

Service Description

Rackspace SDDC Flex

rackspace
technology®



Table of Contents

1. Overview	2
2. Architecture	3
2.1 Service components — technical	3
2.1.1 Partner, platform and application components and services	3
2.2 High availability architecture	4
2.3 Architectural guidance	5
3. Core features	6
3.1 Data centers	6
3.2 Servers	6
3.2.1 RAM/vCPU	6
3.2.2 Storage	6
3.2.3 Operating systems	7
3.2.4 Microsoft SQL Server	7
3.2.5 Client OS licenses	7
3.2.5 Client images	7
3.2.6 Server operations	7
3.3 Networks	7
3.3.1 Logical networks	8
3.3.2 Firewall management	8
3.3.3 Load balancing management	8
3.4 vApps	8
4. Add-on services	9
4.1 Disaster recovery	9
4.2 Data protection services	9
4.3 VM management	10
4.3.1 Managed OS administration	10
4.3.2 Managed OS patching	10
4.3.3 Antivirus licensing	10
4.3.4 Managed OS monitoring	10
4.4 Hybrid connectivity	10
4.5 Rackspace Elastic Engineering for VMware Services	10
5. Financials	11
5.1 Pricing	11
5.2 Billing	11
6. Customer access	11
7. Day 2 services	11
7.1 Fanatical Experience	11
7.2 Customer success	12
7.2.1 Purpose	12
7.2.2 Objectives and guiding principles	12
7.2.3 Overall partnership governance structure	12
7.2.4 Ticketing process	13
8. Ticketing process	13
8.1 Platform support SLAs and enhancements	13
8.1.1 Applicable service levels	13
9. Service support — managed services	14
9.1 Roles and permissions	14
10. Appendix	15
10.1 Roles and responsibilities	15
10.2 Sample enrollment email	19
11. Legal terms	20



1. Overview

Rackspace Technology, VMware and Dell have partnered to deliver Rackspace SDDC Flex — a cloud service that combines the best of public and private cloud by offering flexible infrastructure, self-service, automation and rapid deployment and onboarding all in consumption-based pricing model.

The service is built on a VMware Validated Design that includes VMware Cloud Director™ and Dell Technologies EMC VxRail that enables full VMware software-defined data center (SDDC) capabilities and VMware Cloud Foundation™ (VCF) as a service through an easy-to-use self-service interface. IT operations teams benefit from VMware's software-defined technology and the agile infrastructure deployment model for physical and virtual infrastructure that comes with working with Rackspace Technology.

Rackspace SDDC Flex allows customers to realize the benefits of VMware at a lower total cost of ownership while providing the infrastructure management and lifecycle services to optimize the environment and enabling the customer's IT resources to focus on those services that drive business value for the business. Traditional and non-cloud-native applications can be operated with cloud-like agility, without requiring IT teams to sacrifice their existing investments in VMware skills, tools and software.

The key benefits of Rackspace SDDC Flex are:

Consumption-based pricing: Pay for only what you use instead of paying for excess capacity. Enable predictable pricing models for data center (computer, storage and networking) and lifecycle services that fit your business model and financial needs.

Improved cloud economics: Move from the time and cost of physical infrastructure to an opex model with a lower cost of entry to VMware services.

Rapid deployment and on-demand scaling: Spin up a new account and scale up or down in minutes to accommodate traffic peaks or seasonal promotions. We make it easy for you to dynamically adjust resources to fit current demands.

Self-service: Expand and shrink your VMware environment in minutes to meet business needs without opening a ticket. A self-service multicloud portal increases visibility into resources, costs, billing, payments and identities across the infrastructure and as-a-service operations in real-time.

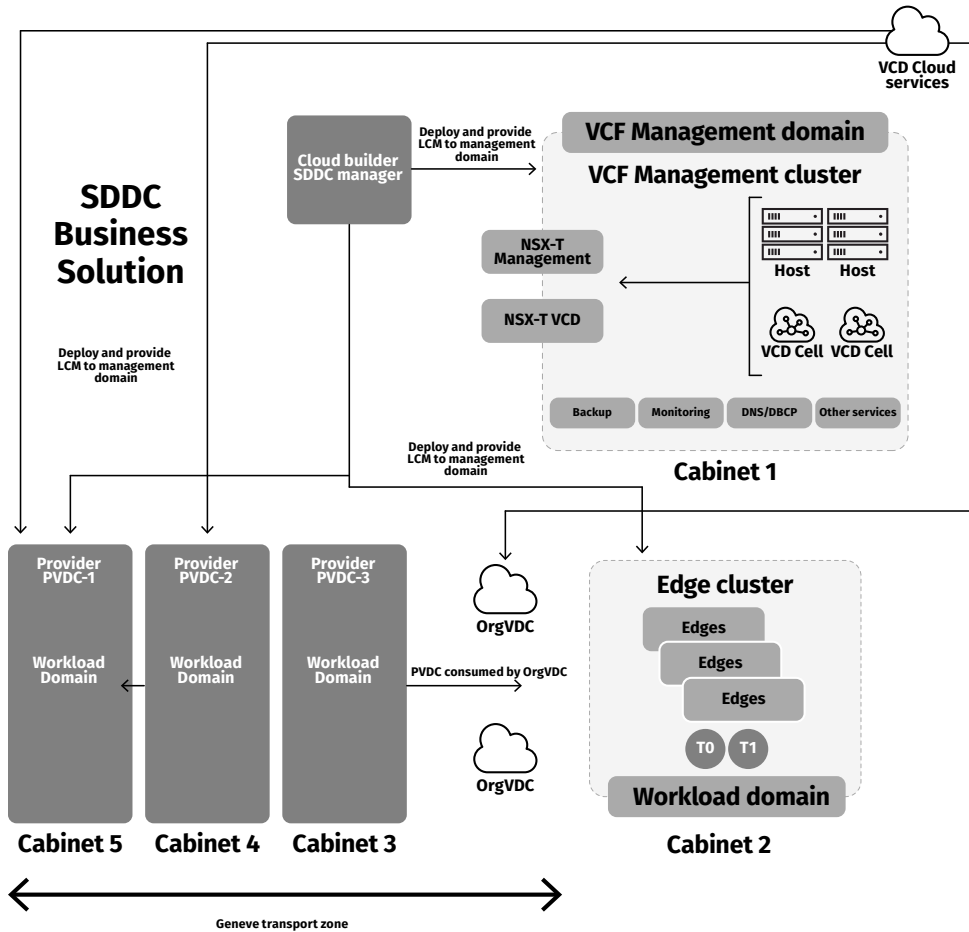
Robust UI and DevOps: Whether through the easy-to-use UI or both open-source and proprietary automation tools, complete a variety of infrastructure administration tasks to drive consistent, automated provisioning at scale. Automate complex infrastructure-as-code and take advantage of CI/CD pipelines.

