

Service certificate

ServiceID	SRV00076
Service area	Managed Services
Service name	OpenStack VM
Summary	Provision of the OpenStack virtualisation platform
Service level in accordance with SLA documentation	• Bronze (10x5xNBD)
Annual availability (at least)	99.9%
Scope of services	• Provision of a pool of random-access memory (RAM) and processor performance (vCPU) • Provision of data storage (disk) • Customer access to the administrator interface (dashboard) • Operation, maintenance, and monitoring of the virtualisation platform • Provision of Standard Images • Snapshots
Service parameters	• vCPU types: Standard • vCPU number: 1-48 • vRAM 1-512 GB • vDisk in GB ○ Block Storage ○ Object Storage • vNetwork card • GPU (dedicated, 48 GB vRAM)
Power distinction	No changes or updates to the virtual server machines and the customer's applications and programs
Time window for announced maintenance work	Wednesday, 7:00 pm, to Thursday, 3:00 am
Optional services	• Conceptual consulting • Provision and installation of virtual machines • Provision of Microsoft SPLA licenses • New start of virtual machines • Customer server monitoring • Firewall • Backup
Framework conditions	• The currently valid license terms of the virtualisation platform and the operating system used for the VM apply. • The GPU is subject to availability.
Customer's contribution obligations	Reporting of the SPLA licenses used
Delivery time	Best effort, usually max. 3 working days