



Service Level Agreement (Service Description) **Smart Deploy as a Service**

Code: FS-SDS
Version: 3.0
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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Smart Deploy as a Service

Infrastructure-as-Code (IaC) uses standardized modules (e.g., landing zones, web or container apps, etc.) to set up the client's environment in a flexible, automated, and compliant manner. The further provision and use of these IaC modules enables consistent application of the IaC paradigm.

Initial Services	CO	CL
Technical Onboarding Workshop	R/A	C/I
Deployment of service-related modules	R/A	C/I
Documentation of the implementation work performed	R/A	C/I
Basic training for administrators	R/A	C/I

Recurring Services	CO	CL
Troubleshooting		
<p>In the event of malfunctions (errors or defects) within the IaC module reported by the client or detected by the contractor, the contractor shall remotely check whether software updates or hotfixes are available from the respective manufacturer that can remedy the error. These software packages provided by the manufacturer shall be implemented in the system and then checked to see whether the malfunction has been remedied.</p> <p>If necessary, data from the system and system components will be transmitted to the contractor for analysis, evaluation, or processing.</p> <p>If the environment needs to be re-provisioned in the event of a malfunction, this will be done in consultation with the client. If it is not possible to rectify errors or malfunctions immediately, the contractor will endeavor to minimize the impact of the malfunction by implementing suitable workarounds.</p>	R/A	C/I
Updating the modules		
<p>The contractor shall provide the client with the modules included in the service. If necessary for the respective environment, the contractor shall update the modules. The decision on the necessity of such updates shall be made by the contractor.</p> <p>The client shall ensure that all necessary requirements for the implementation of the updates are met.</p>	R/A	C/I

The implementation of new features or additional modules is not part of this service and requires a separate order.		
Dashboard for drift detection		
The contractor provides the client with the “drift detection” functionality. This enables the client to detect deviations between the module provided and the infrastructure actually implemented. This allows manual changes to the infrastructure that were made outside the module, as well as any resulting deviations, to be identified at an early stage. Notification of detected deviations is sent by email to the defined user.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Information for workshop & parameterization		
The client shall provide the parameters required for implementation during the workshops. The following is a non-exhaustive list of typical parameters: available IP address range, ACL definitions, tenant ID, etc. The client shall ensure that personnel with the necessary expertise participate in the workshops so that they can be carried out within the defined time frame. Any time exceeding the agreed timeframe will be charged at the applicable hourly rate.	C/I	R/A
DevOps & Drift Detection Setup		
The client shall provide the contractor with access to an Azure DevOps organization. The functionalities for editing and access to repositories and pipelines must be guaranteed. The necessary licenses for this shall be provided by the client. The contractor shall set up the necessary framework conditions for further deployment in the Azure DevOps organization provided by the client.	C/I	R/A
Provision of resources		
The client shall provide the contractor with all resources and access rights required for the provision of services for the target environment.	C/I	R/A

Framework conditions for service
The functions and limitations of the respective version of the Terraform provider on which the provided modules are based are decisive.
Within the scope of this service, the client shall exclusively use infrastructure as code for the deployment. Changes to the solution that are made outside of the transferred code may lead to deviations between the infrastructure as code and the actual implementation of the deployment. The contractor therefore expressly advises the client to back up data and systems before executing any deployment.

<p>The contractor accepts no liability for malfunctions, defects, or failures that arise in connection with the execution of a deployment or occur thereafter. The client shall bear any resulting disadvantages themselves.</p>
<p>The ultimate availability of the systems is solely the responsibility of the client. It is recommended that the client regularly checks the services provided by the code.</p>
<p>The contractor only executes API calls to the hyperscaler platform (e.g., Microsoft Azure). Successful provisioning within the hyperscaler's systems is beyond the contractor's responsibility.</p> <p>The contractor cannot guarantee the availability of all resources required for deployment within the hyperscaler.</p>
<p>Upon termination of the contractual relationship, the connection to the contractor's repository will be terminated, thereby ending the availability of the modules provided.</p>

Services not included
<p>The rectification of faults outside the IaC modules is not included, but can be carried out at extra cost on a time and material basis.</p>
<p>All services provided by the contractor are performed remotely. On-site services can be provided at an additional cost based on actual expenditure.</p>
<p>All expenses incurred as a result of changes to the IaC modules made by the client and not included in the modules delivered by the contractor shall be considered additional services and will be invoiced separately.</p>
<p>Adjustments, extensions, and changes to the IaC modules.</p>
<p>The client has no right to receive the IaC code used.</p>
<p>Restoring modified or deleted configurations is not included in the service and will be charged at the currently valid hourly rate.</p>
<p>The service does not include any configuration work within the resources.</p>
<p>The service does not include migration activities.</p>
<p>Necessary adjustments to interfaces or individual developments by the client.</p>

