Service Description AppAgile, Managed Service for PHP

1 Introduction

1.1 This specific service description complements the service description of AppAgile concerning Managed Service for the product PHP

1.2 PHP is a server-side scripting language designed primarily for web development but also used as a general-purpose programming language

2 Services provided by Telekom

2.1 Telekom provides PHP runtime container as a service for the customer on his AppAgile platform managed by Telekom.

2.2 The customer can use the belonging base image for PHP to deploy and install PHP applications.

2.3 Managed Service

The Managed Service PHP includes following services:

- Administration of operational system parameters.

- Changes of existing configurations and technical parameters of PHP on request (change request).

- If necessary, configuration and adjustment of the load balancing as a function of the middleware instance.

- Recording and administration of error lists, analysis of the error lists, and rotation of lists.

- Implementation of the Deutsche Telekom Group's security policies.

- Cleansing of logs, check logs, and temporary files of the PHP instances.

- Monitoring of the PHP instances regarding system-relevant events.

- Monitoring and, if necessary, renewal of TLS certificates (not procurement).

- Starting and stopping of the application in line with the agreed procedures.

- Administration of the integrated file system and the IP network of the middleware instances.

2.4 Operating times

- Operating time (uptime) refers to the period of time in which the services are available. Operating times are 24/7 as standard.

- Attended operation time (AOT) refers to the period in which technical support is accessible, and in which faults that may affect system availability are processed. Customers with the Flex and Committed editions can order AOT as OFFICE TIME or FULL TIME.

- Attended operation times for OFFICE TIME are from 8.00 am to 6.00 pm, Monday to Friday, excluding national holidays.

- The attended operation time for FULL TIME is 7 x 24 hours.

2.5 Availability

- The minimum availability of the service is 99,5 percent for the platform as an annual average.

- The availability is calculated from the actual availability in relation to the defined attended operation time (AOT) minus the times for actually performed, planned maintenance and emergency changes.

- The actual availability is measured by the uptime of all Docker containers as well as the existence of corresponding service process.

2.6 Maintenance

- Maintenance work is carried out on a regular basis in order to ensure functionality.

- Maintenance work which could impair the availability of the cloud service will be announced to the customer at the beginning of the maintenance planning. Standard maintenance windows are not included as unplanned downtimes in calculating the availability.

- Telekom will report any available and security-relevant patches, hotfixes, and new versions of the software respectively of the base image used. The customer is responsible to deploy his applications with the new base image to upgrade security-relevant patches and hotfixes or versions out of support. If the customer refuses, Telekom reserves the right to cancel SLAs on this service.

- Telekom can check customer provided applications at random for security vulnerabilities and compliance with T-Systems security regulations. In case of any security findings the customer is responsible to secure his applications. If the customer refuses, Telekom reserves the right to cancel SLAs on this service.

2.7 Backup, recovery and restore

- No addional data should be stored in this component and no explicit service backup will be provided.

2.8 High-Avaiability and failover

- If the customer orders a clustered high- availability solution of this service, Telekom will provide needed load balancing setup to enable automatic failover

2.9 Integration into logging and metrics collection

- If the customer orders additional logging and metrics services by AppAgile, Telekom will integrate all necessary logs and metrics to the central collection services to be accessible by the customer.

3 Optional services

The customer may order the services specified below separately; they are not included in Telekom's standard services. All corresponding services by Telekom shall be billed on a time and materials basis in accordance with the Price Sheet.

- Failover tests for a high-availability solution.

- (Performance) Tuning and configuration optimizations.

- Recording and administration of additional diagnostics, metrics or traces (change).

- Periodic reporting of infrastructure consumptions, storage capacity and performance.

- Advice for planning and implementation of disaster recovery measures with the aid of the platform.