available	As available	Determined by the customer impact or LOE	Bugs in deployed products not substantial enough to prevent required customer functionality from being accessible but requiring development time to resolve.

Service Monitoring & Performance Management

The Debricked tool is continuously monitored for performance issues and bugs. Proactive capacity and performance management procedures are in place so that the architecture of the environment meets the needs of its customers.

This includes, but is not limited to:

- Monitoring uptime on all critical services
- Monitoring scan performance in real time
- Monitoring bugs by use of error logging tooling
- High test coverage on code to prevent new releases from introducing performance issues

Solution Data Backup and Retention

Backups are regularly made for availability and recoverability. Debricked service data, including customer data is stored by a SaaS provider, with continuous backups hosted by the provider. Other development data and data regarding vulnerabilities, data science models and machine learning data is self-hosted. Debricked backs up this data at least one time per week, depending on the type of data. Backups are stored encrypted in a cloud service.

SaaS Security

Debricked takes measures to protect the confidentiality, availability and integrity of Customer Personal Data and confidential information.

Technical and Organizational Measures

Debricked regularly tests and monitors the effectiveness of its controls and procedures. No security measures are or can be completely effective against all security threats, present and future, known and unknown. The measures set forth in this section may be modified by Debricked, but represent a minimum standard. Customer remains responsible for determining the sufficiency of these measures.

Physical Access Controls

Debricked servers are secured in designated areas, only available to a small number of individuals. Employee computers are not stored overnight at the office.

Access Controls

Debricked maintains the following standards for access controls and administration designed to make Customer-provided data accessible only by authorized Debricked personnel who have a legitimate business need for such access:

- Secure user identification and authentication protocols;
- Customer provided SaaS data is accessible only by authorized Debricked personnel who have a legitimate business need for such access, with user authentication, sign-on and access controls;
- Employment termination or role change is conducted in a controlled and secured manner;
- Administrator accounts should only be used for the purpose of performing administrative activities;
- Each account with administrative privileges must be traceable to a uniquely-identifiable individual;
- All access to computers and servers must be authenticated and within the scope of an employee's job function;
- Collection of information that can link users to actions in the Micro Focus SaaS environment;
- Collection and maintenance of log audits for the application, OS, DB, network and security devices according to the baseline requirements identified;
- Restriction of access to log information based on user roles and the "need-to-know;" and prohibition of shared accounts.
- Use of multi-factor authentication to provide state-of-the-art access to the SaaS systems.

Availability Controls

Debricked continuously monitors the uptime of the service and takes immediate action to investigate and remedy any downtime. The monitoring of systems is designed to generate automatic alerts that notify Debricked of events such as a server crash, disconnected network or delayed service for customers.

Data Segregation

Debricked scans customer code and dependency files in separate pods. All pods are restored between scans so that no customer data can leak between customers. For CI/CD integrations, Debricked also provide the code to identify dependency files as open-source in order for customers so that no source code is shared with Debricked.

Data Encryption

Micro Focus SaaS uses industry standard techniques to encrypt Customer-provided SaaS Data in transit. All inbound and outbound traffic to the external network is encrypted.

Audit

Debricked uses third-party penetrations testers to independently assess the security of the service. In addition, Debricked runs and monitors a vulnerability disclosure program to allow independent researchers to submit any security issues through a responsible disclosure process. Subject to the execution of Micro Focus's standard confidentiality agreement, Micro Focus agrees to respond to a reasonable industry standard information security questionnaire concerning its information and physical security program specific to Micro Focus SaaS provided pursuant to the applicable Supporting Material no more than once per year. Such information security questionnaire will be considered Micro Focus Confidential Information.

Micro Focus Security Policies

Micro Focus conducts annual reviews of its policies around the delivery of SAAS against ISO 27001, which includes controls derived from ISO 27034 – "Information Technology – Security Techniques – Application Security." Micro Focus regularly re-evaluates and updates its information and physical security program as the industry evolves, new technologies emerge or new threats are identified.

Security Incident Response

In the event Debricked confirms a security incident resulted in the loss, unauthorized disclosure or alteration of Customer-provided SaaS Data ("Security Incident"), Debricked will notify the affected Customers of the Security Incident and work to mitigate the impact of such Security Incident. Should Customer believe that there has been unauthorized use of Customer's account, credentials, or passwords, Customer must immediately notify Micro Focus at security@debricked.com.

Micro Focus Employees and Subcontractors

Micro Focus requests that all employees involved in the processing of Customer-provided SaaS Data are authorized personnel with a need to access the Customer-provided SaaS Data, are bound by appropriate confidentiality obligations and have undergone appropriate training in the protection of customer data. Micro Focus requests that any affiliate or third-party subcontractor involved in processing Customer provided SaaS Data enters into a written agreement with Micro Focus, which includes confidentiality obligations substantially similar to those contained herein and appropriate to the nature of the processing involved.

Data Subject Requests

Micro Focus will, within three (3) business days of receipt, refer to Customer any queries from data subjects in connection with Customer-provided SaaS Data.