Blended cloud environments: Connect your Rackspace SDDC Flex environment to your other VMware and hyperscaler environments for a true multicloud experience. Burst into Rackspace SDDC Flex as business needs dictate.

2. Architecture

The section describes the architecture for Rackspace SDDC Flex.

The diagram below outlines the Rackspace SDDC Flex architecture at the site level.



2.1 Service components – technical

The section describes the platform and application components that are included with Rackspace SDDC Flex.

2.1.1 Partner, platform and application components and services

Rackspace SDDC Flex is composed of multi-tenant VMware vSphere® clusters managed by VMware Cloud Director. Rackspace SDDC Flex provides core components and, optionally, one or more add-on components. Rackspace Technology manages and maintains the Rackspace SDDC Flex VMware services and infrastructure resources. Customer can view and manage the virtual systems that customer provisions from the Rackspace SDDC Flex user interfaces (UIs) and application programming interfaces (APIs).

Rackspace Technology shall provide the following core components:

- Dell Technologies VxRail
- VCF
- VMware vSphere Virtualization
- VMware vCenter®
- Dell EMC PowerMax
- VMware vSAN™
- VMware NSX®
- VMware Cloud Director
- vRealize Operations Manager

These core components are included as part of Rackspace SDDC Flex:

- **Dell Technologies VxRail:** VxRail is Dell Technologies' hyperconverged infrastructure (HCI) solution that provides an ideal platform for a VMware based Cloud. It is the only HCI system jointly engineered by VMware and Dell EMC and designed to specifically enhance the VMware experience. VxRail uses a software-defined approach that tightly integrates compute, storage, networking and virtualization resources into a single appliance. It offers a fully automated lifecycle-management solution along with deep full stack integration that includes the hardware and the software.
- **VMware Cloud Foundation:** VCF is a unified SDDC platform that brings together VMware vSphere, vSAN, NSX and vRealize components into a natively integrated stack to automate the deployment and management of the full VMware SDDC stack. VCF is fully integrated with VxRail such that both are managed as one, complete, automated, turnkey hybrid cloud experience greatly reducing risk and increasing IT operational efficiency.
- **VMware vSphere Virtualization:** VMware vSphere provides the base virtualization and hypervisor layer for the platform.
- **VMware vCenter Server:** VMware vCenter Server provides centralized visibility, proactive management and extensibility for VMware vSphere from a single console. Customers do not have direct access to vCenter, and instead will interface through the VMware Cloud Director UI and APIs.
- **Dell EMC PowerMax:** Dell PowerMax SAN provides the storage for customer workloads. These all-NVME platforms provide multiple performance tiers. Customers may select the desired tier when deploying a virtual server.
- **VMware vSAN storage:** VMware vSAN is an enterprise-grade, hyper-converged, software-defined storage solution optimized for VMware virtual machines (VMs) that is natively embedded in the vSphere hypervisor that is used to provide storage for the Rackspace SDDC Flex management infrastructure.
- **VMware NSX software-defined networking platform:** VMware NSX is the network virtualization platform for the SDDC, delivering the networking operational model of a VM for entire networks. With NSX, network functions, including switching, routing and firewalling, are embedded in the hypervisor and distributed across the environment. This effectively creates a "network hypervisor" that acts as a platform for virtual networks and services. VMware NSX provides the following functions:
 - VMware NSX Edge: Provides centralized north-south routing between the logical networks deployed in NSX domains and the external physical network infrastructure.
 - Distributed routing: Provides Layer 3 logical routing east-west traffic between subnets within the virtual infrastructure.
 - Logical switching: NSX logical switches provide Layer 2 logical networks enforcing isolation between workloads on different logical networks.
 - Logical firewalling: The NSX Edge Services Gateway (ESG) provides a centralized firewall service. Distributed firewall (DFW) services are enabled on all ESXi hosts within a given NSX domain as a VIB package in the kernel. The DFW provides firewalling with near-line rate performance, virtualization, identity awareness, activity monitoring, logging and other network security features native to network virtualization. NSX Firewalls provide a stateful Layer 7 firewall that will protect your environment from external and internal attacks.
 - Virtual private network (VPN) services: The NSX platform supports VPN services including IPsec and SSL configurations.
 - Load balancing: NSX Load Balancing provides a Layer 4 – Layer 7 load balancer with SSL offload and pass-through, server health checks (and passive health checks) and application rules for programmability and traffic manipulation via GUI or API.
- **VMware Cloud Director:** VMware Cloud Director (VCD) is a cloud services delivery platform that facilitates secure multitenant virtual infrastructure resources and services to self-service tenants. The UI and APIs allow customers to access virtual data centers (VDC) and consume and manage resources and services within the VDC.

VCD provides the UI for all self-service activities, including deploying, configuring and managing:

- Virtual servers
 - Storage
 - Networking
 - Firewalls
 - Load balancers
- **VMware vRealize Operations Manager:** VMware vRealize Operations Manager enables activities such as checking the health of the hosted VMware environment, performing capacity planning and proactively eliminating performance bottlenecks. Customers do not have direct access to vRealize Operations Manager and will interface through the vRealize Operations Tenant App.

