

Service Description

Cloud Expert Services

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1 Definitions

Complementary to the definitions as per General Terms and Conditions and Assistance and Studies Specific Terms, the following specific definitions shall apply with respect to this Service Description.

General Terms and Conditions refers to the Provider' general terms and conditions.

High Level Design (or **HLD**) refers to the document that explains in detail how the architecture must be put in place to meet the Customer's needs. This architectural diagram provides a global view of the entire system while highlighting the main components to be described in more detail.

Low Level Design (or **LLD**) refers to the document detailing all the items that make up the overall technical solution to meet the Customer's needs. The features are described one by one in this document.

Region refers to a geographical area in which the Flexible Engine service is available.

Service refers to the service Cloud Expert Services as subscribed to with a single Purchase Order. Services ordered through separate Orders are considered to be separate Services.

Tenant refers to a virtual private pool of resources on "Flexible Engine" cloud, only accessible to Users which are authenticated by login and password.

2 Purpose of the document

The purpose of this service description is to define the conditions under which the Provider provides the "Cloud Expert Services" service (hereafter the "Service") to the Customer.

The present description is attached to the Assistance and Studies Specific Terms.

3 Service Overview

3.1 Overall description

Cloud Expert Services are designed to assist the Customer through an IT and digital transformation process.

3.2 Geographical footprint

For services dedicated to Flexible Engine assistance, all datacenters are covered.

4 Terms of use

4.1 Prices

The prices for the Service are fixed.

The prices of services are only provided on quote and communicated via a Technical and Financial Proposal, with the exception of "Training and Coaching" services, whose prices are listed on the Price List.

"Audit and Strategy", "Training" and "Technical Assistance" prices are quoted in € (Euros).

For the other services, prices are quoted in Euros or US Dollar, depending on:

- the primary Region of the Customer's Flexible Engine Tenant identified in the Flexible Engine Order or
- the localization of the datacenter for Customers using another IaaS.

"Training and Coaching" services are billed at the Order. The "Technical Assistance" services are invoiced monthly in arrears. Other services are billed once the Deliverable or Service is delivered or achieved, or according to the timetable mentioned in the Technical and Financial Proposal.

When the Service requires travel to the Customer's site, any travel, accommodation and per diem expenses incurred by the Provider will be rebilled to the Customer and accompanied by proof of purchase.

5 Service Access

5.1 Prerequisite

For all of these services, the Customer must ensure that all their designated representatives are available to contribute to deliverables or be interviewed.

The Customer is responsible for obtaining all the necessary authorizations and rights to allow the Provider to access and possibly use the Customer's equipment, including Third Party Software, for the purposes of carrying out the Service.

6 Service Content

6.1 Audit & Strategy

The objectives of the audit and strategy services are:

- Evaluate the maturity of the Customer's IT system in terms of their ability to use and integrate Cloud services
- Create a personalized transformation roadmap for the Cloud, to assist the Customer with the process

The Provider uses Cloud Maturity Model 3.0 (CMM), an Open Data Center Alliance (ODCA) tool that assesses an organization's IT maturity in terms of its business and technology capabilities through cloud service models such as Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (IaaS), Data Base as a Service (DBaaS), Internet Protocol as a Service (IPaaS), and Information as a Service (INFaaS).

6.1.1 IT Audit

The purpose of this service is to map the Customer's existing information assets onto their technical components, its technical use of the infrastructure, its applicable business criticality, as well as the definition of the roles and responsibilities within its infrastructure.

6.1.1.1 Scope

The IT audit includes the following services:

- Collection of information on how the IT department, the IT processes of the Service Management, the chosen technical architectures and the technologies used by the Customer are organized
- Collection of information on infrastructures, applications and the datastream matrix between these various components
- Audit of technical infrastructures in datacenters in order to consolidate and streamline the infrastructure
- Conduct interviews with business stakeholders to consolidate the audit

The IT data may be of different types, depending on the Technical and Financial Proposal:

- Datacenter
- Infrastructure and Server
- Storage
- LAN
- Virtual Machine & OS
- Middleware
- Flow Matrix
- Applications

6.1.1.2 Options

This service offers the following two options:

- Hold interviews with key people to consolidate this data
- Install probes on specific servers over a defined period of time to collect "actual use" data

6.1.1.3 Deliverables

The Deliverable supplied is a report describing the Customer's "infrastructure, application & flow matrix" assets.

