TietoEVRY DevOps Space

Service description for standard service 126343

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1 INTRODUCTION

1.1 Service context

Software is the growing value driver for business success and delivering quality software fast is key to business results.

To be efficient in Software Development, a vital capability is automation of Software Quality assurance, Software Delivery and Software Deployment supporting Agile and DevOps philosophy and ways of working.
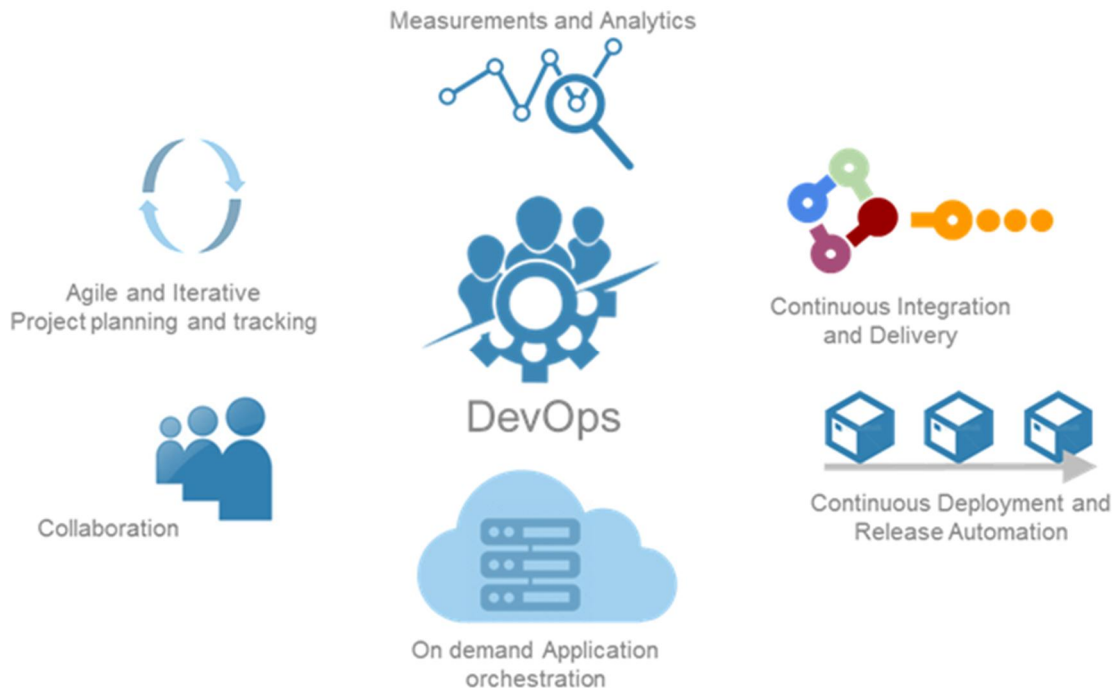
A key enabler for having this capability is for teams, developers, testers and operations to have instant access to all tools and environments needed for development, testing, deployment, operation and flow-automation.

TietoEVRY DevOps Space provides developer centric, self-service catalogue based, dynamically provisioned applications and environments to projects and teams — utilizing modern cloud-based development and test solutions that can be mixed with legacy tools & equipment.

TietoEVRY DevOps space provides SaaS, PaaS and IaaS services.

1.2 Service in brief

TietoEVRY DevOps Space (TDS) provides an orchestration platform for delivering Platform as a Service (PaaS) and Software as a Service (SaaS) over cloud infrastructure and is designed and targeted for managing DevOps toolchains and Development Environments.

To support the DevOps way of working, the platform provides a Project as well as Team & SW developer-centric self-service solution, supplying projects and teams with a unified self-service ordering and administration interface. TDS combines the ordering of SaaS (managed) tool-services, e.g. Project planning and issue tracking projects, collaboration spaces and version control repositories with

