
Service Description

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Micro Focus Fortify Hosted on Software-as-a-Service

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Contents

Contents	2
Standard Service Features	3
Service Support Options	5
Service Components	8
SaaS Security	9
Scheduled Maintenance	11
Service Decommissioning	12
Service Level Objectives and Service Level Agreements	12
Standard Service Requirements.....	13

This Service Description document describes the components and services included in Micro Focus Fortify Hosted (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

Micro Focus Fortify Hosted provides a cloud-based enterprise service for automating application security programs. It enables management, development, and security teams to work together to triage, track, validate and manage software security activities.

Fortify Hosted enables Static Application Security Testing (SAST), Dynamic Application Security testing (DAST) and optionally Software Composition Analysis (SCA) to be fully integrated into the Customer's Software Development Lifecycle.

Micro Focus is responsible for the provision of Fortify Hosted on an AWS or Azure cloud platform and delivers ongoing infrastructure, application, and support service remotely.

Architecture Components

Micro Focus Fortify Hosted consists of a single tenant cloud-based solution with a web-based user interface allowing the Customer to configure, perform and manage application security assessments. In addition, the functionality can be accessed via a suite of tools and a comprehensive API enabling application security assessments to be integrated into the Customer's Software Development Lifecycle. All connectivity between Fortify Hosted and the Customer's environment is via the internet from a restricted range of IP addresses provided by the Customer or Site-to-Site VPN.

It consists of the following components

- Software Security Center

Software Security Center (SSC) is Micro Focus SSC hosted on the SaaS platform. It is the central management system that allows a customer to manage their enterprise application security program. Up to 1TB of database storage is included.

- License & Infrastructure Management

License & infrastructure Management (LIM) is Microfocus LIM hosted on the SaaS platform. It allows central management of the license for the SAST and DAST components of Fortify Hosted.

- Audit Assistant

Audit Assistant is an optional feature of SSC that uses machine learning to improve the quality of SAST findings. If customer chooses to use this feature, it will require a connection to the multi-tenant cloud based Fortify Scan Analytics server

- ScanCentral SAST Controller

ScanCentral SAST Controller is Micro Focus ScanCentral SAST Controller hosted on the SaaS platform. It is an extension to SSC that controls the queuing and execution of SAST assessments.

- ScanCentral SAST Scan Machine

ScanCentral SAST Scan Machine is Micro Focus ScanCentral SAST sensor hosted on the SaaS platform. It performs the SAST assessment by executing the Micro Focus Fortify Static Code Analyzer. The following SaaS configurations are available:

- Standard - 8 vCPUs, 32 GB RAM on Linux
- Standard - 4 vCPUs, 32 GB RAM on Windows
- Upgraded - 16 vCPUs, 64 GB RAM on Linux
- Upgraded - 8 vCPUs, 32 GB RAM on Windows

- ScanCentral DAST Controller

ScanCentral DAST Controller is Micro Focus ScanCentral DAST Controller hosted on the SaaS platform. It is an extension to SSC that controls the queuing and execution of DAST assessments. Up to 1TB of database storage is included.

- ScanCentral DAST Scan Machine

ScanCentral DAST Scan Machine is Micro Focus ScanCentral DAST sensor hosted on the SaaS platform. It performs the DAST assessment by executing Micro Focus Fortify WebInspect. The following SaaS configurations are available:

- Standard - 4 vCPUs, 32 GB RAM on Windows
- Upgraded - 8 vCPUs, 32 GB RAM on Windows

- Sonatype Lifecycle Hosting

Sonatype Lifecycle Hosting is the hosting of Sonatype IQ Server on the SaaS platform. Sonatype IQ Server performs Software Composition Analysis (SCA) assessments and monitoring. Up to 1TB of database storage is included.

- Fortify End-User tools.

Fortify End-User tools are a range of end-user tools that can be installed by the customer in their environment to submit assessment requests and work with the results. These include:

- Fortify Audit Workbench
- Fortify Security Assistant
- IDE plugins
- Build tools
- CI/CD plugins
- Fortify DAST tools

Fortify Hosted is acquired by purchasing a Fortify Hosted Base Package consisting of:

- Software Security Center
- License & Infrastructure Management
- ScanCentral SAST Controller
- ScanCentral DAST Controller
- 3 standard configurations of ScanCentral SAST or DAST Scan Machines chosen by the customer
- License for 10 named users of the Fortify End-User Tools

At the time of purchase the customer can request their preferred commercial AWS or Azure Region and Availability Zone for their instance of the Fortify Hosted solution, subject to availability and support for Fortify Hosted components as determined by Micro Focus.

