

# Service Description

## Micro Focus SMAX Express on Software-as-a-Service

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This Service Description document describes the components and services included in Micro Focus Service Management Automation X (“SMA X”) Express 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

Micro Focus SMAX Express on SaaS is a native cloud application that delivers a machine learning based service desk and It Service managements capability for customers with the option of automated discovery of servers, software and service models via Universal Discovery. Micro Focus oversees the deployment, infrastructure, operation, availability, security and data protection and support of the service.

### SaaS service delivery components

SaaS Delivery Components	Included
One SMAX Express on SaaS production tenant	✓
One SMAX Express on SaaS non-production tenant	○
Premium Discovery of a server OSI including dependencies	○
Asset Discovery of a server or workstation OSI	○

✓ = Included  
○ = Optional for an additional fee

### SaaS operational services

SaaS operational Services	Included
Onboarding	✓
Customer Success Management (CSM) Meetings	✓
Product Support	✓
Single sign-on support*	✓
Service Health portal	✓

✓ = Included

\*Restrictions apply. Only certain IDPs and integrations are supported

### Architecture Components

Micro Focus deploys Micro Focus SMAX Express on SaaS and Universal CMDB on SaaS using a shared infrastructure platform, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including application version upgrades. The Customer accesses Micro Focus SMAX Express on SaaS application through the Internet (HTTPS).

If the customer purchases the optional Premium or Asset discovery service, they will utilize the Universal Discovery module of the Universal CMDB on SaaS solution to discover operating system instances (OSI) of servers (physical, virtual, cloud, container) or workstations, in support of auto-populating Micro Focus SMAX

on SaaS with details of the infrastructure environment the customer is supporting. Asset Discovery will capture configuration information about the servers or workstation themselves including the software installed on these servers or workstations and the environment in which the software is installed. Premium Discovery includes all features of Asset Discovery and will additionally capture configuration information about software running on servers and the dependencies that exist between servers and running software.

Any required onsite components are installed and configured by the Customer or Customer contracted consultants. Micro Focus does not operate onsite components or third-party integrations on behalf of the Customer and will not commit to any SLO for these components. For customers who have purchased the optional auto-discovery capabilities for SMAX, they will be responsible for management of the Data Flow Probes as well, as required for successful discovery.

## **Application Administration**

SMAX Studio enables users to create user defined process-based applications and supporting tables through codeless configuration capabilities. Role-based access to user developed applications can be accessed within the agent interface, with role-based access.

## **Service Support**

The Customer may contact Micro Focus through a variety of methods such as online support tickets or telephone. The Micro Focus Support Team will either provide support to the Customer directly or coordinate delivery of this support.

Online support is available at: <https://pcs.saas.microfocus.com>

Micro Focus SMAX Express on SaaS includes an extensive online contextual help to aid with tailoring and configuration of SMAX to align with your business requirements. Full documentation of the capabilities of Enterprise Service Management SaaS solution which includes SMAX Express on SaaS, and the optional capabilities outlined in its service description: <https://docs.microfocus.com/itom/ESM:SaaS/Home>

As part of the Micro Focus SMAX community you can get additional assistance and aid from peers as well as live and recorded webinars as part of our practitioner forum series:

[https://community.microfocus.com/t5/SMAX-Suite/ct-p/ITSMA\\_Suite](https://community.microfocus.com/t5/SMAX-Suite/ct-p/ITSMA_Suite)

Your suggestions for enhancements to SMAX are important to us and as part of the Micro Focus SMAX community we allow you to submit ideas and enhancements via the Idea Exchange. We encourage you to share your ideas, vote for your favorite ones, and enhance existing ideas with your feedback and comments.

The popularity of an idea is measured through votes and comments at:

<https://community.microfocus.com/t5/SMA-Idea-Exchange/idb-p/SMA-X-Ideas>

Micro Focus staffs and maintains a 24x7x365 Service Operations Center, which will be the single point of contact for all issues related to the support for Micro Focus SMAX on SaaS for the Customer. The Customer will maintain a list of authorized users who may contact Micro Focus for support. The Customer's authorized users may contact Micro Focus for support via the Web portal or telephone 24 hours a day, 7 days a week.