6.1.1.4 Prerequisites

Access to hardware on the Customer's site (i.e. the entire IT infrastructure) is required to enable the use of automated audit tools by the Provider.

6.1.2 Cloud Readiness Assessment

This service estimates if the Customer is eligible for the Cloud in terms of their applications, servers, OS and middleware and the complexity of a possible migration.

6.1.2.1 Scope

The provision of a Cloud Readiness Assessment (CRA) is restricted to the technical area of servers, applications, storage and backup. Part of the service may be performed on the Customer's site.

6.1.2.2 Deliverables

The CRA service offers a deliverable which includes:

- An analysis of the Customer's digital assets
- A visualization of the Customer's application and server assets in terms of Cloud eligibility

6.1.2.3 Prerequisites

This service can only be performed if a complete "IT audit" report is available.

6.1.2.4 Service limitations

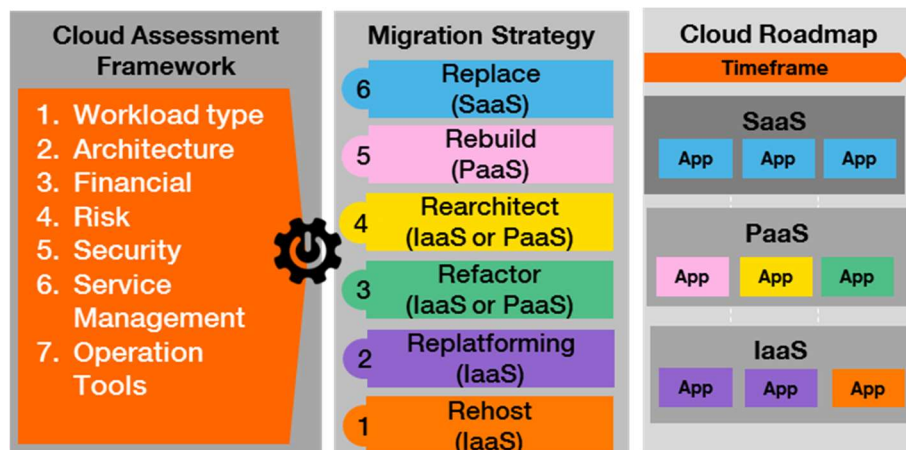
The scope of analysis excludes Service Management (ITIL® process), IT skills and financial issues.

6.1.3 Cloud migration strategy

This service aims to provide a detailed migration plan including the recommended strategy to migrate and transform each application/server to the Cloud.

6.1.3.1 Scope

The recommendation is based on the 7 criteria in the Cloud Assessment Framework



The service may be performed on the Customer's site, on request.

6.1.3.2 Deliverables

The deliverable provided is a migration plan to the target application architecture with the fees and costs of the transformation.

6.1.3.3 Prerequisites

A list of the applications/servers and the CRA report must be provided by the Customer.

6.2 Design and transition

The design and transition services have the following objectives:

- Design and approve the target Cloud architecture that will host the Customer's applications
- Support the migration of applications from the source architecture to the target

6.2.1 Application architecture

This service provides support for the design and/or validation of their Cloud architecture to host a specific application.

6.2.1.1 Scope

The main objectives of the Service are to design and validate the architecture on the Cloud platform. Here are the various stages involved:

- Assist the Customer in choosing the Cloud architecture that will host their applications
- Assist the Customer in the drafting of the application architecture documents (High Level Design and Low Level Design)
- Assist the Customer in the drafting of their Cloud architecture documents (High Level Design)

6.2.1.2 Deliverables

The deliverable is a document summarizing recommendations for changes to the Customer's cloud architecture to make the application more reliable, efficient, secure, scalable, and cost-optimized.

6.2.1.3 Prerequisites

The Customer must indicate the portfolio of applications that needs to be taken into account so that this service can be provided, as well as the technical aspects related to the applications: programming language, application server, third-party component (database, etc.), queuing server, etc.

6.2.2 Migration plan

The service consists of migrating all or part of the Customer's applications and servers to the target Cloud.

6.2.2.1 Scope

This service offers assistance throughout the entire migration period:

- Migration plan with application / server / data replication mechanism to minimize application unavailability during switchover
- Building the target architecture (*technical build*)
- Running the migration
- Testing before and after to confirm the migration

6.2.2.2 Prerequisites

This Service requires a complete inventory of applications, their interdependencies and VMs, which will be embedded in the execution scope. The Customer must also have subscribed to the Flexible Engine offer.

