

# Cloud Services Guide

(Managed Services Guide)

JDA<sup>®</sup> Cloud Services

Version 3.3

Date: 29th October 2012



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# Chapter 1. Introduction

JDA Cloud Services seeks to leverage the best of both our customer's business knowledge and JDA Software's proven skills in building and implementing software. As a JDA Cloud Services customer, you are freed from worrying about how the software functionality will be delivered, allowing you to focus on the true business value the solution provides.

In the JDA Cloud Services solution delivery model, upgrades and patches are managed and facilitated by JDA Cloud Services, ensuring that your solution remains up to date and that you have access to the most recent and stable versions of the software. In addition to providing application and infrastructure maintenance, our deep product knowledge married with extensive customer interaction and experience across the wide-ranging JDA customer base ensures that you are implementing best practice solutions for your industry.

As a JDA Cloud Services customer you can be sure that you are receiving the highest service levels available for support, maintenance, and operation of JDA's world class software products.

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## Purpose of this guide

The JDA Cloud Services Guide contains the processes and procedures, responsibilities, and the means of interaction for both JDA Cloud Services and JDA Cloud Services customers. This guide is a living document which will change from time to time.

**Note:** Changes in this document are not intended to materially affect a customer's level of service.

The scope of this document is limited to JDA Cloud Services. Any reference to specific JDA software or solutions is not intended, and must not be interpreted as a statement or commitment that the software's properties will be maintained indefinitely. JDA Cloud Service and JDA Cloud Services will continue to evolve to best provide value to our customers. Therefore JDA reserves the right, at any time and without notice, to change these materials or any of the functions, features or specifications of any of the software described herein. JDA Cloud Services shall have no warranty obligation with respect to these materials or the software described herein, except as approved in JDA's Software License Agreement with an authorized licensee. However, JDA Cloud Services will not materially reduce the cloud services being provided during customer's cloud services agreement term.

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## JDA Cloud Services participants

Every Cloud Services engagement includes a [Customer](#) and their team, the JDA Cloud Services team, and the [JDA Support Services](#) team. During the implementation and major enhancement phases of an engagement, the [JDA Consulting Services](#) team may also participate in activities related to the delivery of services. Other participants may also be included.

### Customer

A customer is the company or group who establishes a contractual relationship with JDA Cloud Services for the purpose of gaining access to and management of a specific set of services. The same company may include more than one JDA Cloud Services customer depending on product, geography, or contractual arrangement. Customers have certain responsibilities including establishing points of contact, escalation, and may work with both [JDA Consulting Services](#) and other partners in implementing JDA solutions.

Once a contract is established, each customer will provide a team to work closely with the JDA Cloud Services team. A customer may have one or many implementations in process

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and each team involved will have its own group of business, technical, and implementation personnel. A customer's super users and application administrators are established and named as the official point of contact for each implementation and associated continuing maintenance and operation activities. These users become the channel through which joint decisions are coordinated. If the customer has contracted with JDA Consulting Services or other external groups for consulting services, they are responsible for coordinating the implementation resources.

## JDA Cloud Services team

The JDA Cloud Services team is the primary point of contact for all configuration, setup, day to day operations, and supported customizations. This team works closely with each customer to establish the environment and operational schedule and provides support for any customer requests on the maintenance and run time changes for JDA solutions.

During initialization and setup, customers and their implementation team work directly with JDA Cloud Service personnel making shared decisions on software configuration. Throughout the process, [JDA Support Services](#) is the primary contact for any non-operational issues.

Each customer will be assigned a JDA Cloud Services Service Delivery Manager (SDM). The [SDM](#) provides real time support in resolving issues and works closely with the customer to ensure continuing success with your JDA Cloud Services engagement.

## JDA Support Services

[JDA Support Services](#) provides support for general application issues and functionality questions. Each customer contact receives a user ID and password for access to JDAUser.com and the support web portal. [JDAUser.com](#) has all the information a customer needs to work with and understand the JDA Support Services processes and procedures. See [www.jdauser.com](http://www.jdauser.com) for contact information for your region.

## JDA Education Services

To enhance customers return on their JDA solution investment, [JDA Education Services](#) provides options to optimize your experience and knowledge. JDA Education Services offers high-quality training with e-learning and instructor-led training opportunities. JDA Education Services also offers the JDA Certification Program, which defines a curriculum that maximizes your knowledge and qualifications for a specific job. Certification programs employ a blend of learning methods that end with an industry-recognized exam. See [www.jdalearn.com](http://www.jdalearn.com) for more information or contact your Service Delivery Manager for more information.