In addition, the customer can purchase the following options

- Sonatype Lifecycle Hosting. This also requires the customer to purchase
 - Sonatype Lifecycle User subscription
- Additional standard configuration SAST or DAST Scan Machines
- Option to upgrade a standard configuration SAST or DAST Scan Machine to the upgraded configuration
- Additional user licenses available on a per named user basis or an unlimited enterprise license

Application Administration

The Customer will manage Fortify Hosted via the web user interface to Software Security Center where they can perform administrative tasks such as:

- User account management
- Managing applications and versions
- ScanCentral operations
- Configuring performance indicators and alerts
- Working with assessment results
- Generating reports

If any administrative task requires access to the underlying infrastructure the customer can raise a support request and the task, if approved, will be performed by Micro Focus Operations staff.

Once per quarter, the customer has the option of changing their selection of ScanCentral SAST and DAST Scan Machines. The change will be made at the next available scheduled maintenance window.

Customer acknowledges that the time for an individual SAST or DAST assessment to complete is dependent on a range of factors including the size and complexity of the application, volume of assessments being submitted within a given time frame, and the number and configuration of the SAST/DAST Scan Machines. Micro Focus does not provide any warranty that a particular assessment will complete within a specific time.

Service Support Options

Help-Desk Support

Help-Desk support is included with all purchases. The Customer may contact Micro Focus through

- Email: CyberResSupport@microfocus.com,
- CyberRes Portal: <https://support.cyberreshelp.com>,
- Phone: +1 (855)982-2261.

The Micro Focus Support Team will either provide support to the Customer directly or coordinate delivery of this support. The severity of the request determines the response from the team.

Severity Level	Business Support	Severity Level Description
1	1 hour	Production system is down. The product is inoperable, resulting in a total disruption of work. No workaround is available.
2	3 hours	Major functionality failure. Operations are severely restricted, although work can continue in a limited fashion. A workaround is available.
3	6 hours	Minor functionality failure. Product does not operate as designed, resulting in a minor loss of usage. A workaround may be available.
4	1 business day	There is no loss of service. For example, this may be a request for documentation, general information, or a Software enhancement request.

The product documentation is available at:

<https://www.microfocus.com/en-us/support/documentation>

Training can be purchased at:

<https://marketplace.microfocus.com/education>

Customer Success Manager

Support from a Customer Success Manger is included with all purchases. The customer is assigned a Customer Success Manager (CSM) as a primary point of contact to:

- Manage the on-boarding of the Customer to the Service
 - Validate connectivity from the customer environment
 - Site-to-Site VPN configuration, if required.
 - SSO configuration, if required.
 - Test access from Web Browser and IDE
 - Test access from Customer’s build environment
 - Live Service hand-over – Four (4) hour session
 - Review configuration
 - Walk-thru of SSC console
 - Submit sample static and dynamic scan
 - Review Logs
 - Review Results
 - Explain support process

Note that the service requires Customer personnel who are trained or experienced in using Fortify SSC with Scan Central. Training can be purchased separately.
- Periodic check-in calls
 - Eight (8) check-in calls can be held during the first eight (8) weeks of on-boarding (limit one per week). Check-in calls after the on-boarding period can be held once per month
 - These calls are with the customer focal team and the CSM
 - These calls will include review of scanning activity, tickets raised and provide best practice guidance
- Manage service requests, such as support and maintenance services or issues regarding availability of the Fortify Hosted infrastructure
- Manage use of any optional services.

- All support provided remotely by named CSM. CSM is a shared resource.

SAST Advanced Support

SAST Advanced Support is available for optional purchase. It is purchased in blocks of 25 person-days effort to be delivered over a 12-month period. SAST Advanced Support is requested through the CSM. 1 weeks' notice is required, and the minimum period is 4 hours.

