SERVICE DESCRIPTION

DSOBJECT

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REVISION HISTORY

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0.01	Dan Frith	Initial document creation	2020.02.12
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Table 2 - Revision History

RELEASE APPROVAL

This document is approved for release.

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1. INTRODUCTION

DSObject is Digital Sense's object storage platform. Key attributes of the platform include:

- Geo-dispersed object storage;
- Scalability to multiple petabytes;
- Object "grids" in multiple data centres;
- Access via a hardware-based security load balancing platform;
- Simple global namespace for access;
- Secure and flexible access;
- High availability and durability;
- Flexible networking connection options available (Public, Private, Off Internet);
- API and ILM driven to support advanced cloud workflows;
- Metadata search, reporting, and visualisation integration; and
- Integration with Public Cloud S3-compatible (for Replication, Cold Object Tiering).

Key features of the DSObject service include:

- Secure multi-tenancy - authentication and network;
- Quality of Service - guaranteeing minimum and maximum (if required) performance;
- Quotas - enforcing storage limits for both users and applications;
- Chargeback - including support for showback; and
- Security - encryption, RBAC, WORM capabilities, encryption key management.

1.1 SERVICE OFFERING SUBSCRIPTION OPTIONS

Digital Sense has a simple "Protected" GiB pricing model with no hidden charges:

- No API call charges;
- No ingress or egress charges; and
- No retrieval charges.

There is no minimum commitment required in terms of both capacity consumed and contract duration. There are, however, commercial incentives available for customers committing to minimum capacities and contract duration.

1.2   SERVICE PORTALS

A service portal will be offered to consume and manage the DSObject service. The URL for this portal will be provided as part of the service handover.

1.3   ADDITIONAL INFORMATION

The offering services customers who are seeking object storage access via the Internet or via cross-connected, on-premises services

1.3.1   Object Access

The primary use cases for object storage are:

- Secondary storage (for backup and recovery workloads);
- Long term retention (archive data);
- Tape library replacement;
- Media asset management; and
- Analytics.

2.   SERVICE OPERATIONS

The below table outlines Digital Sense's roles and responsibilities in the delivery of the service offerings. While specific roles and responsibilities have also been identified as being owned by you, any roles or responsibilities not contained in this Service Description are either not provided with the service offering or are viewed to be your responsibility. Digital Sense's service level commitments are outlined below.

Service Description	DS	Customer
Facilities		
Provide and maintain sufficient data centre floor space	✓	
Provide and maintain sufficient power and cooling within the Installation Sites	✓	
Provision and maintenance of Intra and Inter-site network connectivity required to support data replication and remote management including DSObject storage platform and TCP/IP connectivity	✓	
Infrastructure Configuration		
Procurement of equipment	✓	
Physical installation of equipment	✓	

	DS	Customer
Supply / capacity increase and maintenance of network cabling required to support the environment including connectivity to Digital Sense or End Customer servers	✓	
Decommission of infrastructure	✓	
Removal of decommissioned hardware from Digital Sense sites	✓	
Installation and configuration of management software	✓	
Data Erasure on hardware	✓	
Configuration of features of DSObject storage infrastructure	✓	
Enable features of DSObject storage infrastructure	✓	
Storage Management		
Create and provision storage for customers	✓	
Initiate DSObject service request		✓
Document and request DSObject storage connectivity as per agreed service request processes	✓	
Validate requests for connectivity	✓	
Testing and verification of provision of service from End Customer's systems	✓	✓
Provide hardware break / fix support – Digital Sense Provided Environment	✓	
Perform regular hardware and software maintenance planning – Digital Sense Provided Environment	✓	

Table 3 - Facilities, Infrastructure, and Storage Management

2.1 ACCOUNTS

For tenancy management, a client ID, Primary User account, and initial password will be provided to you. This password should be changed immediately. You can then use this account to create storage buckets as required.

2.2 SUPPORT

The service offering includes support for reported problems as they relate to DSObject service availability.

