

InterSystems Cloud Services General Service Description

This document describes the responsibilities, Service Level Agreements and operational expectations for InterSystems Cloud Services (ICS) hosted on the InterSystems Cloud Core Architecture (ICCA). It complements the Service Description for individual InterSystems Cloud Services (“Service”) by describing the baseline SLAs around availability, operations and support that apply across ICCA-based services. Any explicit SLA definition or technical note in an individual Service Description takes precedence over the baseline described in this document.

The following terms are considered to always be specific to the Cloud Service and are not covered in this General Service Description.

- **Functional Scope**
- **Pricing Metrics**

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Terminology

This section lays out a number of general topics and terminology used elsewhere in the document.

InterSystems Cloud Platform

The InterSystems Cloud Platform (“Platform”) is the overall set of resources, infrastructure and software needed to deliver the InterSystems Cloud Services to customers.

InterSystems Cloud Portal

The InterSystems Cloud Portal (“Cloud Portal”) is the web portal through which customers can provision, monitor and manage individual InterSystems Cloud Services.

InterSystems Cloud Delivery Team

InterSystems Cloud Services are delivered by the InterSystems Cloud Delivery team, which is staffed with experienced technical professionals with extensive backgrounds in the design, configuration, and management of:

- InterSystems Cloud Services
- Cloud Networking
- Cloud Platforms
- Cloud Storage
- Cloud System Security
- Cloud Operations
- Service Desk Operation
- Monitoring and Alerting
- Business Continuity

Instances & Deployments

The “units” in which InterSystems Cloud Services are provisioned depend on the individual Service being deployed. Unless stated otherwise, any reference to a “deployment” refers to the full provisioned unit, which may consist of multiple underlying components, including InterSystems and third-party technology. Unless stated otherwise, any reference to an “instance” refers to a part of the service that can be distinguished *within* a single deployment.

Stateful & Stateless Services

Some aspects of the Service Level Agreements may refer to stateful or stateless services. A stateful service is a service that persists customer data, in addition to any metadata or configuration data required to run the service. A stateless service may process, but never persists customer data. A stateless service may persist metadata or configuration data as required to access customer data for processing.

Production vs non-production

Individual InterSystems Cloud Services may distinguish between production and non-production deployments or instances, for example to restrict alerts for non-production deployments to be sent only during business hours. For such Services, the corresponding Cloud Portal pages will clearly show how deployments or instances are labelled and allow choosing the right label upon provisioning a service. For Services not making this distinction, all deployments are considered to be production deployments.

Business Hours

Some aspects of the Service Level Agreements may refer to “Normal Business Hours”, for example in the context of alerting on non-production deployments. The Normal Business Hours for a deployment are defined as 8AM-5PM each Monday through Friday, excluding national holidays. Times are based on the time zone for the region in which the deployment is provisioned. For example, when deploying a service in the AWS us-east-1 region, this is Eastern Time.

“Off-hours” means the period of time outside Normal Business Hours, as specified above.

Notification List

Customers can provide a list of contacts for service notifications in iService. See also the Customer Support section below.

Cloud Providers

The Cloud Service is available for the following cloud provider(s):

- Amazon Web Services

Responsibilities

The following Responsibilities apply across individual Cloud Services, unless explicitly stated otherwise in the individual Cloud Services service description. Individual Cloud Services may specify additional responsibilities for InterSystems and/or Customer where relevant to the functionality offered.

Cloud Platform

The Platform includes all infrastructure resources and software needed to operate the Cloud Service.

InterSystems is responsible for:

- Provisioning, managing, and maintaining the Platform and associated Cloud Services.
- Monitoring the Platform and associated Cloud Services with respect to performance, security, and reliability and sending appropriate alerts to the Customer.
- Managing and remediating incidents occurring on the Platform and associated Cloud Services.
- Timely provisioning of Software Updates for the Platform and associated Cloud Services.

Customer is responsible for:

- Establishment, management and monitoring of connections between the Cloud Service and Customer or third-party systems.
- Integration testing of Customer applications using the Cloud Service following patches or upgrades.
- Notification of changes to user access requirements to the Cloud Portal.