2.2 High availability architecture

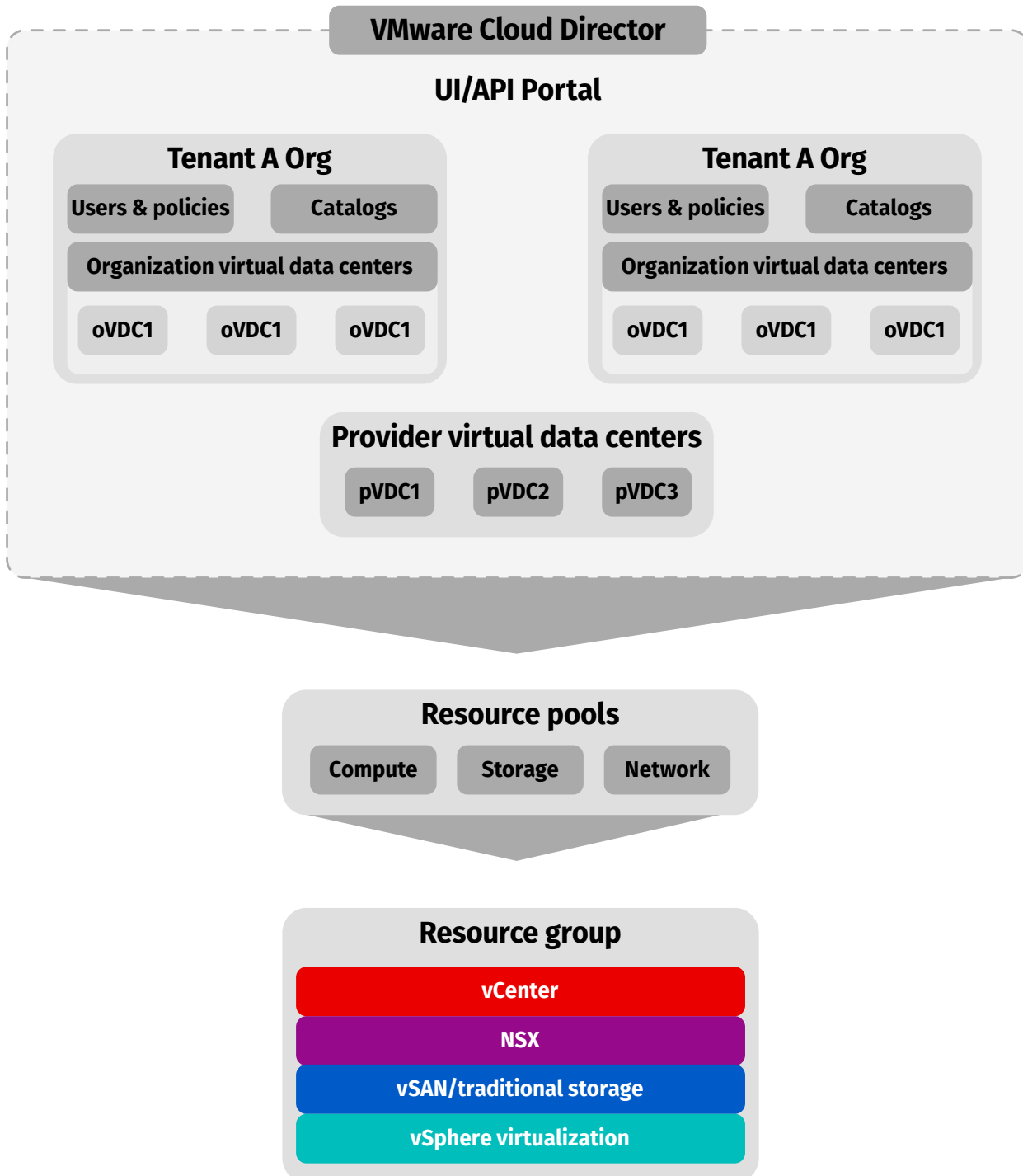
Dell EMC's VxRail, jointly engineered by VMware and Dell, provides a reliable and resilient VMware experience. Rackspace SDDC Flex clusters utilize VMware High Availability (HA) by default and are sized and operated with N+2 architecture. All VxRail nodes include redundant components including network and SAN connectivity, connecting to redundant top-of-rack (ToR) network switches and SAN fabrics.

2.3 Architectural guidance

The core features of Rackspace SDDC Flex are based on the underlying VCF Server and VMware vCenter products. These features include the following capabilities:

- Deploying VMs on-demand into clusters that are preconfigured for high availability and load balancing.
- Running customer's VMs on shared or dedicated hypervisors with preconfigured datastores and networks.
- Migrating VMs on-demand between hypervisors and datastores.
- Resizing VMs on-demand.

The following diagram illustrates the logical architecture of Rackspace SDDC Flex:



3. Core features

One of the primary values of Rackspace SDDC Flex is the customer's self-service capability to deploy and change the resources within the environment. All of these virtual resources are provisioned using VMware Cloud Director.

- Data centers
- Servers
- Networks
- vApps

3.1 Data centers

When a customer is onboarded to Rackspace SDDC Flex, an organization and primary data center (PDC) are created as part of the onboarding process. Each customer has one and only one organization and one and only one PDC associated with that org.

Customers have the ability to create multiple virtual data centers (VDC) within the PDC. Each virtual data center provides a segregated environment from the other virtual data centers. This means that customers can create their own compute, networking and storage resources.

3.2 Servers

Virtual servers are automatically created through the portal (self service). The customer can configure RAM/vCPU, storage and operating system for each virtual server.