## JDA Consulting Services

A customer is encouraged to engage JDA's Consulting Services for implementation and performance engineering services. They are experienced in implementing JDA solution and follow a prescribed implementation method that compliments the JDA Cloud Services standards.

## JDA approved Third-Party Consulting Services

When using third party consulting services, JDA approved Third Party Consulting Services must always be used whenever possible. In order to facilitate an implementation, - JDA Cloud Services will work with the customer, before any contract is signed, to verify that the contractor has the skill sets, industry and JDA solution knowledge that is required to ensure

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a smooth and successful implementation. In all cases, the implementation team must follow the JDA Cloud Services policies and procedures, must turn over work products to JDA Cloud Services in a timely manner, must participate with JDA Cloud Services in the go-live process and must be available 24x7 to provide production support for at least 30 days after go-live with no charge to JDA Cloud Services. Work products not fully or adequately turned over to JDA Cloud Services or failing to meet the quality standards of JDA Cloud Services remain the sole responsibility of the customer.



# Chapter 2. Cloud Services lifecycle

The Cloud Services lifecycle is described below:

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## Sales cycle

During the sales cycle the customer and JDA Cloud Services work to define the solution and set expectations at an appropriate level. Business modeling and sizing information is used to create a proposal to maximize the value to be obtained from the use of JDA. Also, the appropriate software licenses and support arrangements, roles and responsibilities are identified.

Solutions defined during the sales cycle will be in respect to the current understanding of the business requirements and the current functionality from available solution(s). New or refined requirements and solution designs that require modifications or changes to the existing solution(s) following the completion of the sales cycle are subject to the enhancement and or Change Management process.

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## Review current environment

JDA Cloud Services carries out a review of any current customer requirements and operating environments. This activity is undertaken to ensure a correct level of resource availability and accurate pricing of the cloud services solution is provided.

This review includes:

1. Sizing survey to be filled out by customer describing key metrics such as:
  - a. number of users
  - b. type of usage
  - c. functionality to be implemented
  - d. workload and/or transaction volume to be processed
  - e. integration requirements
  - f. test and development environment requirements
2. A customization survey to review any requested customizations
3. Interactive sessions to review the information provided and resolve any follow up questions
4. A sign-off process to verify that the customer's information and JDA's understanding of the information is correct

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## Contract negotiation

Once a JDA Cloud Services proposal has been accepted, the customer will be presented with a cloud services agreement detailing the terms of the agreement and services to be provided. This contract has been developed by JDA's legal counsel to provide the clearest possible mechanism for governing the responsibilities, actions, and deliverables of each of the participating parties. It is a requirement to use this established contract format to ensure consistency of services and the best possible value for the customer.

During contract negotiation the customer will be provided the opportunity to request amendments to the agreement to clarify or include additional requirements to comply with its business process. All requests for changes will be promptly reviewed by JDA legal counsel and JDA Cloud Services management prior to acceptance or further negotiation. A properly agreed and executed JDA Cloud Services contract must exist prior to any actions

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being taken for the provisioning, set-up and start of implementation of the contracted services.

All JDA Cloud Services offerings require JDA software license and maintenance agreements to be in place before Cloud Services can be offered. No services or access to the software of any kind can occur until signed agreements are received at JDA.

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## Acceptable use policy

All customers accessing JDA Cloud Service must agree to the JDA Cloud Services Acceptable Use Policy. This policy communicates the guidelines for proper use of the services being provided and any limitation or restriction that must be adhered to for liability, legal, and government compliance.

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## Exit strategy

Within thirty days after the end of the Cloud Services Term, upon Customer's written request, and provided that Customer's account balance is current (including any termination fees due as a consequence of early termination), JDA will promptly return Customer's data to Customer on JDA standard media.

If the Customer terminates Cloud Services pursuant to the Agreement or SOW, JDA will participate in the Customer's planning to facilitate Customer's transition from the Cloud Services.

These services will include:

- Review configuration of the JDA application and database with Customer and provide information of same.
- Participate in a transition meeting and agree upon schedule for transition activities.
- Provide up to three (3) database exports for use by Customer in transition in a mutually agreed upon and JDA Supported format.
- Provide copies of existing information used for operation of the Customer's solution at JDA. Examples of information shared with customer:
  - o Architecture diagram
  - o Solution stack component version inventory
  - o Configuration settings for the application and database
  - o Data movement
  - o Batch schedule
  - o Backup schedule
- All data will be destroyed 30 days after the termination of services.