Customer Data

InterSystems is responsible for:

- Maintaining the physical integrity and security of Customer Data

Customer is responsible for:

- Managing Customer Data loads and updates.
- Monitoring and remediating Customer Data quality issues.

Availability / Integrity

InterSystems is responsible for:

- Configuring the Platforms and Cloud Service deployments to achieve required levels of integrity and availability for systems and data (as defined in the Service Levels).

- Managing response to the unavailability of the platform or the Cloud Service deployments.

Customer is responsible for:

- Integration testing of Customer applications using the Cloud Service, as required, following recovery from an outage or other incident.

Security

InterSystems is responsible for:

- Managing security of the Platform, Cloud Service deployments, and Customer Data.

Customer is responsible for:

- Managing access privileges for Authorized Persons.
- Managing system credentials to Customer or third-party systems.
- Customer shall have sole responsibility for complying with all applicable rules, regulations and laws relating to Authorized Persons' use of the Cloud Service.

Service Levels

The standard Service Levels for InterSystems Cloud Services, including features such as uptime, service desk availability and response times, are described at <https://www.intersystems.com/ICSLA>.

Individual Cloud Services may specify additional detail or deviations from these standard Service Levels in their service description.

Disaster Recovery

InterSystems will maintain back-ups of production deployments, including customer data as applicable for each Individual Cloud Service. The following are InterSystems objectives in the case of an event requiring the use of such back-ups:

Objective	Time
Recovery Time Objective (RTO) following a disaster – For an interruption of service that requires utilization of a remote disaster recovery site, maximum elapsed time from when a disaster is declared by InterSystems until the production deployment is again operational and available for use.	<= 2 hours
Recovery Point Objective (RPO) – If a disaster occurs, maximum time period for which data could be lost.	24 hours

Customer Support

The following Customer Support is included with the Cloud Service:

- Incident Management for Cloud Service related events through the iService portal at <https://iService.InterSystems.com>.

Regulatory Compliance

Customer shall have sole responsibility for complying with all applicable rules, regulations and laws relating to Authorized Persons' use of the Cloud Service.

Additional Information on Operations

This section provides additional information on operations performed by the InterSystems Cloud Delivery Team to meet its responsibilities as described in the "Responsibilities" section of this document. The following is provided for informational purposes only, to help Customer plan their application use and, as required, own operations of the Cloud Services. InterSystems reserves the right to deviate from the procedures and practices described in this section as needed, if it considers such actions essential to meet its responsibilities with respect to availability, performance and overall quality of service.

Maintenance Window

Various maintenance tasks, such as the creation of a daily backup, may imply a limited additional load on individual deployments for a short period of time. The InterSystems Cloud Delivery Team will perform such tasks (automated or otherwise) during a configurable maintenance window to minimize the impact on customer use of the deployment.

By default, the maintenance window for a deployment is 2-4AM, based on the time zone for the region in which the deployment is provisioned.

Backup & Recovery

Daily backups are automatically created for all stateful service deployments and retained for 7 days.

Planned Downtime

In very rare circumstances, InterSystems may need to temporarily suspend a deployment to carry out maintenance operations for which no online alternative is available. InterSystems strives to restrict these cases to a minimum, and will notify Customer in advance, providing a clear time window in which the deployment is expected to be unavailable. During planned downtime, the Cloud Portal will show a notification banner and disable affected Service management facilities.

Such planned downtime is excluded from the measured uptime of the deployment, if and only if the customer is notified at least 7 days in advance and the downtime does not exceed more than 1 hour. Otherwise, it is considered unplanned downtime.

Service Upgrades

InterSystems automatically patches and upgrades any components or services internal to the Platform and Cloud Service deployment that don't impact a deployment's regular operation during the maintenance window. When specific component upgrades introduce a new version of user visible technology, such as an upgrade of InterSystems IRIS technology that includes new features, or when there is a chance the deployment's operation may be interrupted, customers are first notified the upgrade is available through the Cloud Portal, and it is only executed when the Customer Authorized Persons explicitly confirms it, during the next maintenance window.

