SaaS Listing
DX Operational Intelligence SaaS

1. **Introduction**

   This document provides standards and features that apply to the DX Operational Intelligence SaaS offering provided to the Customer and defines the parameters for the offering that pertain to the following:

   - Billing metric
   - Additional Entitlements
   - Raw data retention
   - Data location information
   - Service level availability (SLA) targets and measurement
   - Service level credits
   - Data backup

2. **Billing Metric**

   The Billing Metric is **Device**, with the exception of Log Analytics related offering where accounting is done based on storage volume consumption in **Gigabyte (GB)**.

   The number of Devices is computed in the following manner based on the data source for DX Operational Intelligence software.

   1 license of DX Operational Intelligence SaaS entitles analytics on data ingested from:
   - 2 devices monitored by DX Application Performance Management (DX APM SaaS or on-prem)
   - OR 2 devices monitored by DX Infrastructure Management (DX IM on-prem)
   - OR 3 devices monitored by DX Netops Manager monitored
   - OR 1 device monitored by a Third party monitoring tool
   - OR log ingestion at the rate of 1GB/day

   Devices monitored by DX Application Performance Management, DX Infrastructure Management and DX Netops Manager are counted by the mechanism followed by respective tools.

   For third party monitoring tools, the following are counted as 1 device each: a host, a device, a node, an application, a server, a computer system and 4 agents.
   "Device" means each physical or virtual electronic machine or other data source administered, managed, monitored or controlled by the CA Software as specified in the Documentation. Examples of these components include but are not limited to: individual virtual or physical servers, storage, network devices and any applications or services that run on them, inside or

outside the Customer's premise; uniform resource locators, cloud services, and other data sources capable of being monitored or from which performance data is collected; and components that use an Internet Protocol ("IP") address, such as IP and hybrid telephony devices, routers, appliances, hubs, and single-flow interfaces. For the avoidance of doubt, an individual Device generating more than one form of data (such as logs, metrics, or alarms) counts as a single licensed Device.

When third-party data (data not supported out of the box with the solution) is imported into the CA Software, each Device providing the third-party data imported into the CA Software is counted as a separate Device.

3. **Raw Data Retention**

CA commits to the retention of alarm data for 30 days. Log ingestion up to 1GB/day is retained for 10 days. CA commits to the retention of 400 days of time-series metric data at the following resolutions:

From Day	To Day	Resolution
0	7	15 seconds
8	23	60 seconds
24	90	5 minutes
91	400	15 minutes

Data older than this is subject to deletion as a maintenance function of the SaaS environment.

4. **Data Location**

All data on deployed systems and in backups reside within the **United States of America or Europe** depending on the customer preference. CA reserves the right to change the location of the data within the stated countries and will notify customers of any such changes.

5. **Service Level Availability**

CA commits to the Service Level Availability of 98.8% for the SaaS offering production environments during the Subscription Term of the service. If the Service Level Availability committed decreases below the Threshold for Service Availability Default of 98.3%, Customers may be entitled to take additional action as outlined in the SaaS Listing.

Method of measuring SLA

CA measures Service Level Agreement targets as described below:

CA runs test scripts using application monitoring tools on the CA multi-tenant environment.

Test procedures are conducted approximately once every ten (10) minutes, twenty-four (24) hours per day, seven days per week, throughout the contracted term of the service. Test procedure monitors the status page for service availability every 10 minutes.

Planned outage time periods are defined as downtime of the solution availability for periodic and required maintenance events where CA provides notice to Customer.

6. **Service Level Credits**

In the event of a service availability default as evidenced by the monthly SLA report of the production environment furnished to the Customer from CA, Customer is entitled to a specific number of days of credit of fees based on the annual fees paid and as indicated below. Customer must notify CA within thirty (30) days from the date Customer becomes eligible to receive a service level credit. Failure to comply with this requirement will forfeit Customer's eligibility to receive the service level credit. Any credits issued to Customer will be applied towards the next billing period applicable to Customer or as otherwise agreed to between Customer and CA. This Service Level Credit policy states Customer's sole and exclusive remedy from CA for any service availability default.

Service Level credit for Availability Default
3 days

7. **Data Backup**

CA commits to the following data backup and business continuity setup during the Subscription Term of the service:

All Customers of the SaaS offering shall have their data backed up locally on a daily basis. Data loss is limited to less than 24 hours, including in the event of a primary data center disaster.