SAST Advanced Support can be used to assist the Customer in the following areas:

- Packaging applications for scanning and optimizing settings
- On-boarding development teams
 - Demonstration of the relevant service features
 - Guidance for integrating Fortify Hosted into the customers development toolchain including build server and IDE's
- Integration Support
 - Workshop to agree high-level design of specific integration requirement
 - Identify existing sample code (if any) and provide to the customer
 - Identify API calls required
 - Provide coaching to the client development teams in use of Fortify Hosted API to develop integration
- Auditing of scan results
- Results review calls
 - Explain why an issue is being flagged as a vulnerability and the approach to fixing that vulnerability. Note that Micro Focus does not provide specific code fixes.
 - How to use advanced remediation features of the portal.
 - Provide advice and guidance on tuning the results based on organizational policies or specific application coding patterns.
- All support provided remotely by suitable qualified personnel. Multiple resources will be used for delivery.

DAST Advanced Support

DAST Advanced Support is available for optional purchase. It is purchased in blocks of 25 person-days effort to be delivered over a 12-month period. DAST Advanced Support is requested through the CSM. 1 weeks' notice is required, and the minimum period is 4 hours.

DAST Advanced Support can be used to assist the Customer in the following areas:

- Scan configuration
 - Scan set-up
 - Macro recording
 - Scan optimization
- Reviewing of scan results
 - Validating coverage
 - False positive suppression
- Results review calls
 - Explain why an issue is being flagged as a vulnerability and the approach to fixing that vulnerability. Note that Micro Focus does not provide specific code fixes.

- How to use advanced remediation features of the portal.
- Provide advice and guidance on tuning the results based on organizational policies or specific application coding patterns.
- All support provided remotely by suitable qualified personnel. Multiple resources will be used for delivery.

Service Components

Service Monitoring

Micro Focus monitors components of Fortify Hosted SaaS for 24x7 availability. Micro Focus uses a centralized notification system to deliver proactive communications about application changes, outages and scheduled maintenance.

Capacity and Performance Management

Fortify Hosted SaaS will be continually monitored for performance issues. Proactive capacity and performance management procedures are in place to ensure the architecture of the environment meets the needs of its customers.

Operational Change Management

Micro Focus follows a set of standardized methodologies and procedures for efficient and prompt handling of changes to SaaS infrastructure and application, which enables beneficial changes to be made with minimal disruption to the service. Changes to production environments are reviewed prior to implementation to ensure they are appropriately scheduled and tested before promotion to production.

Solution Data Backup and Retention

The data backup and retention described in this section are part of Micro Focus's overall business continuity management practices designed to attempt to recover availability to customers of Fortify Hosted SaaS, following an outage or similar loss of service. Micro Focus's standard storage and backup measures are Micro Focus's only responsibility regarding the retention of this data, despite any assistance or efforts provided by Micro Focus to recover or restore Customer's data.

Disaster Recovery

- Business Continuity Plan

Micro Focus SaaS continuously evaluates different risks that might affect the integrity and availability of Micro Focus SaaS. As part of this continuous evaluation, Micro Focus SaaS develops policies, standards and processes that are implemented to reduce the probability of a continuous service disruption. Micro Focus documents its processes in a business continuity plan ("BCP") which includes a disaster recovery plan ("DRP"). Micro Focus utilizes the BCP to provide core Micro Focus SaaS and infrastructure services with minimum disruption. The DRP includes a set of processes that Micro Focus SaaS implements and tests Micro Focus SaaS recovery capabilities to reduce the probability of a continuous service interruption in the event of a service disruption.

- Backups (High Availability and Durability)

Micro Focus SaaS utilizes cloud-native functions such as replication between primary and secondary availability zones to ensure data availability and recoverability. All replicas reside within the same

governmental compliance boundary to ensure adherence to all applicable data residency regulations. No removable media is used at any time to ensure the protection of customer data. The Recovery Time Objective (RTO) and the Recovery Point Objective (RPO) are both 8 hours.

SaaS Security

Micro Focus maintains an information and physical security program designed to protect the confidentiality, availability and integrity of Customer Personal Data and confidential information (the “Micro Focus Security Program”).

Technical and Organizational Measures

Micro Focus 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 Micro Focus but represent a minimum standard. Customer remains responsible for determining the sufficiency of these measures.