Minimum Supported Version

Where applicable for an individual Cloud Service, InterSystems will advertise a minimum supported version of the components or services internal to the Cloud Service being deployed, based on security and operational requirements. If proposed service upgrades are not confirmed by the Customer Authorized Persons to such an extent that a deployment is running a version that's older than the minimum supported version, InterSystems reserves the right to proactively upgrade such deployments during the next maintenance window.

Process Termination

In rare circumstances, the InterSystems Cloud Delivery Team may find a user process inside a Cloud Service deployment is consuming an unreasonable amount of resources and jeopardizes the proper operation of the deployment or Platform. In such cases, the InterSystems Cloud Delivery Team may unilaterally decide to terminate such process without notice or consent. Such exceptional events will be communicated to the customer, including appropriate context and rationale, with the objective to avoid such conditions to reoccur.

Monitoring & Alerting

The InterSystems Cloud Delivery Team continuously monitors the health of individual deployments and the Service as a whole, using industry standard tools and services. In particular, the following deployment-level metrics are monitored and may trigger internal alerts for immediate follow up by the Cloud Delivery Team:

- Free space on provisioned storage volumes
- Memory, CPU and disk utilization
- System and audit logs

A number of these metrics are also available for Customer through monitoring facilities in the Cloud Portal.

The Service description for individual services may list additional metrics that are monitored and relevant to the Service. These lists are non-exhaustive and for informational purposes only.

InterSystems IRIS Cloud SQL & InterSystems IRIS Cloud IntegratedML Service Description

This Service Description extends the General Service Description for InterSystems Cloud Services with additional information that is specific to the InterSystems IRIS Cloud SQL (“Cloud SQL”) and InterSystems IRIS Cloud IntegratedML (“Cloud IntegratedML”) services. Unless explicitly stated otherwise, the terms specified in the General Service Description apply.

Functional Scope

InterSystems IRIS Cloud SQL is a Software-as-a-Service offering delivered and managed by InterSystems that offers users the ability to store and query relational data in an InterSystems IRIS database deployed in a cloud service provider environment, using standard SQL. Customers of the service can create multiple deployments that are sized, managed, and accessed independently.

InterSystems IRIS Cloud IntegratedML is a Software-as-a-Service offering delivered and managed by InterSystems that extends InterSystems IRIS Cloud SQL with a native Automated Machine Learning capability that is accessed through an InterSystems extension to standard SQL.

Cloud SQL is a complete package that includes:

- Full SQL access through industry standard clients, including JDBC, ODBC, DB-API and ADO.NET
- Access to and full use of the latest versions of these client libraries
- Access to the Cloud Portal, in which customers can create, manage and monitor their Cloud SQL deployments.
- Access to deployment-specific sections in the Cloud Portal that enable browsing the SQL schema, uploading SQL scripts and data files, and performing various deployment-specific management tasks.

Cloud IntegratedML includes everything included in Cloud SQL, and adds the following:

- Support for creating, training and invoking InterSystems IntegratedML models, using IntegratedML’s SQL syntax.
- Access to deployment-specific sections in the Cloud Portal dedicated to creating, training and validating IntegratedML models.

Pricing Metrics

Cloud SQL is based on the following pricing metrics:

- vCPU deployed per fractional hour the deployment is running

- allocated database storage for user data per fractional hour the deployment exists, irrespective of whether it is running or not.

The amount of vCPU and storage allocated is set by Customer, when creating a new deployment. Allocated database storage only includes user data and associated database contents such as indices. It excludes journal files, backups, and audit data.

Cloud IntegratedML is based on the same pricing metrics, with an additional charge per vCPU deployed per hour.

Cloud Providers

The terms specified in the General Service Description apply.

Responsibilities

The terms specified in the General Service Description apply.

Service Levels

The terms specified in the General Service Description apply.

Regulatory Compliance

The terms specified in the General Service Description apply.

Additional Information on Operations

The terms specified in the General Service Description apply.