

UST IQ

SERVICE DEFINITION



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Service Overview

UST IQ is an enterprise data and AI platform that ingests, processes, and serves large-scale data without movement, enabling merged views, pre-compute acceleration, AI/ML lifecycle management, and interactive analytics. This service provides platform capabilities and operational services to design, run, and govern data products securely and efficiently.

Service Scope – Platform Capabilities

- Connectivity & Ingestion: Relational/NoSQL/files/streams; batch and streaming ingestion.
- Pipelines: No-code ETL/ELT with 350+ processors; Spark-based transformations.
- Virtualization & Views: Cross-source merged/virtual views; materialization for performance.
- Acceleration: Pre-compute for BI across batch and streaming workloads.
- Data Products: Data marts, semantic layers, OLAP cubes, and APIs.
- AI/ML Lifecycle: Feature engineering, experiment tracking, model registry, deployment, monitoring.
- Analytics: Web dashboards, ad-hoc exploration, reporting, alerts.
- Security & Governance: RBAC/ABAC, lineage, masking, audit logs, policy management.

Service Scope – Operational Services

- Environment Setup: Provisioning, configuration, connectivity, SSO/MFA, secrets management.
- Pipeline Operations: Scheduling, orchestration, retries, error handling, SLAs.
- Performance Management: Spark tuning, caching/materialization strategies, cost/perf optimization.
- Data Quality & Observability: Validations, profiling, schema drift detection, alerting.
- Release & Change: CI/CD pipelines, versioning, change windows, rollback procedures.
- Backup & Recovery: Configurable retention, restore testing, runbook documentation.
- Governance Operations: Policy enforcement, access reviews, audit reporting.
- Support: Incident, request, and problem management with defined SLAs.

Out of Scope

- Custom application development outside platform capabilities.
- Third-party license costs, cloud infrastructure fees, and data egress charges.
- Source system remediation, data cleansing at origin, or network re-architecture.
- On-prem hardware procurement/maintenance.
- Bespoke model development beyond agreed use cases (unless contracted).
- Extended hypercare, on-site support, or 24x7 coverage (unless contracted).

Customer Responsibilities

- Provide timely access to source systems, SMEs, and network endpoints.
- Maintain identity provider, user lifecycle, and role approvals.
- Ensure data ownership, classification, and legal/compliance guidance.
- Fund and manage cloud subscriptions and connectivity (e.g., VPN, private endpoints).
- Participate in UAT, sign-offs, and change approvals.
- Provide acceptance criteria and success metrics for use cases.

Service Process

- Discovery & Design: Use-case scoping, data mapping, security/governance plan.
- Provisioning: Environment setup, connectivity, identity integration, secrets.
- Build: Pipelines, models, views, and dashboards; test data quality and SLAs.

- Validate: Functional/UAT, performance tuning, and operational readiness review.
- Go-Live: Controlled release, monitoring, and initial hypercare.
- Operate: Continuous improvements, cost/performance optimization, governance reviews.
- Offboarding (if applicable): Data extraction, documentation handover, access revocation.

Support Hours

Standard: Monday–Friday, 9:00–18:00 local customer time (excluding public holidays).

Extended/24×7: Available as an add-on for production-critical workloads.

Support Process

- Intake: Authenticated portal/ticketing or designated email; auto-acknowledgment with ticket ID.
- Triage: Severity assignment, on-call routing, initial diagnostics.
- Resolution: Workaround or fix; changes follow CI/CD and change control.
- Communication: Status updates per SLA; incident reports for Sev-1/Sev-2.
- Closure: Customer confirmation, knowledge base update, root-cause review (as applicable).

Defect Severity Levels

- Severity 1: Service unavailable, critical compliance impact
- Severity 2: Major functionality impaired, workaround available
- Severity 3: Minor issues, no regulatory impact
- Severity 4: Cosmetic or enhancement requests

Note: Feature requests/enhancements are not covered by support SLAs and follow the change process.

Training & Enablement

- Onboarding Workshops: Platform overview, governance, and best practices.
- Role-Based Training: Data engineer (pipelines), data scientist (ML), analyst (dashboards), admin (security).
- Assets: Playbooks, quick-start guides, templates, and example pipelines/models.
- Office Hours: Scheduled Q&A sessions; optional shadowing for first releases.
- Certification Path: Optional proficiency badges and hands-on labs.