Physical Access Controls

Micro Focus maintains physical security standards designed to prohibit unauthorized physical access to the Micro Focus equipment and facilities used to provide SaaS and include Micro Focus data centers and data centers operated by third parties. This is accomplished through the following practices:

- Presence of on-site security personnel on a 24x7 basis
- Use of intrusion detection systems
- Use of video cameras on access points and along perimeter
- Micro Focus employees, subcontractors and authorized visitors are issued identification cards that must be worn while on premises
- Monitoring access to Micro Focus facilities, including restricted areas and equipment within facilities
- Securing equipment hosting Customer-provided SaaS Data in designated caged areas
- and maintaining an audit trail of access.

Access Controls

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

- Secure user identification and authentication protocols
- Authentication of Micro Focus personnel in compliance with Micro Focus standards and in accordance with ISO27001 requirements for segregation of duties
- Customer provided SaaS data is accessible only by authorized Micro Focus 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

Micro Focus's business continuity management process includes a rehearsed method of restoring the ability to supply critical services upon a service disruption. Micro Focus's continuity plans cover operational shared infrastructure such as remote access, active directory, DNS services, and mail services. Monitoring systems are designed to generate automatic alerts that notify Micro Focus of events such as a server crash or disconnected network.

Data Segregation

Fortify Hosted SaaS is a single tenant architecture. The customer has a dedicated instance of the Fortify Hosted SaaS components and the underlying database instance. Micro Focus SaaS environments are segregated logically by Micro Focus SaaS access control mechanisms. Internet-facing devices are configured with a set of access control lists (ACLs), which are designed to prevent unauthorized access to internal networks. Micro Focus uses security solutions on the perimeter level such as: firewalls, IPS/IDS, proxies and content-based inspection in order to detect hostile activity in addition to monitoring the environment's health and availability.

Data Encryption

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

Audit

Micro Focus appoints an independent third party to conduct an annual audit of the applicable policies used by Micro Focus to provide the applicable Micro Focus Fortify Hosted solution. A summary report or similar documentation will be provided to Customer upon request. 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 Micro Focus confirms a security incident resulted in the loss, unauthorized disclosure or alteration of Customer-provided SaaS Data (“Security Incident”), Micro Focus will notify Customer 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 Security Operations Center via cyberressec@microfocus.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.

Scheduled Maintenance

To enable Customers to plan for scheduled maintenance by Micro Focus, Micro Focus reserves predefined timeframes to be used on an as-needed basis.

A twenty-four-hour period once a quarter starting at Saturday, midnight in the local data center region, and ending on Sunday, midnight.

- This window is considered an optional placeholder for major releases and events that could be significantly service impactful. If the window is to be exercised, and a major disruption expected, all customers should be notified no later than ten business days before.

A two-hour maintenance window once a month starting Monday midnight in the local data center region.

- This is for patching of environments. Patching should be done in a non-service disrupting fashion; however, some elements may require a brief outage to update properly. Customers will be notified at least five business days in advance if any actual service disruption is expected.

A four-hour maintenance window once a month starting Saturday, midnight in the local data center region.

- This time is set aside for system updates and product releases that cannot be performed without a visible customer impact. Use of this window is optional, and customers should be notified at least ten business days in advance if any outage is expected.

In case of any holiday conflicts, the regularly scheduled window will automatically fall to the following week on the same day of the week.

Micro Focus determines whether and when to apply a SaaS Upgrade to Customer’s Micro Focus Fortify Hosted SaaS solution. Unless Micro Focus anticipates a service interruption due to a SaaS

Upgrade, Micro Focus may implement a SaaS Upgrade at any time without notice to Customer. Micro Focus aims to use the Scheduled Maintenance windows defined herein to apply SaaS Upgrades. Customer may be required to cooperate in achieving a SaaS Upgrade that Micro Focus determines in its discretion is critical for the availability, performance, or security of Micro Focus Fortify Hosted SaaS.

Service Decommissioning

Customer may cancel Micro Focus Fortify Hosted on SaaS by providing Micro Focus with sixty (60) 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 Fortify Hosted 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.

Solution Provisioning Time Service Level Objective (SLO)

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

Tenant Off boarding SLO

Micro Focus guarantees a tenant off boarding time of two days from the time in which the Customer submits the formal written request.

User Removal SLO

The customer Administrator is responsible for user removal using the user management features of SSC. Micro Focus guarantees that after the completion of user removal, analytical results about the removed user will no longer be stored or available within the application.