6.2.2.3 Service limitations

Remote network migration using our synchronization tools creates some availability constraints for the source infrastructure. In case of non-eligibility, another migration technique will be put forward.

6.3 Expertise

Expertise services are designed to offer specialized technical assistance in different areas of the Cloud. The goal is to provide support as the Customer transfers to the Cloud through personalized advice, by responding to their needs.

The expertise is dedicated to Flexible Engine platforms, with the exception of Multi Cloud Infrastructure as a Service.

6.3.1 Multi Cloud Infrastructure as a Service

This service offers IaaS support to help the Customer through the choices that need to be made regarding architecture and operation choices for their Cloud solution. The goal is to provide expert advice to respond to various Customer concerns. This service is available on different platforms provided by different suppliers of IaaS.

6.3.1.1 Scope

This service offers recommendations in the following areas:

- Best deployment practices on the IaaS platform (industrialization, configuration management, etc.)
- Advanced features by the platform with orchestration, CLI mode, APIs, etc.
- Resource configuration to optimize how the Customer uses business applications
- Optimization of the platform to obtain the best performance at the best price

6.3.1.2 Deliverables

A recommendation report will be provided for the Customer at the end of the service.

6.3.2 Container as a Service

This service makes it possible to offer assistance, in order to help the Customer with choices about containers and how they work. The goal is to provide expert advice to respond to Customer concerns.

6.3.2.1 Scope

This service offers recommendations in the following areas:

- Advanced features of containers
- Best deployment practices (industrialization, configuration management, etc.)
- Container configuration to optimize how the Customer uses business applications

6.3.2.2 Deliverables

A recommendation report will be provided for the Customer at the end of the service.

6.3.3 Platform as a Service

This service is to provide Customers which already host applications in PaaS with support to facilitate the activation of advanced features.

6.3.3.1 Scope

This service offers recommendations in the following areas:

- Integrating Customer applications into PaaS offers which are available on Flexible Engine
- Architecture and prototyping of cloud-native applications to take advantage of microservice flexibility
- Methodology for integrating PaaS into the Customer's continuous deployment environment

6.3.3.2 Deliverables

A recommendation report will be provided for the Customer at the end of the service.

6.3.4 DevOps

This service supports the Customer through the implementation of a DevOps methodology in order to reduce application delivery time.

6.3.4.1 Scope

This service offers workshops to help Customers build integration/delivery on a continual basis, and to define the application architecture that needs implementing, as well as providing recommendations in the following areas:

- Improvement of how the infrastructure is automated in order to optimize the maintenance plan
- Tailoring of tools to build the continuous delivery pipeline
- Code repository and test (Jenkins, Travis CI, GitHub, Apache svn, Maven, gradle, etc.)
- Sharing of information between Dev and Ops

6.3.4.2 Deliverables

A recommendation report will be provided for the Customer at the end of the service.

6.3.5 Databases

This service provides support to implement databases and architectures that are tailored to the Customer's needs.

6.3.5.1 Scope

This service offers recommendations in the following areas:

- Evaluation of the Customer's current environment and provision of the class design architecture and migration choices in the host application
- Database design where applicable with high availability, scalability and security, disaster recovery, backup and recovery solutions, follow-up and reporting
- Evolution of the architecture and database improvements drawn from ITIL® best practices

6.3.5.2 Options

If mentioned in the Technical and Financial Proposal, this service may also include specific actions for database management (implementation of security patches), configuration management (improvement of database settings), the monitoring of hardware capacity and infrastructure, and the updating of operating documentation

6.3.5.3 Deliverables

Installation manual and user guides are provided.

6.3.6 Big data

This service provides the Customer with Big Data support to facilitate the implementation of technical solutions in their IaaS infrastructure.

6.3.6.1 Scope and deliverables

The service includes the following items, according to the Technical and Financial Proposal:

- **Big Data Design:** This service provides the Customer with macroscopic design documents that describe the overall architecture, sizing and safety specifications. The deliverable provided to the Customer is an HLD.
- **Big Data Monitoring Solution:** This service involves monitoring the solution deployed for the Customer and includes:
 - Implementation of the monitoring
 - Warning notifications (threshold values) and email notifications
 - Configuration of the Simple Network Management Protocol (SNMP)
 - Description manual for configured warnings
- **Deployment of Big Data clusters:** This service proposes the deployment and configuration of Big Data clusters according to the Customer's needs. This service includes:
 - A study of the architecture
 - The choice of a specific Hadoop distribution that meets the Customer's needs
 - The deployment of the Hadoop cluster (nodes, network, and specific components)
- **Deployment of the new Big Data version:** This service involves managing the Customer's Hadoop update for a specific version:
 - Analysis of its impact on major releases
 - Creation of deployment scenarios
 - Deployment of the new version

