

ARIS CLOUD ENTERPRISE OPERATIONS SERVICES



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ARIS Cloud is a full-scale Business Process Analysis-as-a-Service product, powering collaborative process improvement projects around the globe. Subscribe to ARIS Cloud to design, analyze, share and improve processes within minutes. This full-scale service includes an optimized cloud infrastructure, as well as operation services, relevant license fees and standard support. This white paper covers the operations services for ARIS Cloud Enterprise.

Introduction

Customer support portal

Each ARIS Cloud Advanced & Enterprise customer has access to Software AG's customer portal, Empower. To ensure a quick and efficient support process, all incidents have to be reported by the customer using this portal or via phone.

For more information visit <http://www.ariscloud.com/terms.htm>

ARIS Cloud Enterprise Operations services

In addition to the application-related services, ARIS Cloud Enterprise Operations services guarantees the high availability value of 99.5 percent for the services of ARIS Cloud Advanced and ARIS Cloud Enterprise. This graphic gives an overview on the different service areas as well as on the concrete services that are detailed in this white paper.



Figure 1: Overview of Standard ARIS Cloud Enterprise Operations services

Setup

Establish ACE environment

Description	Assumption	Prerequisites
A new customer environment and project room are set up and accessible for the contact person(s) of the customer.	None	Contract signed, customer's LDAP and SSO properties known. Deployment and connectivity questionnaires completed and sent to Software AG.

Establish tunnel between customer and AWS Amazon Web Services (AWS)

Description	Assumption	Prerequisites
In order to be accessible via a secure VPN connection, a new ARIS Cloud Enterprise instance will be configured.	Network/VPN expert available on customer side and able to support. Customer provides test cases.	ARIS Cloud Enterprise instance running; customer's VPN governance fits AWS services.

Establish LDAP/AD connectivity between customer and AWS

Description	Assumption	Prerequisites
In order to be accessible via a secure VPN connection, a new ARIS Cloud Enterprise instance will be configured.	LDAP expert on customer side available and able to support. Customer provides test cases. Customer's LDAP system to be released by Software AG.	Contract signed, customer's LDAP released by Software AG; customer's LDAP properties known, IP-Range CIDR.

Establish SSO connectivity between customer and AWS

Description	Assumption	Prerequisites
New ARIS Cloud Enterprise instance will be configured to be accessible via SSO.	LDAP expert on customer side available and able to support. Customer provides test cases.	Contract signed; customer's authentication system released by Software AG; customer's authentication system properties known. SSO can be configured using Kerberos or SAML.

Test of back-end integration

Description	Assumption	Prerequisites
Integration tests of add-on package for SAP® Solution Manager and Microsoft® SharePoint®.	Customer provides test cases.	SAP and SharePoint connectivity established.

Migrate to ARIS Cloud Enterprise

Description	Assumption	Prerequisites
If you already worked with ARIS in the past, on your own on-premises environment or using ARIS Cloud, Software AG will support you in migrating existing ARIS tenant data to the new ARIS Cloud Enterprise environment.	Transition services will not need more than 16 hours.	Existing backup of ARIS data (tenant, databases, filter...) created with ARIS version >= ARIS 9.8.7

Remarks

Depending on the existing infrastructure, the migration will last more than 16 hours and needs to be managed as a migration project. In this case, the included standard service will be used for an initial assessment and for setting up the migration plan. The migration itself has to be provided as standard consulting support.

Administration

Backup tenant

Description	Assumption	Prerequisites
Internal tenant backups for disaster recovery only.	Data is kept for 35 days and deleted automatically. In case of a disaster, data from the last backup (one day before or earlier) can be recovered. The data between the last backup and the disaster time is lost.	Project room exists.

Restoring a tenant

Description	Assumption	Prerequisites
Internal tenant restoration for disaster recovery only. In case of a disaster, the data can be recovered within few hours. The data is mirrored from a data center perspective so that the data from the last backup can be provided fairly quickly.	None	Project room exists.