Additional services are available on a Time and Materials basis at then current JDA rates.

# Chapter 3. Implementation and go-live

The most important part of any JDA Cloud Services offering is the implementation and go-live process. Well managed implementations easily transition to smooth running live systems. JDA Cloud Services brings the experience of many prior successful go-lives to each Cloud Services engagement. Your [SDM](#) can help you through this process to ensure that you are deriving the expected value by using the JDA solution.

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## Prepare for implementation

Once a contract is signed, the following steps are taken to prepare for the go-live of a production environment.

### Cloud Services initialization

JDA Cloud Services will work with each customer to initialize the cloud services process. In this early phase of the project, JDA Cloud Services ensures that all the pre-requisites are in place. This includes the procurement of the physical infrastructure as a whole as well as initialization and documentation of key procedures such as back-ups and recovery plans. This phase typically lasts two to four weeks and needs to be completed in order to proceed to the next phase.

Initialization Services include:

- **Procurement of all system infrastructure components:**
  - o Dedicated or solution specific hardware
  - o Any third party software as required to run the JDA Solution
  - o Increase capacity for any shared services infrastructure including monitoring, backup, network bandwidth, and access/security management
  - o Server Operating System Licensing and Environments
- **Configure the servers:**
  - o Install and configure the environments on the servers
  - o Configure the server operating system
  - o Install and configure all other third party software components
  - o Set up servers on JDA hosted solutions network
- **Communications:**
  - o Assist customer in the establishment of communications between the servers on the JDA network and the customer network
  - o Prepare the servers for connection to the customer network
- **Daily System Maintenance and Archival:**
  - o Manage administration of data files
  - o Develop and schedule system archives of data files, software, and database as required to support the implementation team
- **Define and Develop Backup Procedures:**
  - o Data extract files
  - o Output files
  - o Operating System
  - o Database
  - o File System
- **Prepare Recovery Plan:**
  - o Identify hardware support/maintenance

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- o Describe operating system recovery
  - o Describe application software recovery
  - o Define process for database recovery
  - o Establish MTTR (Mean Time To Resolution Metrics)
  - **Data:**
    - o Make available a shared secure [FTP](#) or [AS2](#) server for receipt and delivery of data files
    - o If appropriate, establish EDI processes and procedures to on-board any EDI partners.
  - **Documentation:**
    - o Creation of a Protocols and Procedures packet, which includes:
      - Daily operating schedule
      - Authorized points of contact
      - Data communication processes
      - File formats
      - Change authorization
      - Communication protocols
      - Exception management
      - Escalation procedures

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## Implementation lifecycle

A standard implementation lifecycle includes:

### Project planning kickoff

Each cloud services engagement will start with a planning kickoff session. This session is used to identify key JDA and customer contacts, discuss the overall project timeline, establish and agree on JDA and customer responsibilities, identify any interfaces and configurations required, and identify any risks to the project. The output of the project planning kickoff stage is a project plan which must be reviewed and signed off by both JDA and the customer.

### Configure the environment

Standard cloud services agreements provide three environments: Production, Test, and Development unless otherwise indicated. Test and development systems may be smaller than production systems and may share hardware and software resources, but identical software will be available. Software access will be made available to named users for both these environments. Access to various systems may differ depending on user and role in the implementation.

Once the environments are available, the implementation team in coordination with JDA Cloud Services can configure the solution. For multi-tenant solutions the configuration of the environment including hardware, software and software versions, is pre-defined. However, customer specific configuration activities are still required and an implementation partner is expected to be involved.

The output of this stage is an environment ready for user acceptance testing ([UAT](#)).

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**Note:** For a Rapid Deployment Cloud (formerly Implementation Lab), only one environment is provided for either test or development purposes.

## User acceptance testing

JDA and the customer will mutually perform user acceptance tests to validate if the system is ready for production. These tests generally include both formal and ad-hoc testing periods. The user acceptance test phase will have a fixed time period, and both customer and JDA are responsible for completing the testing in this time period.

The output of this stage is a signed system acceptance document.

