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Service Description

# Service Description

**Vertica Accelerator**

**June 2022**



V7.4

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“This Service Description describes the components and services included in Micro Focus Vertica Accelerator (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.”

## Definitions

Capitalized terms used in this Service Description shall have the meanings assigned to them in the Micro Focus Customer Terms – Software-as-a-Service. Additional terms that are applicable to this Service Description are defined as follows:

**Availability Zones (AZs):** Distinct geographical locations provided by cloud vendors that are engineered to be insulated from failures in other geographical locations. Usually equivalent to separate data centers.

**Customer:** For the purposes of the Service Description, the term “Customer” shall be the individual or entity that purchases access to Vertica Accelerator.

**Customer Environment:** The Customer shall provide an AWS environment that houses the Vertica database created by Vertica Accelerator. This environment is typically owned and managed by the Customer; however, this requirement is satisfied when the Customer procures an AWS environment through a reseller agreement.

**Customer-provided SaaS Data:** Data introduced into Micro Focus Vertica Accelerator by the Customer.

**Data Warehouse:** Database used for reporting and data analysis.

**Disaster Recovery (DR):** Processes, policies and procedures related to preparing for recovery or continuation of technology infrastructure. Disaster Recovery solutions are subject to Customer-defined parameters, and third party/vendor RTOs including but not limited to technical limitations and are subject to SLA restoration defined in Severity Levels.

**Consulting Services:** Vertica Accelerator Consulting Services are designed to help customers quickly extend and optimize the functionality of Vertica Accelerator to suite their organization’s unique requirements and complement their own staff capabilities

**Support:** Support levels are defined in Micro Focus Maintenance and Support Agreements are available here: <https://www.microfocus.com/en-us/support/maintenance-and-support-agreements>.

**Patch:** Periodic system updates usually available for operating systems and applications. Customers will need to opt in to receive the updates and schedule down time on their Vertica cluster with Vertica Accelerator support.

**SaaS Upgrade:** Major version updates, minor version updates and binary patches applied by Micro Focus to Customer’s Vertica Accelerator solution in production.

**Vertica Accelerator:** Micro Focus Vertica Data Warehouse product offered “as a Service” using public cloud vendors.

## Standard Service Features

### High Level Summary

Vertica Accelerator is a cloud-based Software-as-a-Service (SaaS) that can create, manage, and monitor Vertica databases (only Vertica Eon mode is supported). Vertica Accelerator provides the Vertica database as a service and a control plane that creates Customer database(s) within a customer provided cloud account (Customer Environment), manages the infrastructure and operations for, and monitors those created database(s).

Customers provide the Customer Environment for provisioning the hardware during the initial onboarding process via setting up a Cross Account IAM Access between the Customer Environment and Vertica Accelerator's control plane cloud account.

## SaaS Service Delivery Components

### SaaS Delivery Components

<b>Vertica Database Nodes in a Clustered configuration</b>	✓
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✓ = Included

○ = Optional for a fee

## SaaS Operational Services

### Operational Services

<b>Create Vertica Database</b>	✓
<b>Create/Delete subclusters for a database</b>	✓
<b>Start/Stop Vertica subcluster</b>	✓
<b>Add/Remove nodes in a Vertica database subcluster</b>	✓
<b>Monitor the state of node in the cluster</b>	✓
<b>Number of Active Users and Sessions</b>	✓
<b>Monitoring charts</b>	✓
<b>Schedule based auto-scaling</b>	✓
<b>Load based auto-scaling</b>	✓
<b>Connection information</b>	✓
<b>Terminate/Revive Database</b>	✓
<b>Idle Shutdown</b>	✓
<b>Event logs</b>	✓
<b>Backups &amp; Restoration of completed backups</b>	✓
<b>Disaster Recovery (DR)</b>	✓
<b>Vertica Support</b>	✓
<b>Orchestration &amp; Management Support</b>	✓

Migration	O
Performance Tuning	O
Custom Install	O
Consulting Services (professional services)	O

✓ = Included

O = Optional for a fee

## Architecture Components

Vertica Accelerator consists of these four (4) parts: (a) a cloud based management platform (“**Control Plane**”) running in a secure Micro Focus managed AWS account, (b) a secure web application (“**Console**”) that you can use to interact with the Control Plane, (c) Vertica databases created in the Customer Environment by the Control Plane, based on your actions in the Console, and (d) an AWS IAM role that facilitates the actions the Control Plane needs to do in the Customer Environment for managing the Vertica database(s). In addition to the Console, other interfaces may be made available, e.g., Command Line Interface (CLI), Application Programming Interface (API) etc.

## Additional Solution-Specific Components

Based on optional professional services, additional optional components might be installed in the Vertica database environment for custom functionality. These components are open source/partner applications and/or integrations that have been pre-approved for deployment in Accelerator environments. For example, Apache Airflow for scheduling, and typically handed off to Customer for post installation configuration and management.