Activity	SMAX Express on SaaS
<b>Customer Success Management</b>	✓
<b>Email and Online Notifications</b>	✓
<b>On-boarding</b> Kick-off meeting, handover of product and support materials, verification of online access, scope validation and service goals, discussion of training requirements	✓
<b>Version Updates</b> Major version updates. Notification period according to notification timelines via release notes and help resources available	✓ <sup>1</sup>
<b>Service Reviews</b> Meeting reviewing service quality, and to provide feedback on improvements required	Yearly
<b>Assisting with the implementation / configuration and tailoring</b>	Available at additional cost
<b>Availability SLA</b>	99.9%

<sup>1</sup>Notifications regarding release updates to the Micro Focus SMAX Express on SaaS solution will be provided via the Service Health planned maintenance feature. The release planned maintenance notice will include details of the release readiness webinar, which will detail the changes and new features in the planned release. Additionally, notifications can be sent via email.

## Service Monitoring

Micro Focus monitors the Micro Focus SMAX Express on SaaS solution components availability 24x7. Micro Focus uses a centralized notification system to deliver proactive communications about application changes, outages, and scheduled maintenance. Alerts and notifications are available to the Customer online at: <https://home.software.microfocus.com/myaccount>

As part of the Micro Focus SMAX Express on SaaS offering, we also include a Service Health portal which allows the Customer to see:

- Current availability of the SMAX environment that their tenants are part of
- Details of any upcoming planned maintenance
- Outage reports for any incidents that have been identified by our support teams
- Historical SLO data.

The Link to Service Health portal for your tenant will be provided as part of your onboarding to Micro Focus SaaS

## Capacity and Performance Management

The architecture used by our ESM Solution allows for addition of capacity to applications, databases and storage as required to support the services provided.

## 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.

## 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 Customer of Micro Focus SMAX Express on SaaS and access to the Micro Focus SMAX Express on SaaS Customer data, following an outage or similar loss of service.

The following types of Customer-specific data reside in the Micro Focus SaaS environment:

- **Supporting Data:** This is data loaded by a customer to support the transactional records. Examples of this could include, but not limited to Organization Locations, personnel, departmental data, assets & services delivered.
- **Transactional Data:** This is data that related to the day-to-day delivery of service operations and support within the organization. Examples of this could include but not limited to Service & support requests, Incidents, and change records. Note transactional data is typically linked to one or more supporting data records.
- **Attachment Data:** This refers to any type of file that has been attached to either supporting data or transaction data. For example, this could be but not limited to an image file an employee uploads for his profile picture on his person record, or a pdf troubleshooting guide attached to a knowledge article.

Micro Focus does not add any specific customer related data into the SMAX Express tenants provided to a customer as part of the Micro Focus SMAX Express on SaaS offering and any data highlighted above is done so by the customer.

The Data Backup Frequency is every 6 hours and Micro Focus performs that daily backup of the database and related storage systems (including configuration data) that support Micro Focus SaaS. The Backup Retention Time is seven (7) days, meaning Micro Focus retains each daily backup for the most recent seven (7) days ("Data Retention Time").

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. Micro Focus will be unable to restore any data not included in the database (for example not properly entered by the user, lost, or corrupted etc.) at the time of backup or if Customer's request comes after the Data Retention Time of such backup.

## Disaster Recovery

### 1. 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.

SMAX Express on SaaS is implemented using a cloud-based technology service stack in a redundant mode over multiple availability zones. The failure of one zone will not impact the service availability as the system will automatically failover from the other zones. In the event of a disaster impacting more than one zone at the same time, such as a complete cloud region, the DRP's target is to provide restoration of the Micro Focus SMAX Express on SaaS within 24 hours (Recovery Time Objective, RTO) following Micro Focus's declaration of a disaster.

## **2. Backups**

Micro Focus SaaS performs backups with a six (6) hours recovery point objective (RPO). Backup cycle occurs daily where a local copy of production data is replicated on-site between two physically separated storage instances. The backup includes a snapshot of production data along with an export file of the production database. The production data is then backed up at a remote site. Micro Focus uses storage and database replication for its remote site backup process. The integrity of backups are validated by (1) real time monitoring of the storage snapshot process for system errors, (2) validating CHECKSUM at the end of a backup process to assure the same number of bits exists on both source and destination storage systems, and (3) annual restoration of production data from an alternate site to validate both data and restore flows integrity.