Service Description	DS	Customer
Provide a fully managed object storage service including ensuring the service is "evergreen" (patching, software updates, hardware maintenance, firmware updates, security updates, hardware refresh etc.)	✓	
Develop initial network design (if DSObject storage is accessed via non-Internet methods)	✓	✓
Deploy hardware and assets on site where required	✓	
Provide suitable data centre facilities for onsite deployed hardware (including environmental aspects – rack space, power, UPS, air con and security etc.)		✓
Provide elevated security accounts for operation, maintenance and customer environment support as required		✓

Proactively monitor and resolve incidents within the DSObject storage environment	✓	
Forward automated events and alerts from proactive monitoring to customer[i]	✓	
Maintain and manage object storage resilience polices	✓	
Maintain and store audit logs	✓	
Provide object storage online user portals	✓	
Provide customer contact details for escalation		✓
Provide customer contact details for operational reports		✓
Provide customer contact details for alerting		✓

Table 4 - Support

2.3 TRANSITION ACTIVITIES

The DSObject solution is based on a standard configuration, however certain aspects of the services are tailored to match the customer's environment. For users of the DSObject solution, a brief service initiation phase is required to ensure that the appropriate connectivity is in place. For Internet access, this is not required, but for users leveraging DSObject via on-premises resources, some work is required to ensure the appropriate connectivity solutions are in place. The Service Initiation phase includes design workshops and planning sessions with a detailed design document developed (if required).

Implementation of the service uses the design document and the Digital Sense Transition Methodology to ensure that the transition of services is executed successfully.

The Service Initiation and transition phase includes:

- Reviewing existing storage requirements;

- Understanding future storage in terms of capacity and performance;

- Reviewing current security and encryption policies and aligning these with the standard Digital Sense design;

- Designing of the connectivity solution;

- Planning the timing and implementation of the service in line with the transition methodology;

- Presenting a transition plan for customer approval; and

- The Implementation of the transition plan and design.

The cost of the service initiation could vary considerably depending on the complexity of the migration and transition. The cost of the service initiation will be based on the effort required for each implementation as detailed in the transition plan developed.

2.4 MONITORING

Digital Sense will provide the following monitoring services:

- Monitoring of the DSObject service at the physical, logical, and network layers and ensuring availability as per the agreed service levels.

You will be responsible for the following monitoring activities:

- Monitoring of customer-operated endpoints, applications, and networks to ensure access to the DSObject service is maintained.

Service Description	DS	Customer
Monitoring		
Configure the standard set of identified events, thresholds, and the required resources to be monitored for infrastructure services	✓	
DSObject storage and related network fabric monitoring	✓	
Maintain monitoring tools and agents	✓	
Monitor in scope infrastructure housekeeping routines	✓	
Log events and notifications, including resource affected, specific event type, and time of detection	✓	
Notify the appropriate contact when an Incident has been detected in accordance with the notification procedures as defined in the incident and problem management section.	✓	
Respond to, and take appropriate action on alerts relating to the DSObject storage environment	✓	
Document and maintain procedures to be followed in the event of a storage alert event	✓	
Provide monthly DSObject storage usage reports	✓	

Table 5 - Monitoring

2.5 INCIDENT AND PROBLEM MANAGEMENT

Digital Sense will provide incident and problem management services aligned with ITIL recommended practices. These services will include detection, classification, escalation, and resolution, and will be recorded in Digital Sense's IT Service Management Tool (Service Now). These Incident and Problem Management services only relate to the provided service and covers:

- DSObject platform availability, including software, hardware, and networks operated by Digital Sense to deliver the service.

You are responsible for the incident and problem management activities including detection, classification, escalation, and resolution relating to:

- Customer-operated platforms, applications, or services leveraging the DSObject service

- Customer-operated endpoints (such as Internet browsers or web applications) that use the DSObject service

- Customer-operated networks that the abovementioned services use to access the DSObject service.

Service Description	DS	Customer
Incident Management		
Maintain Digital Sense Incident Management processes and policies	✓	
Incident creation in Service Desk Tracking System. Each time an authorised person contacts the Service Desk and provide a unique reference number for each case	✓	
Provide logs and route support for incidents and service requests according to the escalation process	✓	
Open incident tickets for genuine automated alerts	✓	
Assign incident priority to each incident	✓	
Perform incident notification according to the escalation management procedures	✓	
Evaluate incident impact to SLA	✓	
Resolve incidents, interface with third parties where required to assist in incident resolution	✓	
Close incidents upon confirmation of successful resolution	✓	
Problem Management		
Maintain customer Problem Management processes and policies		✓
Compile RCA post incident	✓	
Review and present RCA Findings	✓	
Review incident and RCA information	✓	
Identify problems, diagnose root causes and initiate actions to improve or correct the problem including interface with third parties as required to resolve problems	✓	
Adopt RFC process for Problem Management to link with change control	✓	
Periodic trending analysis of problems based on review of #, types and status	✓	
Report on problem management activity	✓	

Table 6 - Incident and Problem Management

2.6   CHANGE MANAGEMENT

Please refer to your service contract for further information regarding the agreed Change Management process, however an overview of the change management processes is provided below.