deployment and reservation of project/team dedicated (self-managed PaaS and IaaS) environments and tools, e.g. project/team dedicated continuous integration-environment, testing-servers and test automation tools.
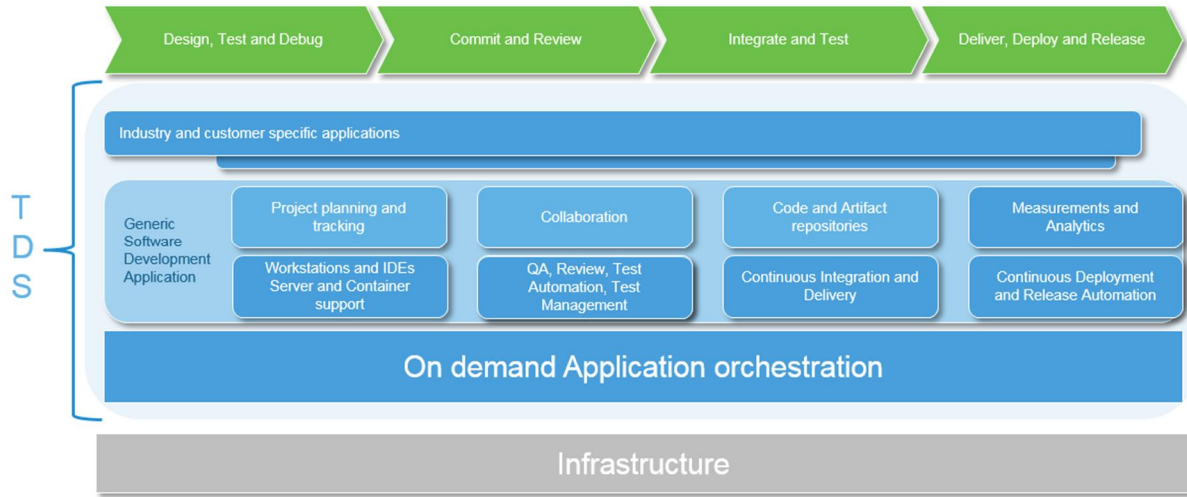
Development phases and TDS applications

The platform comes with a self-service portal as the main user interface, a service catalogue and environment store with application catalogue (App store) and an orchestration platform capable of managing complex and integrated tool chains, as well as managing cloud infrastructure to launch selected environments. For automation purposes and integrations with own and 3rd party applications an APIs is available.
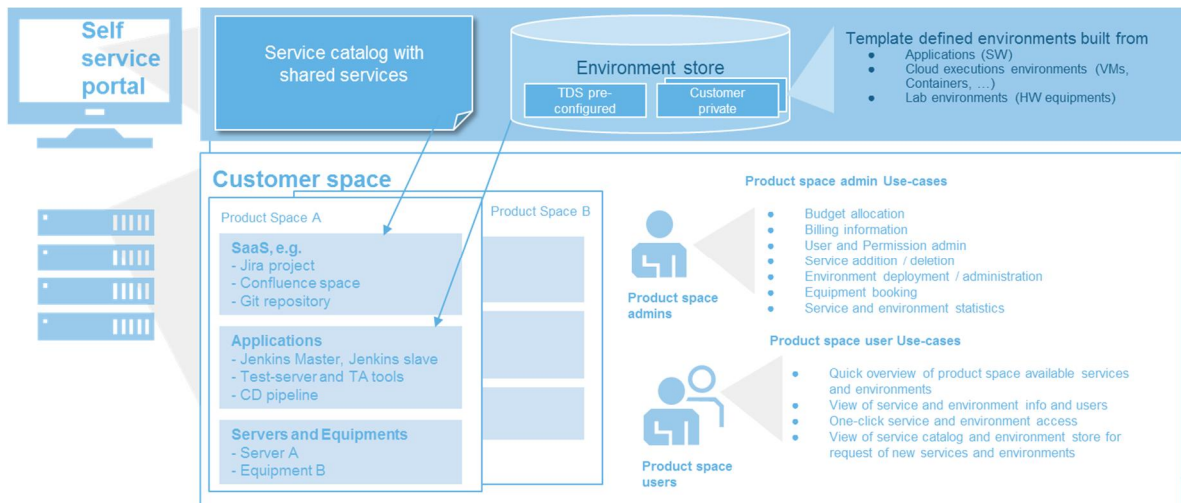
Customer space and roles for users

2 SERVICE CONTENT

TietoEVRY DevOps Space provides application store based full-stack DevOps toolchains primarily based on Open Source, Microsoft and Atlassian technology. Tools are enabled and billed per Customer and Project, where Projects are areas customers can create and that are used to enable or deploy different environments and tooling for individual or common needs.

TietoEVRY DevOps Space provides 4 different main-types of services

- TDS managed SaaS (Managed application service); TDS support manages the application and its administration. Customer can through the TDS portal self-service interface create entities and manage users in the services, e.g. Atlassian JIRA projects, Atlassian Confluence spaces, Gitlab and Artifactory repositories etc. Customer users do not have IaaS or PaaS access and SaaS application admin access, only project configuration options.