3.2.1 RAM/vCPU

Rackspace SDDC Flex provides a wide array of virtual server sizes based on vCPU count and GB RAM. There are two types of servers

vCPU	RAM	Policy	vCPU	RAM	Policy
1	2	gp1.2	4	20	mo4.20
1	4	gp1.4	4	24	mo4.24
2	2	gp2.2	4	32	mo4.32
2	4	gp2.4	8	16	gp8.16
2	6	gp2.6	8	24	gp8.24
2	8	gp2.8	8	32	gp8.32
2	12	mo2.12	8	64	mo8.64
2	16	mo2.16	16	64	gp16.64
4	4	gp4.4	24	96	gp24.96
4	8	gp4.8	32	128	gp32.128
4	12	gp4.12	48	192	gp48.192
4	16	gp4.16	4	16	gp4.16

3.2.2 Storage

Rackspace SDDC Flex provides three storage tiers with varying IOP performance to meet customer workload requirements:

- Capacity – 1 IOP/GB
- Standard – 5 IOP/GB
- Performance – 10 IOP/GB

3.2.3 Operating systems

Rackspace Technology images include the following operating systems.

- CentOS 7.9 Kernel 3.10.0-1160
- Microsoft Windows Server 2016 Build 14393
- Microsoft Windows Server 2016 Build 14393 with SQL2016
- Microsoft Windows Server 2019 Build 17763
- Microsoft Windows Server 2019 Build 17763 with SQL2019
- Microsoft Windows Server 2022 Build 20348
- Oracle Linux 7.9 Kernel 5.4.17-2011.6.2
- Oracle Linux 8.3 Kernel 5.4.17-2102.203.6
- Red Hat Enterprise Linux 7.7 Kernel 3.10.0-1062
- Red Hat Enterprise Linux 8.1 Kernel 4.18.0-147
- Ubuntu Linux Kernel 20.04.2

3.2.4 Microsoft SQL Server

Rackspace provides the following images for SQL Server:

- SQL Server Standard 2016/Windows 2016
- SQL Server Web 2016/Windows 2016
- SQL Server Standard 2019/Windows 2019
- SQL Server Web 2019/Windows 2019
- SQL Server Standard 2019/Windows 2022
- SQL Server Web 2019/Windows 2022

Note: Customers are responsible for all management and support of the SQL Server application.

3.2.5 Client OS licenses

Unlike other cloud platforms, Rackspace Technology does not require clients to purchase an operating system license for the virtual server from Rackspace Technology. Customers can leverage their own existing OS licenses to protect existing investments in OS licensing. Should customers want to use Rackspace Technology OS licenses, Windows and Red Hat licenses are available in a consumption pricing model. See Section 5.1 for prices for Rackspace Technology OS licenses.

3.2.5 Client images

Customers can upload their own virtual server images that will be loaded into the portal for their use

3.2.6 Server operations

Clients may perform the following actions on their virtual servers through the Cloud Director portal:

- Resize virtual servers to any other existing server size at any time through Cloud Director
- Open VM console, power on/off, suspend/resume
- Copy or delete virtual server
- Create/revert to/remove snapshot
- There is a limit of one snapshot per VM

3.3 Networks

Customers can allocate up to 20 public IP addresses. Additional network capabilities include:

- Logical networks
- Firewall management
- Load balancing management

3.3.1 Logical networks

Customers may perform the following network actions through the Cloud Director portal:

- Create and delete logical networks
- Configure and manage:
 - IP pools
 - DHCP scopes
 - Security groups

3.3.2 Firewall management

Customers may perform the following firewall management actions through the Cloud Director portal:

- Create, configure and manage:
 - N-S edge firewall rules
 - E-W distributed firewall rules
 - NAT rules
 - Security groups (IP sets, static groups, dynamic groups)
 - DNS forwarding
 - Security tags
 - IPSec VPN

3.3.3 Load balancing management

Rackspace SDDC Flex provides NSX Advanced Load Balancing. Customers may perform the following load balancing management actions through the Cloud Director portal:

- Create, configure and manage:
 - Server pools
 - Virtual services (up to 10)
 - Layer 4 or layer 7 load balancing engine
 - SSL offloading
- Select the IP address or addresses necessary for the implementation
- Determine the most appropriate service monitor health check.
- Define the application profile for the load balancing service

3.4 vApps

A VMware vApp consists of one or more virtual machines that communicate over a network and use resources and services in a deployed environment. A vApp can contain one or more multiple virtual servers and enable users to administer the virtual servers in the vApp as a single entity.

vApps can be created from scratch or from a template. vApps cannot include virtual network devices such as firewalls and load balancers, though they can use these devices in the same manner as an individual virtual server. Resources that are shared by multiple vApps or multiple virtual servers should not be part of a vApp as actions such as shutting down the vApp containing the shared resource would impact the other virtual servers accessing that resource (e.g., databases used by multiple virtual servers or multiple vApps should be in their own vApp).

Some of the administrative functions that can be performed on a vApp include:

- Start, stop or suspend vApp
- Edit vApp properties
- Create, revert or remove vApp snapshot

4. Add-on services

Rackspace Technology shall provide the following add-on components and services when they are covered under customer's agreement:

4.1 Disaster recovery

Rackspace Technology provides disaster recovery services for workloads that reside in Rackspace SDDC Flex environments through replication with other Rackspace SDDC Flex data centers. This service can be delivered between any two of the data centers.

Rackspace SDDC Flex is hosted in the following Rackspace Technology data center locations:

Region	Name	Address	Status
AMER	IAD3	44461 Chillum Place, Ashburn, VA 20147, USA	Available
AMER	ORD1	2200 Busse Road, Elk Grove Village, IL 60007, USA	Available
EMEA	LON3	115 Buckingham Avenue, Slough, Berkshire, SL1 4PF, United Kingdom	Available
EMEA	LON5	Unit 1, Power Avenue, Manor Royal, Crawley, RH10 9BE, United Kingdom	Available

Available recovery point objectives (RPO's) are listed in the table below. Shorter RPO's will result in higher storage charges associated with the service.

