

AZURE STACK (EDGE, HUB, HCI)

RM1557.15 G-Cloud 15 (Lot 1a IaaS/PaaS)



CCS Approved Supplier:

RM1557.15 G-Cloud 15, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3,
RM6190 Technology Services 4, RM1043.8 Digital Outcomes (DOS) v6, RM3825 HSCN DPS,
RM6094 SPARK DPS; RM6200 Artificial Intelligence DPS

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Overview of the Service

Exponential-e's Azure Stack Hub, HCI and Edge Services are a hybrid cloud platform that delivers select Azure IaaS and PaaS services using dedicated infrastructure provided at Exponential-e's managed hosting racks within Exponential-e Data Centres, or at customer sites or facilities.



The services available across the Microsoft Azure Stack are given below but may not be available in all instances depending on use case:

- ✓ Virtual machines (VMs)
- ✓ Azure Marketplace Items
- ✓ Azure Kubernetes Service
- ✓ Key Vault
- ✓ Blob, Table and Queue Storage
- ✓ Event Hubs
- ✓ App Service
- ✓ SQL Server
- ✓ MySQL Server

Exponential-e shall manage all hardware and underlying virtualisation technology required to provide the Azure Stack Service and the portal to enable the customer to manage and view the virtual resources. The customer shall be responsible for the PaaS offering and/or VMs including all software and applications within the VMs that may be used in connection with the Azure Stack Service, unless electing to take Managed Services from Exponential-e to provide such management.

Exponential-e leverage validated solutions built by Dell Technologies to deliver the service, providing a best-in-class service and operational model. The service can be provided with Microsoft licenses, or customer may elect to utilise an existing applicable Agreement.

The solution can be expanded in-life through the additional of scale units, and is available in portable, ruggedised form for expeditionary land, sea, or air operations.

Service Components

The following components will be provided by Exponential-e as standard:

- ✓ Integral Dell Switching and lifecycle management controller
- ✓ Validated compute and storage nodes
- ✓ Azure integration
- ✓ Monitoring and Management by Exponential-e (up to but excluding the deployed guest Operating System or PaaS operations) with integration to the Exponential-e Service Desk for support.
- ✓ Deployment by Exponential-e at the applicable site.

Deployment Specifics – Customer Responsibilities

Where the Azure Stack Service is deployed outside the Exponential-e data centres, the customer shall provide power, racking and a suitable environment (as per the Recommended Dry Bulb Temperature and Recommended Non-Condensing Humidity Range stated in the below ASHRAE guidelines) within the site for the relevant system and shall ensure that the systems at the customer site(s) are physically secured at all times.

ASHRAE 2008 Thermal Guidelines									
Class	Equipment Environment Specifications								
	Product Operation						Product Power Off		
	Dry Bulb Temperature (°C)		Humidity Range Non Condensing		Maximum Dew Point (°C)	Maximum Elevation (m)	Maximum Rate of Change (°C/h)	Dry Bulb Temperature (°C)	Relative Humidity (%)
	Allowable	Recommended	Allowable (%RH)	Recommended					
1	15 to 32	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	17	3050	5/20	5 to 45	8 to 80
2	10 to 35	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	21	3050	5/20	5 to 45	8 to 80
3	5 to 35	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80
4	5 to 50	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80

In addition, where the service is deployed at customer sites, the customer shall:

- ✓ Provide adequate contiguous rack space for the service components;
- ✓ Provide reasonable remote access for Exponential-e and Dell remote management, through firewall policies where connectivity is via the internet or Exponential-e Core network;

- ✓ The customer usage of the included switching is restricted to the connection of specified BGP enabled uplinks to the local area network.
- ✓ The requirements for ruggedised deployments are available on request.

Licensing

- ✓ Customer may elect for Exponential-e to provide Microsoft licensing via CSP or utilise an existing applicable Microsoft Agreement.
- ✓ Guest Application Licensing is not included, unless specifically agreed with the customer.
- ✓ The customer may bring their own Microsoft Application Licenses where permitted by Microsoft licensing rules.

Target Service Commencement Date*

Azure Stack Service 60 Working Days

*From order acceptance. Lead-time is subject to confirmation if changes are made by the Customer and/or further information comes to light which would have affected the initial design.

Azure Stack Service Level Agreement

Virtual Machine (VM) Availability

A VM is considered available if the VM is in “powered on” state with all required resources (vCPU, RAM & Storage) available to that VM.

Applies To	Target Availability
Each VM	99.9%

Service Credits

	Measure	Service Credit*
Availability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	20%

*The Service Credit is applied as a percentage of the Monthly Charge for the VMs that are Unavailable (calculated on a pro-rata basis). Monthly Charge is the Annual Charge divided by 12.

Note: No Service Level Agreement applies to ruggedised systems.

Data Processing

When Exponential-e provides the Azure Stack Service, this may result in Exponential-e processing customer personal data. The following applies to the processing of such personal data by Exponential-e:

Subject Matter of Processing

The Personal Data (if any) that the customer stores within the Azure Stack.

Nature of the Processing

Exponential-e will not block, delete, correct, pseudonymise or encrypt any data. Exponential-e has no responsibility for data accuracy in respect of the Stored Data.

Return of Personal Data

Exponential-e will not extract the customer personal data from the stored data and return it to the customer. The customer shall remain responsible for removing all the stored data.

Appropriate Technical and Organisational Measures

The customer agrees that as far as it is concerned the security measures set out in the GCloud 14 Call-Off contract and Exponential-e's maintenance of (a) the ISO27001 (Information Security Management) standard and (b) the CSA: Star Cloud standard (or any replacement or equivalent of either subsisting from time to time) (collectively the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the customer agrees not to contend otherwise, recognising that the charges for the Azure Stack Service directly relate to the Security Measures to be applied.

Azure Stack Management

Aspect	Exponential-e Responsibilities
Capacity Planning	Azure Stack performance capacity monitoring and analysis. Collect and aggregate performance data from automated monitors as it relates to the Azure Stack Service. Provide automated reports on this collected data on a monthly basis. Recommend and dialog with the Customer to enact environment changes, including the addition of additional Azure Stack nodes.

	Discuss possible remediation options with the Customer to address capacity bottlenecks.
Documentation	Maintain solution design documentation for the Azure Stack. Maintain solution configuration documentation for the service. Implement and maintain version control for all documentation.
Licensing	Exponential-e is responsible for licensing and licensing maintenance under this Contract to cover: In-scope Azure Services In-scope Microsoft Windows Server Datacentre Edition licenses
Monitoring	Monitor and alert on the Azure Stack (except ruggedised disconnected deployments).
Patch & Firmware Management	Ensuring proper operation of automated patch and update functionality provided by Microsoft and Dell. Notify the Customer of proposed updates to the Azure Stack. Carry out patches to the Azure Stack when required by Microsoft and/or Dell.
Proactive Remediation	Investigate the cause of issues generated through the monitoring and alerting toolsets or reported by the Customer. Communicate recommended remediation activities to the Customer and request approval from the Customer for carrying out remediation activities. Provide proactive remediation of issues as agreed with the Customer.