## Application Administration

The application is administered using the Console described above.

## Service Components

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 within the Vertica Accelerator web portal.

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 Vertica Accelerator Service 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.

Micro Focus Vertica Accelerator solution is accessed by Customers via a website Console hosted at <https://accelerator.vertica.com>. The following services are part of the Vertica Accelerator product, which operates in the Customer’s AWS environment. Customer will provide and maintain the environment, whether virtual or a combination of hardware and software, for the purpose of maintaining the connectivity between the

managed clusters and the SaaS Control Plane. Failure to maintain this connectivity voids all Service Level Objectives and violates the terms of the SaaS agreement.

Activity	
<b>Customer Success Manager</b>	✓
<b>Onboarding Assistance on request</b>	✓
<b>Version Updates</b> Major version updates. Notification period according to notification timelines via email, release notes and help resources available	✓
<b>Enhanced Technical Enablement</b> Remote mentoring and train-the-trainer sessions on selected product features	○
<b>99.5 % Availability SLA</b>	✓
✓ = Included	
○ = Optional for a fee	

## Service Monitoring

Micro Focus monitors Micro Focus Vertica Accelerator solution components 24x7 availability. 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 in the Console at: <https://accelerator.vertica.com>.

## Capacity and Performance Management

The architecture allows for addition of capacity to the database by changing the cloud instance type or additional nodes to the cluster. In addition, as the Vertica databases are created in the Customer Environment, and Eon mode leverages object storage, any storage expansion is virtually unlimited.

## 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

**Backups.** Included in the SaaS is the ability to initiate backups of the Vertica cluster(s) running in the Customer Environment. The Customer can configure aspects of the backup procedure via the Console.

The data backup and retention for the Vertica Control Plane running in the Micro Focus cloud account are part of Micro Focus's overall business continuity management practices designed to attempt to recover availability to Customer of Vertica Accelerator following an outage or similar loss of service. Access to the Vertica databases remains under Customer control under the Customer Environment. The Vertica Accelerator Control Plane is implemented over AWS technology service stack in a redundant mode over multiple Availability Zones (AZs) with elastic load balancing allowing quick recovery of Vertica Accelerator service in case of a disaster in the Customer Environment.

## Disaster Recovery

**Disaster Recovery (DR).** Included in the Micro Focus Vertica Accelerator the opportunity for data recovery of Customer's data warehouse, however it is configured by the Customer. For the Vertica Accelerator Control Plane, the following Business Continuity Plan and Backup policy are in place.

### 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.

Vertica Control Plane running in the Micro Focus cloud account 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 Vertica Accelerator on SaaS within 24 hours (Recovery Time Objective, RTO) following Micro Focus's declaration of a disaster, but is subject to AWS recovery times for the cloud region.

### Backups

Vertica Accelerator Control Plane is a cloud-based platform built using cloud best practices such as "Well Architected" and ISO 27001 controls to backup to cloud high availability storage, with a 24 hours recovery point objective (RPO). Backup cycles and integrity leverage the underlying high availability and resilience of the cloud storage infrastructure.

## 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' 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. 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.

## 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 ISO/IEC 27001:2013 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
- 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

## 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.

## 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 Vertica Accelerator 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 Vertica Accelerator conducts reviews of its policies around the delivery of SAAS no less frequently than annually against ISO/IEC 27001:2013. Micro Focus regularly re-evaluates and updates its information security program as the industry evolves, new technologies emerge, or as 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 the Customer Environment, 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 a weekly two (2) hours window (Sunday 00:00 to 02:00 Pacific Standard Time) and 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.

## Scheduled Version Updates

SaaS Upgrades may or may not include new features or enhancements. Micro Focus determines whether and when to develop, release and apply any SaaS Upgrade. Customer is entitled to SaaS Upgrades as part of Vertica

Accelerator service unless the SaaS Upgrade 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 Upgrade to Customer's Vertica Accelerator 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 Vertica Accelerator solution.

However, if Micro Focus does not receive Customer's cooperation in achieving the SaaS Upgrade in a timely manner, Micro Focus reserves the right to charge additional fees for Vertica Accelerator solution that are related to Customer's SaaS instance remaining on a version that is beyond the "end of support" period. Customer also understands that this status may prevent the most recent patches from being applied to its Vertica Accelerator solution, and that the availability, performance, and security of Vertica Accelerator service as described in Service Description may be impacted as a result.

## Service Decommissioning

If a Customer does not renew their contract at the end of their term, their service will be cancelled. Such cancellation shall be effective upon the last day of the then current Micro Focus Vertica Accelerator Order Term. Upon cancellation, expiration, or termination of the Micro Focus Vertica Accelerator Order Term, Micro Focus may disable all Customer access to Vertica Accelerator and Customer shall promptly return to Micro Focus (or at Micro Focus' request, destroy) any Micro Focus materials. Customer will no longer be able to use the Vertica software, therefore Customer databases will no longer be accessible.