- Stand-alone SaaS (Managed application service); application installation which is not integrated with the TDS portal user-management and application admin functionality, but admin is instead managed directly in the application. Responsibility for the application administration and maintenance is on TDS support. Customer users do not have IaaS or PaaS access and SaaS application admin access, only project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

- Self-managed SaaS (Managed installation service); application installation which is not integrated with the TDS portal user-management and application admin functionality, but admin is instead managed directly in the application and responsibility for the application administration is on customer. Tieto manages application server and upgrades of application and provides application administration help on consulting basis. Customer does not have IaaS access, only application configuration options.

- TDS Applications and Servers (self-managed applications provided as PaaS or IaaS); service in which users through TDS Portal self-service functionality can deploy Project private environments and have capability to control IaaS and PaaS layer services. Example environments are Cloud Workstations and IDEs, Virtual Server and Container environments, Test Automation tools and environments, Continuous Integration servers and more

The following subchapters describe included services in more detail.

2.1 TDS managed SaaS (managed application services)

SaaS application list is continuously updated by the Service Provider. For an up to date list of supported applications, please refer to TietoEVRY DevOps Space service portal.

2.1.1 Atlassian JIRA

SaaS provisioning of Atlassian JIRA software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the service portal request provisioning of JIRA instances.

JIRA projects in selected JIRA instance can be created by customer in selected TDS Projects through the TDS portal. Customer can also manage users and user-roles in the JIRA projects from TDS Portal.

Optional features:

The following optional features are separately agreed and separately charged:

JIRA plugins.

2.1.2 Atlassian Confluence

SaaS provisioning of Atlassian Confluence software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the service portal request provisioning of Confluence instances.

Confluence spaces in selected Confluence instance can be created by customer in selected TDS Projects through the TDS portal. Customer can also mange users and user-roles in the Confluence spaces from TDS Portal.

Optional features:
The following optional features are separately agreed and separately charged.

Confluence plugins.

2.1.3 Atlassian Bitbucket

SaaS provisioning of Atlassian Bitbucket software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the service portal request provisioning of Bitbucket instances.

Bitbucket repositories in selected Bitbucket instance can be created by customer in selected TDS Projects through the TDS portal. Customer can also mange users and user-roles in the Bitbucket repositories from TDS Portal.

Optional features:
The following optional features are separately agreed and separately charged.

Bitbucket plugins.

2.1.4 Subversion

SaaS provisioning of Subversion version control software (Open Source provided by Apache Software Foundation)
EULA: https://www.apache.org/licenses/

Basic features:

Customer can through the service portal request provisioning of Subversion instances.

Subversion repositories in selected subversion instance can be created by customer in selected TDS Projects through the TDS portal. Customer can also mange users and user-roles in the Subversion repositories from TDS Portal.

2.1.5 Gitlab

SaaS provisioning of Gitlab version control software (Community Edition)
EULA: https://choosealicense.com/licenses/mit/

Basic features:

Customer can through the service portal request provisioning of Gitlab instances.

Gitlab projects in selected Gitlab instance can be created by customer in TDS Projects through the TDS portal. Customer can also mange users and user-roles in the Gitlab projects from TDS Portal.

2.1.6 Artifactory

SaaS provisioning of JFROG Artifactory artifact repository manager (Community Edition or PRO)
EULA: https://jfrog.com/artifactory/eula/

Basic features:

Customer can through the service portal request provisioning of Artifactory instances.

Artifactory repositories in selected instance can be created by customer in selected TDS Projects through the TDS portal. Customer can also mange users and user-roles in the Artifactory repositories from TDS Portal.

2.1.7 TestLink

SaaS provisioning of TestLink test management tool (Open Source)
EULA: https://www.gnu.org/licenses/old-licenses/gpl-2.0.html

Basic features:

Customer can through the service portal request provisioning of TestLink instances.

TestLink can be enabled and used by customer in selected Projects through service portal.

2.1.8 SeedDMS

SaaS provisioning of SeedDMS document management system (Open Source)
EULA: https://www.gnu.org/licenses/old-licenses/gpl-2.0.html

Basic features:

Customer can through the service portal request provisioning of SeedDMS instances.

SeedDMS can be enabled and used by customer in selected Projects through service portal.