- Preparation of a return plan if a problem occurs
 - Verifying that the service is working properly
- **Big Data business recovery solution:** This service provides security for the Customer's Big Data environment by means of business recovery mechanisms:
 - Criticality analysis (Recovery Time Objective, Recovery Point Objective and switching from one mode to another)
 - Deployment of the new remote Hadoop cluster
 - Configuration of remote data duplication
- **Big Data DevOps:** This service helps customers automate their Big Data cluster deployments by installing DevOps tools for them:
 - Deployment of Virtual Machines
 - Installation and configuration of automation software
 - Overview of installed environments
- **Governance audit of Big Data:** This service analyzes the Customer's data management and provides optimization tools. This service involves:
 - A study of the Customer's business processes during a workshop
 - A study of how the Customer's data is processed and transformed
 - Deployment of tools to manage optimization processes
- **Big Data Security Audit:** This service involves an analysis of the Customer environment and provides recommendations based on best practices in the market:
 - Security analysis planning
 - Security analysis
 - Report and presentation
- **Big Data migration:** This service allows Customers to migrate their Big Data environment from an existing datacenter to an the Provider datacenter:
 - Workshops with the Customer to define the scope of the migration
 - Audit of the platform to be migrated
 - Preparation of migration tools
 - Planning the steps
 - Migrating the Big Data environment and data into the target
 - Verification and validation of the migration
- **Big Data distribution migration:** This service involves a migration from a Hadoop distribution to another target distribution. It includes the following steps:
 - Workshops with the Customer to define the scope of the migration
 - Possible adaptation of the cluster
 - Preparation of migration tools
 - Planning the steps
 - Verification and validation of the migration

6.3.7 SAP / HANA

This service supports the Customer in their efforts to use SAP / Hana and to set up the hosting of an SAP environment and related applications.

6.3.7.1 Scope and deliverables

The service includes the following items, according to the Technical and Financial Proposal:

- **SAP architecture design:** This service aims to develop an SAP architecture, based on the Customer's needs. This service includes:
 - Technical Architecture (HLD) documents for the Customer
 - Number of servers and/or virtual machines to configure
 - Technical specifications of the servers and/or virtual machines
 - Database specifications
 - Backup solution specifications
 - Specifications for the data recovery solution following a crash

- Computing and storage sizing
 - Required platform specifications, depending on the Customer's project, including:
 - Development
 - Qualification and integration
 - Pre-production
 - Production
 - SAP architecture presented to the Customer
- **SAP Audit:** This service provides a technical audit of the Customer's SAP environment and any relevant reports. This service includes:
 - Preparation of the audit and its schedule combined with
 - Scheduling of meetings between the Provider and the Customer to expand on and understand the needs of the Customer
 - A study of the SAP and IT architecture
 - Identification of audit tools and tool configuration
 - Audit phase
 - Provision and presentation of an audit report with recommendations
- **SAP architecture with high availability:** This service offers an SAP architecture with high availability to meet the Customer's business constraints and continuity of service requirements. This service is offered through a SAP HANA feature known as System Replication that replicates all data in an additional SAP HANA system. It includes the following services:
 - Scheduling of meetings between the Provider and the Customer to expand on and understand the needs of the Customer
 - Technical architectural documents that lay out the specifications and recommendations for high availability and cover the following points:
 - SAP software
 - Servers
 - Network equipment
 - Storage
 - Backup
 - Business recovery
 - Presentation of high availability SAP architecture delivered to the Customer
- **SAP Security:** This service provides a security analysis of the Customer's SAP environment, recommendations and a report. This service includes:
 - Preparation of the security analysis and the relevant schedule
 - Scheduling of meetings between the Provider and the Customer to expand on and understand the needs of the Customer
 - A study of the SAP and IT architecture
 - Identification of audit tools and tool configuration
 - Analysis phase
 - Provision and presentation of an analysis report with recommendations

6.3.7.2 *Service limitations*

This service does not include the following items:

- Hardware ordering
- The technical environment
- Incident management on deployed components
- Activities and obligations specifically related to project management
- Implementation or performance of action plans

6.3.8 **Application performance**

This service is used to identify and offer solutions to correct the Customer's slow applications or websites.