Micro Focus Vertica Accelerator shall have no obligation to maintain or provide any data after decommissioning because the data resides in the Customer Environment.

## 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.

### 1. Solution Provisioning Time SLO

Solution Provisioning is defined as the Vertica Accelerator solution being available for access over the internet. Micro Focus targets to make Vertica Accelerator available within 1 hour of online registration, Console setup, and the setup of any pre-requisites. Setup and activation of new customer VA accounts will be made available within 5 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 components for the integration of the customer systems and the Vertica accelerator databases. Any custom 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.

## 2. **Solution Availability SLO**

Solution Availability is defined as the Vertica Accelerator 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 Vertica Accelerator production application on a twenty-four hour, seven days a week (24x7) basis at a rate of 99.5 % (“Solution Uptime”).

## 3. **Measurement Method**

Solution 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, Solution 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 (2,189 actual hours available / 2,200 possible available hours = 99.5% availability).

An “outage” is defined as two consecutive monitor failures 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 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

## **Online Support Availability SLO**

Online Support Availability is defined as the Micro Focus SaaS support portal [https://portal.microfocus.com/s/?language=en\\_US](https://portal.microfocus.com/s/?language=en_US) 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 99.5% (“Online Support Uptime”).

### 1. **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 (2,189 actual hours available / 2,200 possible available hours = 99.5 availability).

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

## 2. **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://vertica.com>

### **Termination Data Retrieval Period SLO**

There is not a Termination Data Retrieval Period because the data always resides in the Customer Environment.

## **Standard Service Requirements**

### **Roles and Responsibilities**

This section describes general Customer and Micro Focus responsibilities relative to the Micro Focus Vertica Accelerator 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 Vertica Accelerator 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 Vertica Accelerator Service end users for problem isolation</li> <li>• Performs Micro Focus Vertica Accelerator 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>Subject Matter Expert</b>	<ul style="list-style-type: none"> <li>• Leverages the product functionality designed by Customer’s Micro Focus Vertica Accelerator Service administrators.</li> <li>• Provides periodic feedback to the Micro Focus Vertica Accelerator Service Administrator</li> </ul>

## Micro Focus Roles and Responsibilities

Micro Focus Role	Responsibilities
<b>Customer Success Manager (CSM)</b>	<ul style="list-style-type: none"> <li>• Serves as the Customer liaison to Micro Focus</li> <li>• Coordinates Micro Focus resources including system and process experts as necessary</li> <li>• Facilitates ongoing mentoring</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinates with Customer during required and periodic maintenance</li> <li>• Oversees 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 Vertica Accelerator Service</li> <li>• Provides 24x7 application support</li> </ul>
<b>Operations Staff (Ops)</b>	<ul style="list-style-type: none"> <li>• Monitors Micro Focus Vertica Accelerator Service for availability</li> <li>• Provides 24x7 Micro Focus Vertica Accelerator infrastructure support and remediation</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 Vertica Accelerator Service.
- Customer must have its own AWS environment (whether purchased directly from AWS or through a reseller) in which Micro Focus Vertica Accelerator Service runs. This Customer Environment must be accessible from the Customer's locations, have access to the internet and access to Micro Focus' control plane end points. Customer's use of AWS is governed by their Enterprise Agreement with AWS.
- Customer must set up cross account IAM access between their Customer Environment and Vertica Accelerator's AWS management plane account and accepts responsibility for correctly configuring the IAM role and accessibility. Customer accepts and understands that misconfigured roles may prevent the usability of the SaaS and implicate Customer's information security. Micro Focus does not take responsibility for any issue that may arise from an incorrect IAM configuration.
- Micro Focus Vertica Accelerator Service will be performed remotely and delivered in English only.
- A SaaS Order term is valid for a single application deployment, which cannot be changed during the SaaS Order term.
- The service commencement date is the date on which Customer's order is completed and marked "fulfilled" in the Micro Focus order management system.
- In the event optional activities are purchased, the accessibility of Customer data by the Micro Focus Vertica Accelerator personnel is required at the appropriate step of the solution implementation and in the Micro Focus designated format.
- In the event optional activities are purchased, Customer shall provide subject matter expertise as required.
- 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 Vertica Accelerator Service is provided based on the assumption that Customer will implement and maintain the following controls in its use of Micro Focus Vertica Accelerator Service:

- Configuring Customer's browser and other client devices to interact with Micro Focus Vertica Accelerator Service
- Configuring Customer's network devices to access Micro Focus Vertica Accelerator Service
- Appointing authorized users
- Configuring its Micro Focus Vertica Accelerator 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.