Service Description	DS	Customer
Change Management		
Provide process and templates for requesting, approving, applying and recording changes	✓	
Apply agreed Change Management processes for all changes	✓	✓
Initiate change requests through change control process	✓	✓
Report change activity	✓	
Configuration Management		
Maintain customer Configuration Management processes and policies		✓
Develop / maintain technology architecture standards and best practices	✓	

Maintain Digital Sense Configuration Management system	✓	
Update Configuration management database on completion of change in line with customer configuration management process	✓	
Provide reports on configuration items and changes	✓	
Release Management		
Adopt a suitable process for ensuring new releases in the Controlled Environment are tested, verified as tested, version controlled and recorded in the Configuration Management database	✓	✓

Table 7 - Change, Configuration, and Release Management

2.7 SECURITY

The end-to-end security of the DSObject solution is shared between Digital Sense and you. Digital Sense will provide the security for the aspects of DSObject over which it has sole physical, logical and administrative level control. You are responsible for the aspects of the service over which you have administrative level access or control. The primary areas of responsibility between Digital Sense and you are detailed below:

Digital Sense will use commercially reasonable efforts to provide:

- Physical security of data centre locations hosting the DSObject infrastructure;

- Information security of the DSObject platform, including operating environment, account security, and security of supporting infrastructure;

- Network security of the DSObject platform, including network transit under the control of Digital Sense;

- Security monitoring of the DSObject platform, including intrusion detection and vulnerability prevention within Digital Sense operated networks; and

- Patching and vulnerability management of the DSObject platform, including regular security patching of platform vulnerabilities.

You are responsible for:

- Information security of all applications, endpoints, and services accessing the DSObject platform on your behalf;

- Network security of all applications, endpoints, and services accessing the DSObject platform; and

- Security Monitoring of all applications, endpoints, and services accessing the DSObject platform.

2.7.1 Compromised Infrastructure

Digital Sense reserves the right to suspend servers or any related elements or whole customer accounts if compromised servers are detected. This step is to ensure continued availability of the service and protect Digital Sense's infrastructure and business operations.

3.   BUSINESS OPERATIONS

This section summarises processes for ordering, scaling, renewing, suspending, and terminating the service

3.1   ORDERING AND INVOICING

Details of ordering and invoicing are included in the standard Digital Sense Master Services Agreement (MSA), available from your Digital Sense account representative.

3.2   RENEWAL

Digital Sense reserves the right to not renew any service offering at the end of its subscription term. If this is the case, Digital Sense will notify you 30 days prior to the end of the subscription term.

3.2.1   Auto-Renewal

The service will be automatically renewed at the end of the subscription term unless you notify Digital Sense in writing 30 days prior to the end of the subscription term.

3.2.2   Modify Subscription Service at End of Term

The subscription service terms may be modified at the end of the contract term. Both parties must agree to any changes to the contract in writing 30 days prior to the end of the subscription term.

3.3   SUSPENSION AND RE-ENABLEMENT

In the event that an account is suspended for non-payment or any other reason, Digital Sense will restrict access to all service components and block all traffic across its public IP addresses. Digital Sense will retain these service components with configurations and data intact until the issue is resolved or the subscription expires or is terminated.

Service re-enablement will be initiated immediately upon resolution of the account issues that led to the suspension. Public IP traffic blocks will also be removed.

3.4 TERMINATION

Upon termination of the contract, customer data will be retained on the DSObject storage platform for 30 days. It is the responsibility of the customer to work with Digital Sense to obtain a copy of the data (if required) prior to its removal from the service.

4. GLOSSARY

The following table provides a brief glossary of terms used in this document.

Term	Definition
AWS	Amazon Web Services. A public cloud service operated and sold by Amazon.
DA	Disaster Avoidance
DR	Disaster Recovery
LTR	Long Term Retention
NAS	Network Attached Storage
NFS	Network File System. A file protocol for accessing resources over a network.
RPO	Recovery Point Objective. Reflects the amount of data that potentially could be lost during a data loss event.
RO / BO	Remote Office / Branch Office. An office that is located in a different or remote geographical area to that of the company headquarters.
RTO	Recovery Time Objective. Refers to the amount of time it takes to recover from a data loss event and how long it takes to return to service.
SAN	Storage Area Network
SMB	Server Message Block. A file protocol for accessing resources over a network.
STR	Short Term Retention
vCD	VMware vCloud Director
VCF	VMware Cloud Foundation
VLAN	Virtual Logical Area Network
VM	Virtual Machine

Table 8 - Glossary