6.3.8.1 Scope

The service includes the following items:

- Provision of latency reports on Customer applications, network response time, virtual servers, application, and database queries
- Design and implement website and application test scenarios
- Recommend modifications for infrastructure or application parameters to cut down delays

6.3.8.2 Deliverables

An analysis and recommendation report will be provided for the Customer at the end of the service.

6.3.9 Chatbot

This service offers Chatbot support in order to help the customer in his architecture choices and in the implementation of a Chatbot solution, with the aim of optimizing the time, cost and delivery operation of his application.

6.3.9.1 Scope

This service offers recommendations in the following areas:

- Best practices for deploying a chatbot solution
- Advanced features of the Smartly platform
- Optimization of the platform to benefit from the best performances

6.3.9.2 Deliverables

A report containing the recommendations will be communicated to the Client at the end of the service.

6.3.10 RGPD Data Assessment

In the context of the Customer's efforts to bring its infrastructure into compliance with GDPR (General Data Protection Regulation), this service allows to assist the Customer in the research and mapping of data and to qualify their sensitivity as assessed by Veritas' Data Insight tool.

6.3.10.1 Scope

This service proposes the following elements:

- Planning of meetings between the Provider and the Customer to detail and understand the Client's needs
- Implementation and configuration of the Veritas Data Insight tool
- Data retrieval, up to 4TB of unstructured data and by data center
- Analysis of the sensitivity of the collected data
- Restitution and presentation of results

The data sources considered by the tool are as follows:

- NFS file system and CIFS shares
- SharePoint & SharePoint Online
- Box / OneDrive
- Windows NAS (agent for auditing purposes)
- EMC and HDS NAS boxes
- NetApp
- EMC Documentum

6.3.10.2 Deliverables

A report containing the location of the files and their sensitivity is communicated and presented to the Customer at the end of the service.

6.4 Training & Coaching

These services offer telephone support to learn how to use the Flexible Engine portal or face-to-face training on the Cloud. The goal is to provide support as the Customer transfers to the Cloud.

6.4.1 Cloud coaching

This service assists the Customer with the administration of their Cloud solution, and provides advice for the implementation of the project. It is delivered as a package of coaching hours.

6.4.1.1 Scope

The service includes the following items:

- Training on the administrator portal
- Description of concepts and objects that can be modified using the technical console
- Demonstration of the portal's main features
- Presentation of best practices in using and controlling the solution
- First level assistance in the implementation of the Customer's project

6.4.1.2 Service limitations

The service is available on Working Days from 9 am to 6 pm CET.

It is not possible to reduce the number of coaching hours in the packages defined on the Price List. Each coaching session is deducted from the package in half-hour increments, and any 30-minute period that is started will be due in full.

6.4.2 Training

This service provides training for the Customer through the implementation of the project. It is broken down into several modules of increasing difficulty and may be optionally complemented by an extra "Advanced Guide" document.

6.4.2.1 Scope

The training catalog is available in the Price List.

6.5 Security

These services are available on and applicable to the Flexible Engine infrastructure, and may not be replaced by others. These services are limited to study and analysis, and do not include any corrections. These security services help Customers secure their infrastructure.

6.5.1 Security risk assessment

This service provides a security risk assessment for the services hosted in the Customer's IaaS. The risk assessment will be carried out by an expert ISO27005 certified Security Risk Manager.

6.5.1.1 Scope

This service provides a macroscopic assessment of security risks that includes:

- Interviews with the Customer's various business contacts
- A risk assessment for IaaS threats and vulnerabilities
- A security action plan proposal to tighten security

The method used for this assessment complies with the EBIOS v2, EBIOS 2010 and ISO 27005 standards and is based on the EGERIE tool.

6.5.1.2 Deliverables

Deliverables are:

- A risk assessment report including a summary for management, and the action plan to be implemented as well as the any potential impacts
- A file export in EGERIE format, available on request

6.5.1.3 Options

Optionally, according to the Technical and Financial Proposal, the implementation of the action plan:

- Definition of the chosen action plan scope
- Steering (meetings, reports, planning, etc.)

6.5.2 Information security management

This service involves the creation and regular follow-up of a risk management policy related to information security. The service is performed by an expert ISO 27001 Lead Implementor or ISO 27001 Auditor.