## Production cutover

The immediate pre-production and production cutover stage is one of the most critical periods in any project implementation. Interfaces are officially switched to the new system, users begin accessing the system to do full time work, and batch jobs run on the assigned schedule.

This phase is described in detail below. The output of this stage is an agreement that production go-live is successful.

## Post-production review

Immediately after go-live and for thirty days following go-live, special attention is paid when running the production system to ensure that there are no issues and to identify any problem areas that might exist. After this time period, the system transitions to normal operations.

The output of this phase is conversion to normal operations.

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## Customer responsibilities

In order to ensure implementation project success, the customer is responsible for:

- Meeting agreed upon project milestones
- Providing access to internal resources that can provide information about existing systems
- Providing access to systems or data used to facilitate integration
- Defining clear requirements for configuration
- Making timely decisions on configuration and setup options
- Establishing an internal approval process to approve change requests and milestones
- Providing resources to test and validate the system
- Providing feedback on process and progress items
- Follow agreed upon processes and procedures
- Promptly identify qualified Super Users/Administrators who will become the point of contact for JDA and project resources
- Contacting and training external customer partners such as carriers, collaboration partners, and other third party organizations involved in the implementation
- Obtaining and providing proof of third party licenses identified as Customer responsibilities in the Cloud Services SOW. Examples may include database software, distance engines or rating engines.

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## JDA responsibilities

- Assigning Service Delivery Manager (SDM) to each customer
- Meeting agreed upon project milestones
- Configuring and providing customer and project team access to environments
- Defining management plans for configurations
- Clearly communicating options to enable timely decisions on configuration and setup options.
- Providing feedback on process and progress items
- Define, document and follow clear processes and procedures

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## Production, test, and development environments

Unless indicated otherwise, each JDA Cloud Services customer will be provided with a production environment, a test environment, and a development environment. The test and development environments will not necessarily be the same size as production and may share hardware and software resources, but will have identical software installed and functionality configured.

At the beginning of a new engagement, JDA Cloud Services will gather all required information regarding the customer's needs and business practices and ensure that each customer's production environments meet the customer's needs with respect to accessibility, scalability, and performance.

JDA Cloud Services will procure all hardware and required third-party software to allow the customer to connect seamlessly to the environments in a timely manner and during the hours prescribed in the Service Agreement. JDA Cloud Services will require that a designated network support technician and test user at the customer site be available to work with JDA personnel as needed during the setup process, as well as on an ongoing basis as required.

### Production environment

During the implementation lifecycle the Production environment will be prepared for the go-live process. The production environment will not normally be used for testing during the implementation phase, except for performance testing and final user acceptance testing. Production environments are managed by JDA Cloud Services and changes to this environment require sign-off from authorized customer representatives.

### Test environment

This environment is used to test the software prior to promotion to the production environment, develop data models, scripts and integration workflows and to perform acceptance and verification testing. The test environment is not intended for use for benchmarking or performance testing.

Once the production environment goes live, the test environment will be used to support snapshots of the production environment for implementing new feature/functions, reproducing production issues and testing production patches in a quality assurance and support mode.

JDA Cloud Services will manage each customer's test environments to ensure that operating systems and third-party software are kept up-to-date and compatible with the chosen JDA solutions. Test and development environments are supported on a

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commercially reasonable basis and are not subject to the production environment's services SLAs, metrics, and maintenance windows.

JDA Cloud Services personnel will be responsible for performing database refreshes, taken from the customer's production environment, to facilitate testing and validation with the customer's own data. The customer should request a database refresh at least 48 hours in advance of testing requirements for data refresh. Unlimited database refreshes are permitted each month once a customer has moved into production mode.

These refresh activities may be performed during normal business hours to facilitate the availability of JDA operational resources. Activities scheduled during normal business hours will be coordinated with the customer to minimize the impact to ongoing testing and development activities.

## Development environment

A Development environment is provided to support testing new feature/function that requires significant changes to the system or that is considered an activity normally performed in a sandbox environment. Development environments are generally smaller in size and support fewer users and less data. Development environments are not intended for use for benchmarking or performance testing.

## Cloud Launch - Rapid Deployment Cloud

A standard Rapid Deployment Cloud (formerly Implementation Lab) consists of a single environment which can be used for different purposes such as QA, development, proof of concepts, etc. as required by customers requirements. This environment includes most third party licenses including oracle database licenses but does not normally include Oracle WebLogic licenses.