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2.2 Stand-alone SaaS (Managed application service)

Application installation which is not integrated with the TDS portal user-management and application admin functionality, but admin is instead managed directly in the application. Responsibility for the application administration and maintenance is on TDS support. Customer users do not have IaaS or PaaS access and SaaS application admin access, only project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

2.2.1 Atlassian JIRA

Installation management of Atlassian JIRA software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone JIRA instances.

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

Optional features:
The following optional features are separately agreed and separately charged:

JIRA plugins.

2.2.2 Atlassian Confluence

Installation management of Atlassian Confluence software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone Confluence instances.

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

Optional features:
The following optional features are separately agreed and separately charged.

Confluence plugins.

2.2.3 Atlassian Bitbucket

Installation management of Atlassian Bitbucket software (3rd party product from Atlassian)

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EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone Bitbucket instances.

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

Optional features:
The following optional features are separately agreed and separately charged.

Bitbucket plugins.

2.2.4 Atlassian Crowd

Installation management of Atlassian Crowd software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone Crowd instances.

Tieto manages application administration and maintenance. Customer users only have user configuration options. Request for help on managing users on application level is done through tickets to TDS support.

Optional features:
The following optional features are separately agreed and separately charged.

Crowd plugins.

2.2.5 Subversion

Installation management of Subversion version control software (Open Source provided by Apache Software Foundation)
EULA: https://www.apache.org/licenses/

Basic features:

Customer can through the TDS service desk request provisioning of standalone Subversion instances.

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

2.2.6 Gitlab

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Installation management of Gitlab version control software (Community Edition)
EULA: https://choosealicense.com/licenses/mit/

Basic features:

Customer can through the TDS service desk request provisioning of standalone Gitlab instances.

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

2.2.7 Artifactory

Installation management of JFROG Artifactory artifact repository manager (Community Edition or PRO)
EULA: https://jfrog.com/artifactory/eula/

Basic features:

Customer can through the TDS service desk request provisioning of standalone Artifactory instances.

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

2.2.8 TestLink

Installation management of TestLink test management tool (Open Source)
EULA: https://www.gnu.org/licenses/old-licenses/gpl-2.0.html

Basic features:

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

2.2.9 SeedDMS

Installation management of SeedDMS document management system (Open Source)
EULA: https://www.gnu.org/licenses/old-licenses/gpl-2.0.html

Basic features:

Tieto manages application administration and maintenance. Customer users only have project configuration options. Request for help on creating projects and to manage users on application level is done through tickets to TDS support.

2.3 Self-managed SaaS (Managed installation service)

Customer application installation which is not integrated with the TDS portal user-management and application admin functionality, but admin is instead managed directly in the application and

responsibility for the application administration is on customer. Tieto manages application server and upgrades of application and provides application administration help on consulting basis.

2.3.1 Atlassian JIRA

Installation management of Atlassian JIRA software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone JIRA instances.

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

Optional features:
The following optional features are separately agreed and separately charged:

JIRA plugins.

2.3.2 Atlassian Confluence

Installation management of Atlassian Confluence software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone Confluence instances.

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

Optional features:
The following optional features are separately agreed and separately charged.

Confluence plugins.

2.3.3 Atlassian Bitbucket

Installation management of Atlassian Bitbucket software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone Bitbucket instances.

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

Optional features:

The following optional features are separately agreed and separately charged.

Bitbucket plugins.

2.3.4 Atlassian Crowd

Installation management of Atlassian Crowd software (3rd party product from Atlassian)
EULA: https://www.atlassian.com/legal/software-license-agreement

Basic features:

Customer can through the TDS service desk request provisioning of standalone Crowd instances.

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

Optional features:
The following optional features are separately agreed and separately charged.

Crowd plugins.

2.3.5 Subversion

Installation management of Subversion version control software (Open Source provided by Apache Software Foundation)
EULA: https://www.apache.org/licenses/

Basic features:

Customer can through the TDS service desk request provisioning of standalone Subversion instances.

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

2.3.6 Gitlab

Installation management of Gitlab version control software (Community Edition)
EULA: https://choosealicense.com/licenses/mit/

Basic features:

Customer can through the TDS service desk request provisioning of standalone Gitlab instances.

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

2.3.7 Artifactory

Installation management of JFROG Artifactory artifact repository manager (Community Edition or PRO)
EULA: https://jfrog.com/artifactory/eula/

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Basic features:

Customer can through the TDS service desk request provisioning of standalone Artifactory instances.