Service level	RPO
Platinum	1 minute
Gold	5 minutes
Silver	1 hour
Bronze	4 hours

All RPO's are available between data centers in the same region. LON3 and LON5 data centers. Only Silver and Bronze RPO's are available between data centers in different regions.

Recovery time objectives (RTO's) will be defined within the disaster recovery plan and may vary from one to five hours, depending on the customer's specific workloads.

Customers are responsible for their disaster recovery plans.

4.2 Data protection services

Data protection utilizes enterprise-level backup solutions to provide backup and restore services for electronic data. This product is designed to restore files, folders and databases back to the original location from which it was backed up. Backups will be performed to a shared data protection infrastructure solution.

- Single customer portal for multiple data sources
- One software-defined solution across hybrid and multicloud environments
- Rapid recovery to reduce downtime
- Self-service, flexible retention options
- Consumption-based pricing
- 8¢ per GB application-sized data in retention
- Private low latency backbone between source data and backup targets minimizing hyperscale egress fees
- Target backups in Rackspace Technology data centers isolated from hyperscalers
- Datalocks for ransomware remediation coming soon

For additional content, please request the Rackspace Data Protection Services service description from your Rackspace Technology seller.

4.3 VM management

4.3.1 Managed OS administration

When a VM is enrolled in OS administration, Rackspace Technology creates a configuration management database (CMDB) record of the VM, and securely stores customer-provided OS login credentials so that our OS system administrators can log in to the OS and perform the desired OS services upon request.

This service enables a customer to initiate a request that would trigger a Rackspace Technology administrator to login to the guest OS of a virtual machine in the private cloud. Rackspace Technology support engineers will utilize secure, time-limited and audited access to the environment in order to provide troubleshooting services for supported systems.

4.3.2 Managed OS patching

Rackspace Technology provides a managed OS patching service for supported operating systems. The patching schedule is set by the customer and Rackspace Technology configures the guest OS to use Rackspace Technology-provided patching sources so that only approved patches are delivered and installed on customer machines.

4.3.3 Antivirus licensing

Rackspace Technology installs an OS antivirus agent on the selected VMs to provide customer with antivirus services. Rackspace Technology makes no guarantees as to the effectiveness of the antivirus service. This service enables scanning of guest OS files by a system within the private cloud that maintains up to date signatures of known malicious code.

It is connected to a centralized management service maintained by Rackspace Technology that enables visibility into the function of the service and allows tickets to be triggered if any failure with the scanning system occurs or in the event of malicious code being discovered.

For additional content, including service levels specific to VM management, please request the VM management service description from your Rackspace Technology seller.

4.3.4 Managed OS monitoring

Rackspace Technology installs, configures and responds to monitoring alerts from an installed OS agent for OS and application alerts and conditions on VMs. It enables monitoring of guest OS service availability on a network, internal OS system resources, OS services operational status and error conditions.

4.4 Hybrid connectivity

Rackspace Technology offers RackConnect® Global as a means to bring multicloud connectivity to your footprint. RackConnect Global is an “ecosystem of ecosystems” linking the leading interconnection exchanges and cloud providers to our proprietary backbone. Once connected within the Rackspace SDDC Flex, you can spin up virtual connections across the Rackspace Technology footprint as well as Megaport and the Equinix Cloud Exchange Fabric. Effectively, we provide multiple paths for connecting with all your cloud providers — wherever they are around the globe.

For additional content, please request the RackConnect Global service description from your Rackspace Technology seller.

4.5 Rackspace Elastic Engineering for VMware Services

Rackspace Elastic Engineering (REE) for VMware supports customers in a flexible cloud operating model. With REE, customers purchase a bucket of hours to be used on a monthly basis. The goal of REE is to move customers toward an increasingly mature DevOps model at their speed. Rackspace Elastic Engineering has a unique set of attributes that will help customers plan and implement changes to operate in a more efficient, cloud native manner.

For additional content, please request the Rackspace Elastic Engineering for VMware service description from your Rackspace Technology seller.

5. Financials

5.1 Pricing

Rackspace SDDC Flex service components are provided in a consumption-based model. Detailed pricing can be found here: [Rackspace SDDC Flex pricing rate card](#). Pricing for add-on services (see Section 4) can be found at the appropriate web page for that service.

The units of measure for each component are as follows:

Resource	Unit of measure
Network	MB egress
VM	VM size (vCPU, RAM) per hour
Guest OS	OS type per hour
Storage	GB by storage tier per hour
Disaster recovery	VM per hour*, plus storage, replication

*Customers are only charged for VM's on the target site when those VM's are in use (i.e., recovery testing and events).

5.2 Billing

Customers are billed monthly in arrears. Billing information is provided as total hours consumed across the per virtual data center for each of the following resources:

Rackspace SDDC Flex components

- Compute consumption (includes OS license cost)
- Storage consumption
- Network consumption

6. Customer access

Upon contract signature, Rackspace Technology will create the necessary accounts to provide the customer with access to the Rackspace SDDC Flex environment. See Appendix for sample email.

Customers may review the solution guide for detailed instructions for creating and managing resources within the environment.

7. Day 2 services

This section provides information about each of the following areas of the Rackspace SDDC Flex service experience:

- Fanatical Experience®
- Customer success
- Support

7.1 Fanatical Experience

Rackspace Technology can provide the following services:

- Ensure that named personnel carry out the following roles and are assigned to customer's account:
 - Customer success manager
 - Business development consultant
 - Rackspace Technology executive
- Always ensure there is an appropriate number of Rackspace Technology personnel to perform the services during the supported hours.

- Ensure that all Rackspace Technology personnel:
 - Are appropriately experienced, qualified and trained to perform the services.
 - Perform the services with all reasonable skill, care and diligence.
 - Cooperate with customer personnel to the extent reasonably necessary to provide the services.
 - Are authorized to perform customer-agreed activities on the supported services.