6.5.2.1 Scope

The Provider, in relation with the Customer's security representatives, is responsible for:

- Evaluating information security risks at the beginning of the project and then updating it annually as required by the duration of the contracted service
- Designing and implementing a security assurance plan and an annual update as required by the duration of the contracted service
- Attending monthly safety committees and producing reports on security indicators
- Managing incidents and security crises
- A monthly technical vulnerability audit up to 10VM using the Qualys tool
- An "Audit Assistance" service as laid out in the Description of Services, a maximum of once a year.

6.5.2.2 Deliverables

Deliverables are:

- A macroscopic risk analysis
- A Security Assurance Plan (SAP), following the recommendations of the ANSSI and presented in accordance with ISO27002
- A monthly security dashboard presenting incidents, indicators and security actions
- A monthly audit report of technical vulnerabilities

6.5.2.3 Options

The Customer can choose the following options at an additional cost:

- More frequent security committees
- More frequent Qualys tool audits
- Consideration of more VMs for the Qualys tool audit

6.5.2.4 Prerequisites

The prerequisite for the service is the provision of a customer-side security contact.

6.5.3 Security support for migration to the Cloud

This service provides a security audit detailing compliance discrepancies between the Customer's needs and the target Cloud security platform.

6.5.3.1 Scope

A Cloud security expert accompanies the Customer in the migration process by means of:

- Analyzing security requirements of the source system and comparing with the security features of the target system
- Studying discrepancies, associated risks, and the feasibility and cost of a plan to reduce these discrepancies
- Recommending an architecture (HLD) and a target architecture in light of the assessment that has been carried out

6.5.3.2 Deliverables

The deliverables are an assessment report, recommendations, and a HLD.

6.5.3.3 Prerequisites

The Customer must provide a list of security requirements.

6.5.4 Certification assistance

This service supports the Customer through the security certification process.

6.5.4.1 Scope

Certification support takes into account the following security services:

- ISO 27001
- PCI-DSS
- Health certificate from the French ministry
- SecNum Cloud
- Defense Clearance
- Soc II
- Bale 3

6.5.4.2 Deliverables

The deliverable provided to the Customer is an action plan describing the various measures (organizational, physical, technical and human) to be implemented to obtain certification.

6.5.5 Vulnerability analysis

This service offers a vulnerability analysis of the Customer's Virtual Machines and web services using the Qualys tool, by examining the existing configuration.

6.5.5.1 Scope

This service includes:

- A vulnerability analysis from the system layers (OS) to the application layer inclusive
- A vulnerability analysis of the Customer's web applications and web services hosted on the IaaS provided by the Provider

6.5.5.2 Deliverables

A report containing the scan and its analysis by a security expert is provided to the Customer. This document describes the vulnerabilities ranked by criticality, the main impacts, and the security action plan.

6.5.6 Penetration tests

This service allows the Customer to request a security assessment of the Customer's resources (websites, VMs, Customer's administrator portal, etc.) and involves an attempt to exploit existing vulnerabilities.

It is understood that the Provider will in no way be held responsible for any harmful outcomes for the Customer as a result of these penetration tests.

6.5.6.1 Scope

Penetration tests are used to check resilience against various attack scenarios, and include 3 types of checks:

- Black box test: tests a system without any specific knowledge of the internal functioning of the system, and with no access to source code or architecture
- White box test: tests a system with full knowledge and access to documents, source code and architecture
- Gray box test: tests a system with at least partial knowledge of its internal elements

6.5.6.2 Deliverables

The Provider will provide an audit report and summary presenting all the vulnerabilities it has detected, attack scenarios, and corrective measures to be put in place.

6.5.7 Audit assistance

This service enables the Customer to audit the level of security (technical, physical and organizational) of Cloud services provided by the Provider in accordance with the "Audit" article in the General Terms and Conditions and the Assistance and Studies Specific Terms.

6.5.7.1 Scope

This service includes the following items:

- Definition of the reach or scope of the audit and the protocol
- Planning and organization of audit interviews and technical tests
- Support for the Customer or third-party firm during the audit

6.5.7.2 Prerequisites

Signature of an agreement between the parties involved (the Provider, the Customer and, where applicable, a third-party).

6.6 Technique Assistance

The "Technical Assistance" services are intended to provide technical assistance and associated deliverables in the field of information technology, as described in the Technical and Financial Proposal or Purchase Order.

7 Service limitations

These services do not include the implementation of the recommended actions, except otherwise stated.

In cases where the Provider deploys components, the service does not include operation and incident management on the installed components.

The service does not cover activities and obligations related to project management unless explicitly stated otherwise.