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

2.3.8 TestLink

Installation management of TestLink test management tool (Open Source)
EULA: https://www.gnu.org/licenses/old-licenses/gpl-2.0.html

Basic features:

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

2.3.9 SeedDMS

Installation management of SeedDMS document management system (Open Source)
EULA: https://www.gnu.org/licenses/old-licenses/gpl-2.0.html

Basic features:

Tieto manages application server and application upgrades whereas customer has application administration responsibility. Tieto can help with application administration on consulting basis.

2.4 TDS Applications and Severs (IaaS and PaaS)

List of supported dedicated applications and servers is continuously updated by the Service Provider. For an up to date list, please refer to TietoEVRY DevOps Space service portal.

2.4.1 Ubuntu server

Provisioning of Ubuntu server instance.

Basic features:

Customer can through the service portal provision Ubuntu server instances in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.2 CentOS server

Provisioning of CentOS server instance.

Basic features:

Customer can through the service portal provision CentOS server instances in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.3 Windows 2016 server

Provisioning of Windows 2016 server instance.

Basic features:

Customer can through the service portal provision Windows server instances in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.4 Ubuntu or CentOS workstation with Eclipse

Provisioning of Ubuntu server instance with Eclipse installed.

Basic features:

Customer can through the service portal provision Ubuntu or CentOS server instances containing Eclipse in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.5 Gerrit

Provisioning of Ubuntu server instance with Gerrit installed.

Basic features:

Customer can through the service portal provision Ubuntu server instances containing Gerrit in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.6 Sonarqube

Provisioning of Ubuntu server instance with Sonarqube code-analysis tool installed.

Basic features:

Customer can through the service portal provision Ubuntu server instance with Sonarqube in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.7 Jenkins Master

Provisioning of Ubuntu server instance with Jenkins Master installed.

Basic features:

Customer can through the service portal provision Ubuntu server instances containing Jenkins Master in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.8 Jenkins Slave

Provisioning of Ubuntu server instance with Jenkins Slave installed.

Basic features:

Customer can through the service portal provision Ubuntu server instances containing Jenkins Slave in selected Projects.

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.4.9 Mattermost

Provisioning of CentOS server instance with Mattermost installed.

Basic features:

Customer can through the service portal provision CentOS server instance containing Mattermost chat / team collaboration tool (similar to Slack).

Customer has server root access and can also through service portal orchestrate server and storage capacity.

2.5 Package 3: Add-on services

The following add-on services are separately agreed and charged on running account with consulting service price.

2.5.1 Service on-boarding

Consultancy on how to best utilize and on-board the service for specific customer use-cases.

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2.5.2 Service and data migration

Migration of services and application data from already existing installations used by customer into TietoEVRY DevOps Space managed services.

2.5.3 Tool trainings

Customized trainings on tools included.

2.5.4 Tool and WoW consultation

Consultancy for how to best configure, utilize and customize provided tool and tool-chains in the customer's processes and WoW.

3 SERVICE ENVIRONMENT

Tieto takes care of the service operation and maintenance, including infrastructure and software unless otherwise specified in section 3.6 Technical requirements for the Customer.

The service is provided in accordance with the service level agreement (SLA), appendix 2 to main service agreement.

3.1 Data centre locations

Private Cloud service delivery is provided from Tietos audited and certified Green Enterprise IT Data Centres in Sweden.

Public Cloud service delivery is provided through CityCloud Data Centres in Sweden.

3.2 Data security

The service is provided according to Tieto's current data security policy attached to the service agreement which defines all needed security practices related to the Customer and Tieto.

3.3 Data access, availability and extraction

Provided in accordance with the document *TietoEVRY General Terms and Conditions for Cloud-based Services*.

3.4 Licensing

TietoEVRY shall, on customer behalf, acquire and manage licenses related to Software as a Service (SaaS) applications provided. On customer requests "bring your own license" can also be supported. SaaS enables the Customer to use the applications running on a cloud infrastructure and where application management is handled by Tieto. The applications are accessible and to the extent from various client devices through either a thin client interface, such as a web browser or a program interface, as described in the guidance provided by Tieto.