## **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**

This section describes Micro Focus's standard technical and organizational measures, controls and procedures, which are intended to help protect the Customer-provided SaaS Data.

Micro Focus regularly tests and monitors the effectiveness of its controls and procedures. 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. Some of the security settings in the service are configurable by the Customer, to allow for better integration. As a rule of thumb, Micro Focus will deliver its service with the most-secure options and capabilities enabled.

### **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;
- 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.

## 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

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. 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 SMAX Express on SaaS 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 [softwaresoc@microfocus.com](mailto:softwaresoc@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. Micro Focus reserves one (1) monthly four (4) hour window (Sunday in the 00:00 to 08:00 Pacific Standard Time block). These windows will be used on an as-needed basis.

Planned windows will be scheduled at least two (2) weeks in advance when Customer action is required, or at least four (4) days in advance otherwise. In the rare event where Micro Focus needs to do an emergency change requiring a downtime outside of those planned maintenance windows, the customers will be notified as soon as possible.

## Scheduled Version updates

“SaaS Updates” are defined as both major version updates, minor version updates and patches applied by Micro Focus to Customer’s Micro Focus SMAX Express on SaaS solution (and CMS on SaaS solution if it exists for the customer) in production. These may or may not include new features or enhancements. Customer is entitled to SaaS Updates as part of the SMAX Express service unless the SaaS Update introduces new functionality that Micro Focus offers on an optional basis for an additional fee.

Micro Focus determines whether and when to apply a SaaS Update to Customer’s Micro Focus SMAX Express on SaaS solution. Unless Micro Focus anticipates a service interruption due to a SaaS Update, Micro Focus may implement a SaaS Update at any time without notice to Customer. Micro Focus aims to use the Scheduled Maintenance windows defined herein to apply SaaS Updates. Customer may be required to

cooperate in achieving a SaaS Update that Micro Focus determines in its discretion is critical for the availability, performance or security of the Micro Focus SMAX Express on SaaS solution.

### **Universal Discovery Infrastructure Updates**

Universal Discovery Infrastructure (Data Flow Probe or DFP) is managed by the customer, though the DFP does directly communicate to the UCMDDB on SaaS instance to which the customer is assigned. As such, it is the responsibility of the customer to perform these updates in a timely manner as DFP versions are generally synchronized with the version of UCMDDB in use. The customer has three (3) months from the point of time the UCMDDB on SaaS version is updated as part of the update of the Micro Focus SMAX Express on SaaS solution, to update the version of the DFP to match the UCMDDB version. Probe updates are applied by the customer at a time they see fit and do not require coordination with Micro Focus or UCMDDB on SaaS downtime.

If the customer does not apply a probe update within three (3) months of a UCMDDB on SaaS version update, the customer's discovery probes will no longer function and will only be available for automated updates to the latest DFP version to restore discovery functionality.

If the customer does not apply a DFP update within six (6) months of a UCMDDB on SaaS version update, the DFP will lose its ability for automated updates, and the customer will be required to manually update each DFP under this condition to restore discovery functionality.

### **Universal Discovery Content updates**

As part of the scheduled version update process, customers who have purchased the optional Universal Discovery capabilities will have the option to update their content to the latest version once the Micro Focus SMAX Express on SaaS solution update itself has been completed. The latest Universal Discovery content pack will be available from within the CMS UI for each customer to choose to deploy on their own schedule.

Updates to discovery content is the responsibility of the customer. Content versions are generally not tied to UCMDDB versions in that content updates can be deployed at the customer's discretion on whatever version of Universal CMDDB that is currently in use. Content updates are accumulative in nature, meaning deploying a content pack for a given release will include all improvements included in previous content releases.

### **Inventory Discovery Knowledge updates**

Updates to the installed software discovery signatures (Inventory Discovery Knowledge or IDK) will be deployed as part of the monthly maintenance window of the Micro Focus SMAX Express on SaaS solution. There is no customer involvement required.