7.2 Customer success

This section covers the following areas of the customer success governance structure:

- Purpose
- Objectives and guiding principles
- Overall partnership governance structure

7.2.1 Purpose

The purpose of the governance structure is to ensure that guiding principles, objectives, structures, operating guidelines, methods and measures for implementing effective governance are clearly defined and consistently implemented.

The governance function is subject to change based upon customer's decisions on target organization design.

7.2.2 Objectives and guiding principles

This section briefly describes the structure of the relationship model, with principles of partnership that define the levels in which Rackspace Technology and customer interact and align resources. It also defines a framework for innovation and growth that enables the relationship to evolve as customer's business changes, so that the partnership constantly works toward value improvement.

The governance model is designed to achieve the following guiding principles:

- Promote trust through transparency and bilateral communication.
- Maintain the strength of the relationship between customer and Rackspace Technology as a critical success factor for both.
- Align both parties' business and IT objectives.
- Realize innovation priorities.
- Establish a shared organization and structure to streamline day-to-day management and administration of the outsourcing relationship.
- Allow customer and Rackspace Technology management to focus on strategic issues.
- Optimize customer and Rackspace Technology expertise to provide the most effective IT services to service recipients.
- Ensure overall monitoring of contract performance on service levels, financials, deliverables and customer satisfaction.
- Ensure that potential issues are investigated, resolved and/or, if necessary, escalated.

7.2.3 Overall partnership governance structure

The purpose of governance is to establish effective means for managing the delivery of services and innovation as determined by customer's outsourcing objectives and this service description. This is a joint framework managed equally by Rackspace Technology and customer.

The three-tier governance model — Operational, Program and Strategic — is used to account for business priorities, planning, oversight, recommendations and approvals, as well as risk, action, issue and dependency ("RAID") management.

Governance effectiveness is measured throughout the process with a joint scorecard that considers the parties' business objectives narrowed down in terms of IT priorities. The categories and variables are jointly defined by Rackspace Technology and customer. The joint scorecard is broken into three sections:

- Operational performance as viewed by the services consumer (e.g., line of business — products that serve a particular business).
- Innovation and transformation as viewed by the services consumer (e.g., line of business — products that serve a particular business).
- Realization of innovation and transformation objectives as viewed by customer's executive steering committee where applicable.

7.2.4 Ticketing process

Customers will engage Rackspace Technology by creating a ticket in the Rackspace Customer Portal. After logging in, select the **Tickets** button from the menu to create a new ticket or view an existing ticket. The Rackspace Technology automated systems also create tickets for events on the customer's account that require either the customer's attention or the attention of a Rackspace Technology employee. All infrastructure tickets will be created with a 'Normal' severity. Workload severities can be reviewed in the VM Management service description that can be requested from your Rackspace Technology seller.

Incident: An incident is an unplanned interruption to or quality reduction of an IT service.

Change request: A change request is an initiating request from a customer, or from a Racker and approved by a customer, that leads to either a scheduled maintenance (a standard change request) or an emergency maintenance (as remediation to an incident)

Request for information: General questions

Incident response: Incident tickets for infrastructure related events will be categorized as a normal severity

All customer-submitted requests are automatically categorized as "Normal" requests. Rackspace Technology responds to customer's support requests in the timelines defined below. All requests will be replied to within 24 hours, regardless of severity.

8. Ticketing process

Using formal strategy and design methodology along with Rackspace Technology capabilities, Rackspace Technology makes reasonable efforts to align delivery of any service to both the strategic and operational requirements of the customer. Consequently, Rackspace Technology designs the service to implement an effective reporting service mapped to service credits with reporting for customer to review performance.

The Rackspace Technology service level management process manages service levels and reporting of performance against them. It is also responsible for establishing and maintaining operational level agreements and underpinning contracts within the overall customer success.

To help customers measure the effectiveness of the Rackspace Technology service and for Rackspace Technology to measure, maintain and improve service levels, a set of industry standard metrics are used. The customer can also employ additional internal KPIs to aid service level management. This could include the performance of the Customer Success Manager, general responsiveness and the success of service improvement initiatives.

8.1 Platform support SLAs and enhancements

The SLAs in this section apply to those services that are identified as being provided in the Platform Support level or with various enhancements to the same.

8.1.1 Applicable service levels

The service levels applicable to customer are dependent on the services purchased by customer; not all service levels listed below may be applicable. If Rackspace Technology fails to respond in time, then the remedy listed in the SLA table applies.

The Initial response times stated in this section apply only to requests customer makes via ticket(s) or that are generated automatically by a Rackspace Technology monitoring service. The times in this section are response times, not resolution times, Rackspace Technology makes no guarantee regarding the time to resolve a request.

SLA	Service area	Level	Performance measure description	Service measure	Hours of service
SLA 1.1	Response time	Normal	Non-critical – server, virtual resource, or site is functioning normally, but customer requires information or assistance, or any other non-immediate tasks	Within twenty-four (24) hours	24x7x365
SLA 1.2	Availability	Rackspace Technology data centers.	Availability per month of Rackspace SDDC Flex Cloud Director control plane	>99.9%	24x7x365

9. Service support — managed services

This section describes the spheres of management and exclusions for Rackspace SDDC Flex.

9.1 Roles and permissions

To implement the separation of duties for Rackspace Technology and customer in Rackspace SDDC Flex, Rackspace Technology uses built-in and custom roles in the Cloud Director cluster.

Rackspace Technology shall:

- Assign customer a maximum permission role (Tenant Portal Administrator role) with restricted permissions and the tenant portal will have the ability to maintain the permissions for their respective organization.
- Manage and maintain the deployment and lifecycle of the full stack of SDDC environment.