For all 3rd party tools and plugins requiring licenses, these are registered and ordered by the supplier on behalf of the customer, who will own these licenses as End User. By using the tools through the TietoEVRY DevOps Space service, customer also agrees to all applicable EULAs

3.5 User rights for the Customer

The capability provided to the Customer is to use Customer owned applications which are managed for Customer by TietoEVRY and running on a cloud infrastructure. The applications are accessible from various client devices either through a thin client interface, such as a web browser (e.g. web-based e-mail), or a program interface. The service is to be used for the Customer's internal business purposes and not to be distributed further.

3.6 Technical requirements for the Customer

Defined in *TDS Delivery models* which is attachment (A) to this service description.

3.7 Disaster recovery

TietoEVRY maintains a service-specific disaster recovery plan to be able to restore the service. Recovery processes are tested regularly to secure and improve recovery operations.

4 SERVICE MANAGEMENT

4.1 Delivery model

This is described in the document *TDS Delivery models* which is attachment (A) to this service description.

4.2 Service Levels and support

Specified in the service level agreement (SLA), which is appendix 2 to the main service agreement.

4.3 Responsibilities matrixes for TietoEVRY and Customer

4.3.1 TDS Platform and Portal

TASK	Tieto´s responsibility	Customer´s responsibility	Third party´s responsibility	Included in monthly fee	Separately charged
User account handling or AD integration	X			X	
Application library and platform upgrades	X			X	
TDS Platform Incident management	X			X	
TDS Platform Service request handling	X			X	

4.3.2 TDS managed SaaS and Stand-alone SaaS (managed services)

TASK	Tieto´s responsibility	Customer´s responsibility	Third party´s responsibility	Included in monthly fee	Separately charged
User account handling or AD integration	X			X	
Application library and platform upgrades	X			X	
SaaS instance and application monitoring	X			X	
SaaS instance and application administration/operation	X	X^1		X	
SaaS application support	X^2			X	
SaaS server and application upgrades and patching	X			X	
SaaS application backup	X			X	
SaaS Application Incident management	X			X	
SaaS Application Service request handling	X^2			X	
SaaS application customizations	X	X^1			X
SaaS Application training and consultancy	X				X

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1) Customer can for limited number of users be given access to perform Administration and Customization within the rights of JIRA and Confluence Administration accounts. Any incidents caused by customer administrators will be treated according to SLA for self-managed applications

2) SRs valid for actions user doesn't have a possibility to do by himself via TDS portal, or within the application itself. 2 hours needed for resolution at maximum per ticket, hours exceeding charged as consultancy.

4.3.3 Self-managed SaaS (Managed installation service)

TASK	Tieto´s responsibility	Customer´s responsibility	Third party´s responsibility	Included in monthly fee	Separately charged
User account handling or AD integration	x[1]	X			X
Application library and platform upgrades	X			X	
SaaS server monitoring	X			X	
SaaS server administration/operation	X			X	
SaaS Application administration/operation	x[1]	X			X
SaaS application support	x[1]	X			X
SaaS server and application upgrades and patching	X			X	
SaaS server backup	X			X	
SaaS server Incident management	X			X	
SaaS Application Incident management	x[1]	X			X
SaaS Application Service request handling	x[1]	X			X
SaaS application customizations	x[1]	X			X
SaaS Application training and consultancy	x[1]	X			X

1) TietoEVRY can help customer on consulting basis

4.3.4 TDS Applications and Servers (IaaS/PaaS)

TASK	Tieto´s responsibility	Customer´s responsibility	Third party´s responsibility	Included in monthly fee	Separately charged
Self-managed instance and application monitoring		X			
Self-managed instance and application administration/operation		X			
Self-managed instance and application backup (selectable by customer)		X		X	

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Self-managed instance and application upgrade		X			
Self-managed instance and application support		X	X		
TDS Platform and Infra Incident management	X			X	
TDS Platform and Infra Service request handling	X			X	
Application customizations		X			
Application training and consultancy		X			

5 PRICING MODEL

TDS has a pay as you go model with usage-based pricing for Services and Capacity

TDS managed SaaS
- monthly fee scaling with number of users registered in services
- SaaS fee includes license (if applicable), operations and support (according to SLA) and Infra capacity needed for service

Self-managed SaaS
- Monthly fee for installation
- fee includes license (if applicable), operations and support (according to SLA) of application server and Infra capacity needed for service, all other support on consulting basis

PaaS / IaaS
- hourly based charge for capacity used

All price components are found in the price list, appendix 3 of the Agreement.

6 List of attachments to this document

6.1 Attachment A: TDS Delivery models