### **Service Decommissioning**

Customer may cancel Micro Focus SMAX Express 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 SMAX Express 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

Micro Focus provides clear, detailed, and specific Service Level Objectives (SLOs) for the services that SaaS provides to its customers. These SLOs are targets used by Micro Focus to deliver the service and are provided as guidelines. They in no way create a legal requirement or obligation for Micro Focus to always meet these objectives.

Micro Focus will provide self-service access to Customer to the Service Level Objectives data online at <https://home.software.microfocus.com/myaccount>.

### Solution Provisioning Time SLO

Solution Provisioning is defined as the SMAX solution being available for access over the internet. Micro Focus targets to make SMAX available within two (2) business days of the Customer's purchase order (PO) being booked within the Micro Focus order management system.

Customer is responsible for installing and configuring any additional onsite components for their applications. Any onsite components of the solution are not in scope of the Solution Provisioning Time SLO. Additionally, the import of Customer data into the application is not in scope of the Solution Provisioning Time SLO.

### Solution Availability SLA

Solution Availability is defined as the SMAX 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 SMAX Express on SaaS production application on a twenty-four hour, seven days a week (24x7) basis at a rate of 99.9 % ("Solution Uptime").

#### Measurement Method

Solution Uptime shall be measured by Micro Focus using Micro Focus monitoring software running from a minimum of two global locations with staggered timing.

On a quarterly basis, Solution Support Uptime will be measured using the measurable hours in the quarter (total time minus planned downtime for maintenance, upgrades, etc.) as the denominator. The numerator is the denominator value minus the time of any outages in the quarter (duration of all outages combined) to give the percentage of available uptime (2,198 actual hours available / 2,200 possible available hours = 99.9% availability).

An "outage" is defined as two consecutive monitor failures on the SMAX login page within a five-minute period, lasting until the condition has cleared.

#### Boundaries and Exclusions

Solution Uptime shall not apply to any of the following exceptions:

- 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 Micro Focus Customer Terms for Software-as-a-Service, or the applicable Micro Focus Pass-Through Terms.
- 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

## Automated Discovery

Usage of automated discovery for SMAX Express on Micro Focus SaaS is accomplished through Universal Discovery on SaaS and the communication of that data to a UCMDB on Micro Focus SaaS instance. The customer's SMAX Express on Micro Focus SaaS instance is pre-configured via the Native SACM integration to communicate with Universal CMDB on Micro Focus SaaS, rendering automated discovery results immediately visible to SMAX agents.

Universal CMDB activities include but are not limited to reporting on the discovered content, building policies and measuring compliance to those policies, building service maps to aid in service delivery tasks, and providing an automatically updated database for Micro Focus SMAX Express on SaaS in support of the management of incidents, changes, problems, and assets (physical, logical and software titles).

Universal Discovery activities include but are not limited to the deployment and configuration of discovery probes into customer on-premise network for discovery actions, the discovery of cloud or container-based technologies via API, the deployment of agents and their management, the discovery of installed software via XML enricher, and the management of discovery and its results.

Universal Discovery also includes the import of data from external data sources including but not limited to Micro Focus tools such as Operations Bridge (OpsB) and Network Automation (NA) as well as 3<sup>rd</sup> party applications such as Microsoft SCCM and IBM/BigFix ILMT. Activities include but are not limited to building of replication queries to push data from UCMDB to external sources, the use of the Integration manager to import or export information, and the management of integration itself and its results.

Import of data for servers discovered by UD on SaaS is no charge (as the server has already consumed a Premium UD on SaaS subscription). However, Import of server data into UCMDB without the prior discovery of that server will still consume a UD Premium on SaaS subscription. Export of data from UCMDB to any other system is no charge.

### Boundaries and Exclusions

Usage of Universal Discovery on SaaS shall be governed by the following boundaries and exclusions:

- Discovery of OSI is limited to the number of purchased subscriptions.
- Discovery of related CIs for servers is limited to an average of 500 related CIs per discovered OSI and is evaluated over the total discovered base.
- A host OSI imported into UCMDB that has already been discovered and consumed a Premium UD on SaaS subscription, will incur no additional charge.
- Discovery of network and storage devices does not consume any subscriptions.
- Universal Discovery probes must be hosted on-premise or in the customer public cloud account (in context of the customer).
- Universal Discovery probes must be current or within one version of the current UCMDB version.
- One Universal Discovery probe or REST API connection (for writing data) is allowed per 1,000 UD Premium on SaaS subscriptions.
- Updates to CIs in UCMDB via discovery or integration must not occur more often than 30 CIs per second.

