

Service certificate

ServiceID	SRV00075
Service area	Managed Services
Service name	VMware VM
Summary	Provision of virtual machines via the VMware virtualisation platform
Service level in accordance with SLA documentation	<ul style="list-style-type: none"> • Bronze (9x5xNBD) • Silver (13x6xNBD) • Gold (24x7x4)
Annual availability	99.9%
Scope of services	<ul style="list-style-type: none"> • Provision of the VM • Operation, maintenance, and monitoring of the virtualisation platform • Management access
Service parameters	vCPU types: Standard/Performance vCPU cores: 1-96/1-48 vRAM 1-512 GB vSCSI controller vDisk in GB Storage in accordance with service certificate for Storage as a Service vNetwork card: VMXNET3, E1000E, E1000
Power distinction	Connection of the VM to the internet or the customer's network is not included in the service.
Time window for announced maintenance work	Wednesday, 10 pm, to Thursday, 5:00 am Saturday, 10 pm, to Sunday, 5:00 am
Optional services	<ul style="list-style-type: none"> • Conceptual consulting • Provision of software licenses from selected manufacturers
Framework conditions	The currently applicable licence terms of the virtualisation platform based on VMware vSphere and the operating system used in the VM apply.
Customer's contribution obligations	<ul style="list-style-type: none"> • Specification of Boot Option and operating system • Provision of technical data needed for operation (e.g., network name, IP-address) • Possibly provision of licences
Delivery time	Best effort, usually max. 3 working days