Rapid Deployment Cloud environments are suitable for most uses, but due to the underlying infrastructure are not normally good environments for performance testing. Please work with your Cloud Services Account Manager or SDM if performance testing is required.

Rapid Deployment Cloud environments are not suitable for production usage. Customers may not utilize them in a production mode.

All standard processes and procedures for non-production environments apply to Rapid Deployment Cloud. Those areas which are different will be clearly identified in your Cloud Services Statement of Work (SOW).

## Third-Party Software

Customers requiring third-party software other than listed [Middleware](#), Database, embedded software, and Infrastructure Solutions under the Cloud Services agreement are required to maintain valid support agreements compatible with JDA's usage of the software. JDA may request documentation of said license and maintenance agreements to validate its proper installation and rights of usage. Once it has been agreed to install or upgrade a customer licensed third party solution, JDA Cloud Services will notify customers when an upgrade or patch to a third-party solution is planned for installation in the test environment or is ready for testing. JDA Cloud Services will coordinate a timely, convenient schedule with the customer to test functionality, using the customer's own data.

Once all necessary testing is completed to the satisfaction of both the customer and JDA, JDA Cloud Services will perform the same upgrade in the customer's production environment. JDA Cloud Services will coordinate the production environment upgrade with

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the designated personnel at the customer site to ensure connectivity and expected operability, based on testing results.

Third Party software, other than those required to operate the JDA applications, require specific agreements by both customer and JDA Cloud Services to maintain.

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## Customizations and modifications

JDA solutions are very flexible and allows for many different configurations and data models with no special customization needed. Standard interfaces provide access to and from system data. We find that this level of configurability meets most customer needs with no specific customization.

### Customizations

For those situations where customization is desired to support a customer's business process that is not part of the standard software, JDA is happy to provide the customization services needed. Customizations are a billable activity, and the SDM will work with the Customer to scope and cost these activities. Customizations and/or modifications are always subject to the enhancement or Change Management processes. Customizations and/or modifications generally fall into the categories listed below.

### Extensions

Customers sometimes find that their specific business process requires additional data fields and/or additional business logic. JDA Cloud Services will create these extensions using appropriate tools, such as JDA's [ABPP](#) platform, and provide them in association with the standard product. Extensions require additional maintenance and, if using ABPP, an ABPP license fee to provide support and upgrade maintenance compatibility with future versions of the standard software.

### Modifications

JDA Cloud Services provides modifications in support of those few cases where existing logic does not model the exact business process for a customer. These modifications include PL/SQL, infrastructure scripts, and business logic. When code changes are required, the [SDM](#) will work with JDA New Product Development to provide a quote on changing the licensed software.

**Note:** Changes to code are not always acceptable to JDA and each change request is considered individually.

### Integrations and integration workflows

Standard input/output interfaces and documented [API](#)'s provide flat files or [XML](#) documents which can be used to facilitate standard integrations. JDA Cloud Services can create custom integration workflows and data mapping in those cases where the standard format either lacks information or is incorrectly formatted for acceptance in customer's or third party legacy systems.



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## Issue reporting and resolution process

### Issue reporting process - implementation phase

During the implementation phase customers contact JDA Cloud Services directly via the Cloud Services helpdesk phone number, the web interface or via email as per the Cloud Services process documentation that will be provided by your SDM. JDA Cloud Services, through the JDA Cloud Services Response Center, is available 24x7 for critical business issues in the production environment. However, testing and implementation activities are not considered business critical activities and are therefore supported on a commercially reasonable basis. During the implementation phase, it is important that the implementation and testing timeline consider this limitation and allocate sufficient time for testing and issue resolution. Only those issues which will affect the go-live date will be considered critical and subject to resolution effort requiring extended coverage hours. If a critical business issue is opened in the implementation phase, customer contacts are required to be accessible 24x7 to resolve issue.

Every request must be opened as a Service Request through the service desk tool in JDA Cloud Services. It is normally expected that all critical and high issues must be resolved before the go-live process can complete. Any exceptions to this rule must be mutually agreed upon with the customer.

Issues with customer's third party software or with areas handled by the customer's implementation team will be referred back to the customer to be resolved and such issues will not be included in the SLA calculation.

### Issue resolution process

See the [Issue resolution process](#) section for more information.

### Ticket/ Issue status codes

See the [Critical issue process](#) section for more information.