## Reporting

Micro Focus will provide self-service access to Customer to the availability data online via the Service Health portal. The appropriate links for your tenants will be provided as part of onboarding.

In addition, Micro Focus will provide a SaaS Service Uptime Metric Report (“Uptime Metric Report”) in accordance with this attachment to the Customer upon request for the SMAX Express on Micro Focus SaaS. If the Customer does not agree with the Uptime Metric Report, written notice of non-agreement must be provided to Micro Focus within fifteen (15 days) of receipt of the Uptime Metric Report.

**Remedies**

Micro Focus’s exceeding, meeting or failing to meet the SaaS Service Uptime Metric as measured over any quarter may be reflected in adjustments to the duration of the initial contract term for Micro Focus SaaS pursuant to the following schedule (“Availability SLA Service Credits”):

Quarterly Micro Focus SaaS Rating	Rating	Credit
Between 99.9 % - 100%	Meets Goals	Not Applicable
Between 98.0% - 99.8%	Tolerable	Five (5) day extension of the SMAX SaaS Order term at no cost to Customer
Below 98.0%	Unacceptable	Ten (10) day extension of the SMAX SaaS Order term at no cost to Customer

**Availability SLA Service Credits**

Micro Focus SaaS Ratings below 98% for a quarter shall be escalated by both parties to the vice president (or equivalent), as outlined in this schedule.

Customer must request all service credits or extensions in writing to Micro Focus within thirty (30) days of the end of the month in which the SaaS Service Uptime Metric was not met and identify the support requests relating to the period where the SMAX production application was not available for access and use by Customer and its authorized users over the internet.

- If the Customer renews the service, Micro Focus SaaS Service Credits will be applied to a service extension at the end of the renewed subscription term at no additional charge.

If the Customer does not renew the service Micro Focus SaaS Service Credits will be applied towards a service extension at no additional charge Micro Focus SaaS Service Credits are capped at thirty (30) days per annum.

**Online Support Availability SLO**

Online Support Availability is defined as the Micro Focus SaaS support portal being available for access and use by Customer and its Authorized Users over the Internet. Micro Focus targets to provide Customer access to the Micro Focus SaaS support portal on a twenty-four hour, seven days a week (24x7) basis at a rate of 99.9% (“Online Support Uptime”).

**Measurement Method**

Online Support Uptime shall be measured by Micro Focus using Micro Focus monitoring software running from a minimum of four global locations with staggered timing.

On a quarterly basis, Online Support Uptime will be measured using the measurable hours in the quarter (total time minus planned downtime, including maintenance, upgrades, etc.) as the denominator. The numerator is the denominator value minus the time of any outages in the quarter (duration of all outages combined) to give the percentage of available uptime (2,198 actual hours available / 2,200 possible available hours = 99.9 availability).

An “outage” is defined as two consecutive monitor failures within a five-minute period, lasting until the condition has cleared.

### **Boundaries and Exclusions**

Online Support Uptime shall not apply to any of the following exceptions:

- 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 agreement
- Actions or inactions 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

### **Initial SaaS Response Time SLO**

The Initial SaaS Response Time refers to the Service Support described herein. It is defined as the acknowledgment of the receipt of a customer request and the assignment of a case number for tracking purposes. Initial SaaS Response will come as an email to the requester and include the case number and links to track it using Micro Focus online customer portal. The Initial SaaS Response Time covers both service request and support requests. Micro Focus targets to provide the Initial SaaS Response no more than one hour after the successful submission of a customer request.

### **SaaS Support SLOs**

There are two types of SaaS Support SLOs: Service Request and Support Request SLOs.

- The Service Request SLO applies to the majority of routine system requests. This includes functional system requests (product add/move/change), informational, and administrative requests.
- The Support Request SLO applies to issues that are not part of the standard operation of the service and which causes, or may cause, an interruption to or a reduction in the quality of that service.