User management services for customer project room

Description	Assumption	Prerequisites
We will set up new users for your project room. Based on your available licenses, users will be assigned to a specific repository. You can modify the user rights and management with your client.	None	Free licenses on your server to assign to new users. Setup of maximum 20 users.

Check user permissions

Description	Assumption	Prerequisites
If a user is not able to access his project room, a specific database or content area we will review and check his setup in order to provide appropriate advice on how to administrate the project room.	None	User was initially set up by the ARIS Cloud Operations team and was able to access the project room.

Check custom filter

Description	Assumption	Prerequisites
We will check if your filter is set correctly within ARIS. If you need further information on how your filter is set up, we will provide an overview via a report.	Support of max. three project filters within your configuration. Please bear in mind that we will charge additional fees for the filter change service.	None

ARIS Connect configuration changes

Description	Assumption	Prerequisites
The configuration of ARIS Connect can be changed by an authorized ARIS Consultant. These changes have to be implemented in the file structure of the ARIS Cloud Enterprise server. We will implement the changes in the infrastructure of your server.	Depending on the customer specific changes, the configuration files of ARIS Connect have to be changed in the infrastructure of the server. Only the Cloud Service Operations team can access the infrastructure.	The customer creates an Empower ticket to request the changes. The description of the change should contain the necessary files and a step by step description of the procedure to implement the changes (English language). The changes were tested with the same ARIS service release which is used by ARIS Cloud Enterprise. It is strongly recommended to test the changes with an ARIS Cloud Enterprise Configuration server first. (The Standard Maintenance & Support Service Expectations are valid https://empower.softwareag.com/GeneralSupportInfo/StandardMaintenance/default.asp)

Support

ARIS Cloud Enterprise support

Description	Assumption	Prerequisites
<p>ARIS Cloud Advanced and Enterprise customers are using the standard "Global support ARIS," which can be accessed on the Empower portal on a 24/7 basis.</p> <p>Escalation: In case of an incident which needs higher attention or has a timeline expectation, the Support team also offers an escalation manager to provide regular updates + faster resolution</p>	None	Customer has signed an ARIS Cloud Advanced or Enterprise contract and an Empower account.

Remarks

ARIS Cloud Advanced and Enterprise customers are provided Software AG's Standard Support Services—including 24/7 access to the Empower support portal and 24/7 support for crisis incidents.

- A detailed performance and security monitoring for ARIS Cloud Advanced and Enterprise is executed by Software AG.
- A regular healthcheck is started for ARIS Cloud Advanced and can be offered for ARIS Cloud Enterprise. The healthcheck reports all conspicuities of the application to the Cloud Service Operations team.

Maintenance

Upgrade services ARIS Cloud Enterprise

Description	Assumption	Prerequisites
ARIS Cloud Enterprise benefits from standard Software AG release cycles as well. Therefore, two upgrades per year are included in the subscription fee and will be planned together with you as an upgrade project.	Provision of latest release (two to four weeks after official shipment). All non-standard functionalities, such as customized reports, macros or portal configurations, have to be tested by the customer. Necessary changes are not part of the service and have to be ordered as a consulting service. The update appointment has to be determined eight weeks after the Service Release was released for ARIS Cloud Enterprise.	Update schedule will be aligned and agreed with customer at least four weeks prior.

Patching ARIS Cloud Enterprise

Description	Assumption	Prerequisites
The ARIS Cloud Enterprise server of the customer can be patched quickly by the Cloud Service Operations team. The Cloud Service Operations team collaborates closely with the Global Support team and the R&D team of Software AG.	An effect occurred, that needs to be fixed. This can be application or security effects in ARIS Cloud Enterprise. The effect within ARIS Cloud Enterprise can be solved via a patching procedure.	A Global Support incident was logged by the customer. A maintenance window is agreed.

Security services

24/7 security monitoring

ARIS Cloud Enterprise is covered by virus scanning + intrusion prevention systems to protect the cloud infrastructure. The system is monitored for security as well as for nonstop performance, and Operations Services will take action on any security alert. In case of a security incident of Level 1 severity (customer data is exposed or compromised), Cloud Service Operations will alert the customer within four hours of discovery.