Solution Availability Service Level Agreement (SLA)

Solution Availability is defined as the Fortify Hosted 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 Fortify Hosted SaaS production application on a twenty-four hour, seven days a week (24x7) basis at a rate of 99.5 % ("Solution Uptime")

Measurement Method

On a quarterly basis, the availability of the Fortify Hosted SaaS customer instance will be measured using the measurable days in the quarter (total days minus planned downtime, including maintenance, upgrades, etc.) as the denominator. The numerator is the denominator minus the number of days where a tenant’s deadline is not met, to give the percentage of days that met the SLA (e.g., 119 days / 120 possible days = 99% availability). All SaaS monitoring will be paused at the beginning of each scheduled maintenance window and restarted at the completion of the window.

Boundaries and Exclusions

Performance and Availability SLA Metrics shall not apply in any of the following exceptions, and neither the Fortify Hosted 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 Micro Focus Fortify Hosted 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

The Termination Data Retrieval Period is defined as the length of time in which the Customer can retrieve a copy of their Customer Micro Focus Fortify Hosted SaaS data from Micro Focus. Micro Focus targets to make available such data for download in the Fortify Hosted SaaS format generally provided by Micro Focus for 30 days following the termination of the SaaS Order Term.

Standard Service Requirements

Roles and Responsibilities

This section describes general Customer and Micro Focus responsibilities relative to the Fortify Hosted 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 Fortify Hosted SaaS solution • Manages contract issues
Project Manager	<ul style="list-style-type: none"> • Coordinates customer resources as necessary • Serves as the point of contact between the customer and Micro Focus

	<ul style="list-style-type: none"> • Drives communication from the customer side • Serves as the point of escalation for issue resolution and service-related issues
Administrator	<ul style="list-style-type: none"> • Serves as the first point of contact for Fortify Hosted SaaS solution end users for problem isolation • Performs Fortify Hosted SaaS solution administration as described in section Application Administration • Provides tier-1 support and works with Micro Focus to provide tier-2 support • Coordinates end-user integration and testing as required • Leads ongoing solution validation • Trains the end-user community • Coordinates infrastructure-related activities at the customer site including <ul style="list-style-type: none"> ○ Establishing and maintaining their VPN endpoint Site-to-Site VPN connection or the range of IP addresses that can access the service. • Owns any customization <p>It is a prerequisite for delivery of the Fortify Hosted SaaS solution that personnel performing the Administrator role have been trained or are experienced in using Fortify SSC with ScanCentral</p>
Subject Matter Expert	<ul style="list-style-type: none"> • Leverages the product functionality designed by Customer's Fortify Hosted solution administrators including <ul style="list-style-type: none"> ○ Configuring and running scans ○ Triaging results ○ Generating reports ○ Setting up Fortify End-User Tools • Provides periodic feedback to the Fortify Hosted solution Administrator

Micro Focus Roles and Responsibilities

Micro Focus Role	Responsibilities
Customer Success Manager (CSM)	<ul style="list-style-type: none"> • Serves as the customer liaison to Micro Focus • Coordinates Micro Focus resources including system and process experts as necessary • Facilitates ongoing mentoring • Coordinates with the customer during required and periodic maintenance • Oversees the customer onboarding process
Service Operations Center Staff (SOC)	<ul style="list-style-type: none"> • Primary point of contact for service requests. The customer can contact the Service Operations Center for all services such as support and maintenance, or issues regarding availability of the Fortify Hosted solution

	<ul style="list-style-type: none"> • Provides 24x7 application support
Operations Staff (Ops)	<ul style="list-style-type: none"> • Monitors the Fortify Hosted solution for availability • Provides 24x7 SaaS infrastructure and application support • Performs system-related tasks such as backups, archiving, and restoring instances according to Micro Focus's standard practices

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 Fortify Hosted SaaS Service.
- Customer is responsible for installation, configuration, and on-going management of all components of the solution that are not installed on the SaaS platform.
- Micro Focus Fortify Hosted Service will be performed remotely and delivered in English only.
- Customer must ensure that its administrators maintain accurate contact information with Micro Focus SaaS.
- Customer has determined, selected, and will use options in the Customer environment that are appropriate to meet its requirements, including information security controls, connectivity options, and business continuity, backup, and archival options.
- 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.