Customer shall:

- Have zero permissions on hosts and management servers.
- Have permissions to and be responsible for creating, deleting and managing VMs and vApps within the customers tenant organization.
- Have permissions to create their own templates and deploy VMs using their own templates.
- Have permissions to increase resources on existing VMs such as vCPU, vRAM and vDISK.
- Have permissions to configure basic networking services such creating VDC Networks (routed and isolated), DHCP, firewall, etc.
- Have permissions to configure advanced networking services such as self-services network load balancing
- Have permissions to deploy VMs into different tier of storage

The following permission sets are predefined in the Cloud Director Tenant Portal:

Admin Role: “RAX Organization Administrator” has a subset of permissions from default organization administrator role. The permissions are appropriately mapped to the services that tenants are going to use. The tenant portal admin can further create the roles according to the requirements. Tenant admins can also create other roles as required.

Creator role: “RAX Organization Power User” has a subset of the admin role permissions providing the ability to add, change or remove resources within the customer’s organization.

Observer role: “RAX Organization Console User” has a subset of the creator role permissions providing the ability to view resources within the customer’s organization.

10. Appendix

10.1 Roles and responsibilities

The following table outlines Rackspace Technology and customer roles using the following key:

- R = Responsible
- O = Optional
- P = Active participant, collaborative activity/event
- I = Informed

Item	Customer	Rackspace Technology
Customer care services		
Ticket based 24x7x365 Fanatical Support®	P	R
Customer Success Manager	I	R
Monthly billing and pricing actions	O	R
Tenant monitoring of hosted configuration and response to monitoring events	R	O
Server compromise checks on demand (virus scanning)	R	O
Support ticket system available through the Rackspace Customer Portal	P	R
MAR or QAR for Platform Support customers	P	R
Data center layer		
Provide and maintain data center facility	I	R
Provide and maintain cooling and redundancy	I	R
Provide and maintain power and redundancy	I	R
Provide and maintain physical security for data center	I	R
Provide or procure bandwidth	I	R
Negotiate redundant bandwidth providers	I	R
Procure power and network connectivity gear	I	R
Physically install equipment (HW/FW/LB/IDS/Storage)	I	R
Cable cabinet to equipment	I	R
Cross-connect equipment for multiple cabinets	I	R
Monitor power consumption	I	R
Schedule maintenance (e.g., cable)	I	R
Coordination with suppliers for gear improvement and break/fix	I	R
Networking layer		
Architecture design, review and consultation	P	R
Configure routing and switching equipment	P	R
Provide net new public IP blocks	P	R
Configure initial IP on devices	R	O
Modify public IPs on management devices	P	R
Modify public IPs on VM devices	R	O
Configuration of end user firewall	R	O
Configuration and troubleshooting of software-defined networking	N/A	R

Item	Customer	Rackspace Technology
Networking layer		
Base configuration of virtual load balancer (management)	P	R
Base configuration of virtual load balancer (tenant)	R	O
Maintain core routing and switching equipment	P	R
Maintain/administer management virtual firewalls	N/A	R
Manage/monitor bandwidth usage and consumption (management)	N/A	R
Manage/monitor bandwidth usage and consumption (tenant)	R	P
Manage authoritative DNS (management)	N/A	R
Manage authoritative DNS (tenant)	R	O
Troubleshoot network connectivity (management)	N/A	R
Troubleshoot network connectivity (tenant)	R	O
Troubleshoot physical network device issues	P	R
Troubleshoot physical security device issues	P	R
Monitoring layer		
Networking infrastructure monitoring 24x7x365 incident response with customized emergency instructions/immediate reactions	P	R
Compute and storage infrastructure monitoring 24x7x365 incident response with customized emergency instructions/immediate reactions	P	R
Datastore capacity monitoring and alerting	P	R
VMware services monitoring	P	R
Ticketing alerts	P	R
Provide Hypervisor CPU performance utilization reporting (reserved instances only)	R	O
Install metering software and monitor usage (capacity management)	P	R
Hypervisor device layer		
VCF life cycle management	P	R
VxRail Manager	N/A	R
Hardware break/fix	O	R
Equipment procurement	O	R
Equipment inventory	O	R
Cloud Director layer		
Version/security updates	I	R
Tenant networking	R	O
Infrastructure networking	N/A	R
Organization networks (T0)	N/A	R
Organization networks (T1)	N/A	R
Provider storage policies	N/A	R
Organization storage policies	N/A	R
Provider data center	N/A	R
Provider VDC	N/A	R

Item	Customer	Rackspace Technology
Cloud Director layer		
Organization data center	P	R
Organization VDC	P	R
Tenant App Portal	P	R
Cell load balancer	N/A	R
File share (NFS)	N/A	R
Catalog management	I	R
Storage capacity		
Storage capability enhancements and maintenances	P	R
Establish and maintain storage monitoring and alerting system	P	R
Monitor and maintain the storage infrastructure	P	R
Performance analysis of storage devices	P	R
Identify naming of storage policies	P	R
Creation of storage policies	P	R
VCF and VxRail life cycle management		
Equipment imaging/re-image	N/A	R
Operating system issue troubleshooting (management systems only)	N/A	R
Maintenance communications	N/A	R
Infrastructure patching	N/A	R
Maintain operating system upgrades	N/A	R
Operating system vendor escalation	N/A	R
VROps	P	R
Workload domains	P	R
Onboarding		
Customer onboarding	P	R
Portal user guide review – ticket manager, billing, knowledgebase	I	R
Usage portal walkthrough and training	P	R
Capacity management		
Rackspace Technology will initiate change order for capacity additions when usage trigger is reached. The customer will approve all change orders.	N/A	R
Capacity requests for infrastructure (Rackspace Technology gear)	N/A	R
Changes to VM facts (customer gear)	R	P
Rackspace Technology recommended capacity request	N/A	R
Change management		
Rackspace Technology account team will work closely with the customer team on all operational and technical changes	P	R
Rackspace Technology will provide status updates via https://status.rackspace.com system viewable and accessible 24x7x365 by the customer in case of changes that are owned or initiated by Rackspace Technology	P	R
The customer will open a ticket in the Rackspace Customer Portal where Rackspace Technology support is required for any changes owned and initiated by the customer	R	P