Disaster recovery

ARIS Cloud Enterprise is built with failover + fault tolerance in mind. In the case of a true disaster, the vetted + regularly tested disaster recovery plan will be activated to recover the system to a point no less than 24 hours before + in no less than 12 hours.

Certification

ARIS Cloud Enterprise is managed following standard processes evaluated by third-party auditors for completeness + effectiveness. ARIS Cloud Enterprise is certified yearly under the SOC2 Type II Standard for Security + availability.

Additional services

These services can be offered additionally.

ARIS Cloud Enterprise Service management

A dedicated service manager is available. This service manager informs about the support status (incidents) of the last month, the availability KPIs and other news. This information will be provided by a report. A monthly status call can be set up as well. Furthermore, the service manager can monitor escalated incidents.

ARIS Cloud Enterprise health check

A permanent health check monitors the customer's ARIS environment in regards to performance and availability requirements. The Cloud Service Operations team will be notified via an automated email about any conspicuities.

SLA reporting

A report on monthly base will be provided with an overview of the customer-specific ARIS Cloud Enterprise service availability during past month. Contractual agreed availability SLA of ARIS Cloud Enterprise is 99.50%, measured over five-minute intervals per calendar month.

ARIS Cloud Enterprise servers with size L and XL include this service.

ARIS Cloud Enterprise users & stakeholders

Here's a quick look at the roles typically involved in the ARIS Cloud operations process.

Roles	Description
Incident manager (Software AG)	Internal owner of an incident (end to end). Maintains a general overview of the incident. Obtains guidance on priorities of Software AG teams starting with the urgent recovery work.
Application manager (Software AG)	Expert in handling the ARIS Cloud application. Works on incidents related to the ARIS Cloud platform. Communicates and aligns with Software AG product development.
Cloud infrastructure manager (Software AG)	Is responsible for infrastructure availability. Owns interface to hosting provider, AWS. Works on incidents related to the infrastructure.
Viewer (customer)	Consumes information stored in the ARIS repository, such as processes and organization. Collaborates with peers on new assets and participates in mini workflows.
Designer (customer)	Creates new or changes existing ARIS models. Is able to modify ARIS database and initiates release cycle management.
ARIS Cloud admin (customer)	Uses admin capabilities of ARIS Cloud Advanced or ARIS Cloud Enterprise. Customizes methods and filters, manages versioning concept and merges content of several databases.
IT infrastructure manager (customer)	Is responsible for customer's infrastructure & cloud strategy/requirements. Supports in setting up LDAP and SSO connection and coordinates customer's IT experts.

For more information

If you need further information on these services or are interested in additional managed services, please contact Software AG. To help you in understanding the services, here are abbreviations you may encounter while using ARIS Cloud Enterprise.

Abbreviations	Meaning
ACA	ARIS Cloud Advanced
ACB	ARIS Cloud Basic
ACE	ARIS Cloud Enterprise
AD	Active Directory
AWS	Amazon Web Services
CIDR	Classless Inter-Domain Routing
LDAP	Lightweight Directory Access Protocol
SAML	Security Assertion Markup Language
SLA	Service Level Agreement
SolMan	SAP Solution Manager
SSO	Single Sign On
VPN	Virtual Private Network

ABOUT SOFTWARE AG

The digital transformation is changing enterprise IT landscapes from inflexible application silos to modern software platform-driven IT architectures which deliver the openness, speed and agility needed to enable the digital real-time enterprise. Software AG offers the first end-to-end Digital Business Platform, based on open standards, with integration, process management, in-memory data, adaptive application development, real-time analytics and enterprise architecture management as core building blocks. The modular platform allows users to develop the next generation of application systems to build their digital future, today. With over 45 years of customer-centric innovation, Software AG is ranked as a leader in many innovative and digital technology categories. Learn more at www.SoftwareAG.com.

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