Service Decommissioning

Customer may cancel Micro Focus Debricked SCA Tool on SaaS by providing Micro Focus with thirty (30) days written notice prior to the expiration of the SaaS Order Term ("Cancellation"). Such Cancellation shall be effective upon the last day of the then current SaaS Order Term. Upon Cancellation, expiration, or termination of the SaaS Order Term, Micro Focus may disable all Customer access to the Micro Focus Debricked SCA on SaaS solution, and Customer shall promptly return to Micro Focus (or at Micro Focus's request destroy) any Micro Focus Materials.

Micro Focus will make available to Customer such data in the format generally provided by Micro Focus. The target timeframe is set forth below in Termination Data Retrieval Period SLO. After such time, Micro Focus shall have no obligation to maintain or provide any such data, which will be deleted in the ordinary course.

Service Level Objectives and Service Level Agreements

Micro Focus provides the following Service Level Commitments for the purpose of further measuring the quality of service that Micro Focus is delivering to the Customer.

1. Solution Provisioning Time Service Level Objective (SLO)

Solution Provisioning is defined as the Micro Focus Debricked SCA SaaS solution being available for access over the internet. Micro Focus targets to make Micro Focus Debricked SCA SaaS available within five (5) business days of the customer's purchase order (PO) being booked within the Micro Focus order management system.

2. Account Deletion SLO

Micro Focus guarantees an account deletion time of two days from the time in which the Customer submits the formal written request.

4. Solution Availability Service Level Agreement (SLA)

Solution Availability is defined as the Debricked SCA SaaS production application being available for access and use by Customer and its Authorized Users over the Internet. Micro Focus will provide Customer access to the Micro Focus Debricked SCA SaaS production application on a twenty-four hour, seven days a week (24x7) basis at a rate of 99% ("Solution Uptime").

5. Measurement Method

On a monthly basis, the availability of the Debricked SCA SaaS customer instance will be measured using the measurable days in the month (total days minus planned downtime, including maintenance, upgrades, etc.) as the denominator. The numerator is the denominator minus the number of days where an customer account deadline is not met, to give the percentage of days that met the SLA (e.g. 30 days / 31 possible days = 96% availability). All SaaS monitoring will be paused at the beginning of each scheduled maintenance window and restarted at the completion of the window.

6. Boundaries and Exclusions

Performance and Availability SLA Metrics shall not apply in any of the following exceptions, and neither the Debricked SCA SaaS will be considered unavailable nor any Service Level Failure be deemed to occur in connection with any failure to meet the requirement or impaired ability of Customer or its Authorized Users to access or use the Debricked SCA SaaS solution:

- Overall Internet congestion, slowdown, or unavailability
- Unavailability of generic Internet services (e.g. DNS servers) due to virus or hacker attacks
- Force majeure events as described in the terms of the SaaS agreement
- Actions or omissions of Customer (unless undertaken at the express direction of Micro Focus) or third parties beyond the control of Micro Focus
- Unavailability due to Customer equipment or third-party computer hardware, software, or network infrastructure not within the sole control of Micro Focus
- Scheduled Maintenance
- Scheduled Version Updates

Termination Data Retrieval Period SLO

When an account is terminated with Debricked all the data is immediately deleted. If the customer wants a copy of the data, it must be requested ahead of time before termination.

Standard Service Requirements

Roles and Responsibilities

This section describes general Customer and Micro Focus responsibilities relative to the Debricked SCA SaaS solution. Micro Focus's ability to fulfil its responsibilities relative to SaaS is dependent upon Customer fulfilling the responsibilities described below and elsewhere herein:

Customer Roles and Responsibilities

Customer Role	Responsibilities
Business owner	<ul style="list-style-type: none">• Owns the business relationship between the customer and Micro Focus• Owns the business relationship with the range of departments and organizations using the Debricked SaaS solution and associated components• Manages contract issues
Security Lead	<ul style="list-style-type: none">• Leverages & educates other users about the product functionality designed by the Debricked SaaS solution• Provides periodic feedback to the Debricked SaaS

Micro Focus Roles and Responsibilities

Micro Focus Role	Responsibilities
Customer Success Manager	<ul style="list-style-type: none">• Oversees the customer onboarding and coaching best practices• Serves as the customer liaison to Micro Focus to ensure product adoption and engagement• Coordinates Micro Focus resources internal
Technical support engineer	<ul style="list-style-type: none">• Primary point of contact for support queries
Account Manager / Sales Personnel	<ul style="list-style-type: none">• Manages the commercial relationship between the customer and Micro Focus.

Assumptions and Dependencies

This Service Description is based upon the following assumptions and dependencies between the Customer and Micro Focus:

- Customer must have internet connectivity to access this Micro Focus Debricked SCA SaaS Service.
- Micro Focus Debricked SCA SaaS Service will be performed remotely and delivered in English only.
- Customer must ensure that its administrators maintain accurate contact information with Debricked SCA SaaS SaaS.
- Customer will establish and follow secure practices for individual account-based access for accountability and traceability.

Good Faith Cooperation

Customer acknowledges that Micro Focus's ability to perform the Services depends upon Customer's timely performance of its obligations and cooperation, as well as the accuracy and completeness of any information and data provided to Micro Focus. Where this Service Description requires agreement, approval, acceptance, consent or similar action by either party, such action will not be unreasonably delayed or withheld. Customer agrees that to the extent its failure to meet its responsibilities results in a failure or delay by Micro Focus in performing its obligations under this Service Description, Micro Focus will not be liable for such failure or delay.