Item	Customer	Rackspace Technology
Change management		
All changes will be managed through a Rackspace Technology ticket for full documentation and long-term tracking	P	R
The customer team responsible for the change will coordinate their own internal resources and the resources of their third parties to manage the change as scheduled, keeping Rackspace Technology informed of the change's progress via the Rackspace Customer Portal	P	R
Rackspace Technology will apply a consistent approach to all incidents reported, except where a specific approach has been outlined in the customer runbook	P	R
Incidents will be logged via the Rackspace Technology ticketing system and investigated by 24x7x365 Rackspace Technology support teams in accordance with the agreed service levels	P	R
Rackspace Technology will work closely with the customer team to resolve the incident as quickly as possible	P	R
Incidents with a specific priority will not be changed to another priority without both parties agreeing to it	P	R
With customer approval Rackspace Technology will take action to resolve the incident based on investigation findings	P	R
When action is required by the customer to resolve an incident, clear communication will take place between Rackspace Technology account team and the customer team	P	R
Rackspace Technology will work cooperatively with the customer and its third parties nominated as technical contacts listed in the Rackspace Customer Portal	P	R
An incident cannot be closed without the customer having the opportunity to confirm that they agree the incident has been resolved (confirmed solved)	P	R
Problem management		
Rackspace Technology will work to seek to prevent the occurrence of incidents, problems and errors to help ensure a permanent resolution is found	P	R
Customer escalation management		
Rackspace Technology will provide clear lines of escalation for the customer in the Rackspace Customer Portal	P	R
Quality assurance		
All Rackspace Technology environments are subjected to a strict testing and quality control process during the build and implementation phases	N/A	R
All planned deployments, changes or maintenances go through a multi-factor quality check process to ensure reliability and quality of the change	N/A	R
All high availability environments undergo high availability (HA) testing before they are approved	N/A	R
Rackspace Technology relies on an Net Promoter Score (NPS) driven customer loyalty approach to ensure that our customers are heard and our best practices reflect the diverse needs of our customers	P	R

10.2 Sample enrollment email

Hello [Account Organization Name],

Thank you for signing up for a Rackspace SDDC Flex account!

We have provided some additional resources to help you get started and to learn more about the key attributes of the service:

1. Getting Started

This will explain how to log in to the Rackspace Customer Portal, the Rackspace SDDC Flex portal, create your Rackspace SDDC Flex Account and more.

https://docs.rackspace.com/docs/rackspace-sddc-flex-solutions-guide/solution-guide/get_started

2. Solution Guide

Use the Rackspace SDDC Flex Solution Guide for more detailed how-to information on some of the key capabilities you now have access to. We highly recommend you bookmark this guide for future reference.

<https://docs.rackspace.com/docs/rackspace-sddc-flex-solutions-guide/solution-guide/>

Account Information:

Account Name: [Account Organization Name]

Account Number: 3b91ab1f-d38b-4410-9bd7-318d0680b4d2

Service Level: Platform Support

Account Details: <https://manage.rackspace.com/rackspace-sddc-flex/accounts/3b91ab1f-d38b-4410-9bd7-318d0680b4d2>

For additional help, check out the How to Get Help section of the Solution Guide or contact your Rackspace Technology Account Manager.

We look forward to speaking with you soon!

Best regards,
Rackspace Technology

11. Legal terms

This service description is not a contract, and nothing in this service description is or may be construed as an offer or legal obligation on the part of Rackspace Technology or its representatives. This service description may change from time to time, in the sole discretion of Rackspace Technology. Capitalized terms used but not otherwise defined in this service description will have the meaning given to them in the Rackspace Technology Master Services Agreement (presently found at the following URL: (<https://customer.rackspace.com/information/legal/msa>), as it may be updated from time to time.

This service description is intended only as a general description of the specified services and the technical capabilities of Rackspace Technology in relation thereto, which may change from time to time. As applied to customer, this description may not reflect the actual services provided by Rackspace Technology. In addition, this service description may contain one or more additional and/or non-standard services that are not included in the standard service offering and that may require payment of additional fees.

About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience® — so they can work faster, smarter and stay ahead of what's next.

Learn more at www.rackspace.com or call 1-800-961-2888.

© 2023 Rackspace US, Inc. :: Rackspace®, Fanatical Support®, Fanatical Experience® and other Rackspace marks are either service marks or registered service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

THE INFORMATION CONTAINED IN THIS DOCUMENT IS A GENERAL INTRODUCTION TO RACKSPACE TECHNOLOGY SERVICES AND DOES NOT INCLUDE ANY LEGAL COMMITMENT ON THE PART OF RACKSPACE TECHNOLOGY.

You should not rely solely on this document to decide whether to purchase the service. Rackspace Technology detailed services descriptions and legal commitments are stated in its services agreements. Rackspace Technology services' features and benefits depend on system configuration and may require enabled hardware, software or additional service activation.

Except as set forth in Rackspace Technology general terms and conditions, cloud terms of service and/or other agreement you sign with Rackspace Technology, Rackspace Technology assumes no liability whatsoever, and disclaims any express or implied warranty, relating to its services including, but not limited to, the implied warranty of merchantability, fitness for a particular purpose, and noninfringement.

Although part of the document explains how Rackspace Technology services may work with third party products, the information contained in the document is not designed to work with all scenarios. any use or changes to third party products and/or configurations should be made at the discretion of your administrators and subject to the applicable terms and conditions of such third party. Rackspace Technology does not provide technical support for third party products, other than specified in your hosting services or other agreement you have with Rackspace Technology and Rackspace Technology accepts no responsibility for third-party products.

Rackspace Technology cannot guarantee the accuracy of any information presented after the date of publication.

Rackspace-Service-Description-SDDC-Flex-PRO-TSK-7922 :: January 16, 2023