The Response and Resolution Targets are provided as guidelines and represent typical request processing by Micro Focus SaaS support teams. They in no way create a legal requirement or obligation for Micro Focus to always respond in the stated time. The Response and Resolution Targets, including their scope and determining factors (such as impact and urgency), are further described at <https://home.software.microfocus.com/myaccount/slo/>.

### **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 SMAX Express on SaaS data from Micro Focus. Micro Focus targets to make available such data for download in the SMAX 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 Micro Focus SMAX on SaaS service. Micro Focus's ability to fulfill its responsibilities relative to SaaS is dependent upon Customer fulfilling the responsibilities described below and elsewhere herein:

### Customer Roles and Responsibilities

Customer Role	Responsibilities
<b>Business owner</b>	<ul style="list-style-type: none"><li>• Owns the business relationship between the customer and Micro Focus</li><li>• Owns the business relationship with the range of departments and organizations using Micro Focus SMAX Express on SaaS Service</li><li>• Manages contract issues</li></ul>
<b>Project Manager</b>	<ul style="list-style-type: none"><li>• Coordinates customer resources as necessary</li><li>• Serves as the point of contact between the customer and Micro Focus</li><li>• Drives communication from the customer side</li><li>• Serves as the point of escalation for issue resolution and service-related issues</li></ul>
<b>Administrator</b>	<ul style="list-style-type: none"><li>• Serves as the first point of contact for Micro Focus SMAX Express on SaaS Service end users for problem isolation</li><li>• Performs Micro Focus SMAX Express on SaaS Service administration</li><li>• Provides tier-1 support and works with Micro Focus to provide tier-2 support</li><li>• Coordinates end-user testing as required</li><li>• Leads ongoing solution validation</li><li>• Trains the end-user community</li><li>• Coordinates infrastructure-related activities at the customer site</li><li>• Owns any customization</li></ul>
<b>End User</b>	<ul style="list-style-type: none"><li>• Leverages the product functionality designed by Customer's Micro Focus SMAX Express on SaaS Service administrators.</li><li>• Provides periodic feedback to the Micro Focus SMAX Express on SaaS Service Administrator</li></ul>



## Micro Focus Roles and Responsibilities

Micro Focus Role	Responsibilities
<b>Customer Success</b>	<ul style="list-style-type: none"> <li>• Serves as the customer liaison to Micro Focus</li> <li>• Coordinates Micro Focus technical resources as necessary</li> <li>• Coordinates with the customer during required and periodic maintenance</li> <li>• Supports the customer onboarding process</li> </ul>
<b>Service Operations Center staff (SOC)</b>	<ul style="list-style-type: none"> <li>• 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 Micro Focus SMAX Express on SaaS Service</li> <li>• Provides 24x7 application support</li> </ul>
<b>Operations staff (Ops)</b>	<ul style="list-style-type: none"> <li>• Monitors the Micro Focus systems and Micro Focus SMAX Express on SaaS Service for availability</li> <li>• Performs system-related tasks such as backups, archiving, and restoring instances according to Micro Focus's standard practices</li> <li>• Provides 24x7 SaaS infrastructure support</li> </ul>

## 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 SMAX Service.
- Micro Focus SMAX Service will be performed remotely and delivered in English only.
- A SaaS Order term is valid for an identified tenant, which cannot be changed during the SaaS Order term.
- The service commencement date is the date on which Customer's purchase order (PO) is booked within the Micro Focus order management system.
- The import of Customer data into the SMAX solution during the implementation requires that the information is made available to Micro Focus at the appropriate step of the solution implementation and in the Micro Focus designated format.
- 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.

Furthermore, this Micro Focus SMAX Service is provided based on the assumption that Customer will implement and maintain the following controls in its use of Micro Focus SMAX Service:

- Configuring Customer's browser and other clients to interact with Micro Focus SMAX Service
- Configuring Customer's network devices to access Micro Focus SMAX Service
- Appointing authorized users
- Configuring its Micro Focus SMAX Service account to require that end user passwords are sufficiently strong and properly managed
- Procedures for access approvals, modifications, and terminations.



## **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.