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## External system interfaces

External interfaces are usually created via data files or XML files passed to and from the secure [FTP](#) site or [AS2](#) file transfer process. Direct interfaces may be allowed under carefully controlled circumstances and are required to follow the change control process. Issues caused when direct interfaces are running against the production schema will not be considered in the SLA for response time, availability or performance.

Additionally, when appropriate EDI interfaces may also be setup and configured. EDI is only provided when identified on your Cloud Services agreement.

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## Go-live process

The Go-Live process has four major phases: Go-Live Readiness, Production Environment Cutover, Post Production Initial Phase and Post Production Steady State.

### Go-live readiness

The Go-Live Readiness process assesses the current status of the implementation project. The process generally occurs the last two weeks prior to go-live. The following steps are required to exit the Go-Live Readiness process. All steps must pass successfully or the next

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steps cannot happen. The Go-Live checklist captures the major milestones and must be completed and signed off by customer and JDA Cloud Services at least 48 hours before the actual go-live date.

The high level steps in the Go-Live Readiness are:

1. User Acceptance Testing ([UAT](#)) is completed and signed off
2. Production environment is isolated, cleaned, software installed and prepared for go-live
3. Production interfaces are fully tested and verified
4. The Operations Schedule is documented and signed off
5. Implementation team work products are turned over to JDA Cloud Services and signed off. All work products will undergo a quality review and training review before being accepted. JDA Cloud Services reserves the right to reject any work product it considers poor or low quality, poor maintainability or insufficiently justified or documented
6. Cutover day project plan is published and signed off by customer and JDA Cloud Services
7. Access to Cloud Services environment is verified for all users
8. Customer has been briefed on the use of the Cloud Services Service Desk (SD), has been issued with a dedicated email address, log-in credentials and the SD User Guide
9. All other necessary approvals are completed and signed off

## Production environment cutover and stabilization

During the Production Environment Cutover the new JDA Cloud Services environment begins running as the production instance. It is suggested that this process will be scheduled for a two week period following completion of testing and acceptance of the final configuration and system revisions. At a minimum no less than 5 (five) days of clean batch and automated process should execute prior to go-live to ensure proper scheduling, completion of non-destructive testing and stabilization.

The high level steps in the Production Environment Cutover are:

1. Stop access to pre-go-live production system
2. Create and transfer a copy of the clean or tested existing database to new production environment
3. Import the database to the new production environment
4. Change all interfaces to point to new production environment
5. Start new production system and run non-destructive regression tests to ensure accurate operation
6. Get sign off from customer and JDA Cloud Services that system functions correctly
7. Take a complete backup of the new production system
8. Start all automated processes
9. Open access to new production system

## Post production initial phase

[Post Go-Live](#) and for 30 days afterward is the Post Production Initial Phase. In this phase, JDA provides additional support and closely monitors the production system to ensure there are no startup problems. During this phase, the JDA Cloud Services Response Center will be available to coordinate responses for production issues.

If there are substantial concerns or issues, this phase may be extended beyond 30 days by customer request. If the phase is extended, the customer must require the implementation team to continue to provide the required support.

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The high level steps in the Post Production Initial Phase are:

1. Closely monitor all batch jobs for error codes, warning messages and correct functionality
2. JDA Cloud Services Response Center coordinates issues responses and contact information updates, as needed
3. User performance and accessibility issues are monitored and resolved
4. Post Production support contacts are established and the process for steady state support is explained
5. Final signoff of Production system occurs

## Post production steady state

Once the initial 30 days are complete and the system is signed off, the system enters the standard production steady state. JDA Cloud services is the main point of contact for the customer. Where necessary, JDA Cloud Services will coordinate with JDA Support Services to resolve product issues.

The Operations Schedule is driving the day to day running of the system. Monthly metrics are tracked, recorded and presented, via the [SDM](#), to the customer. Regular contact with the [SDM](#) ensures that JDA solution is being used to its highest levels.

All operating processes are operating normally.

## Disaster recovery plan

The JDA Cloud Services data centers and solutions are configured to provide a high degree of redundancy and availability so as to minimize the risk of an extend service outage. By default JDA Cloud Services does not have a committed time for recovery from catastrophic events. By default, JDA provides a commercially reasonable recovery time for restoring full solution function and access.

## Disaster recovery and planning options

JDA Cloud Services offers upgraded disaster recovery options tailored to individual Customer needs. A disaster is defined as a sudden, unplanned catastrophic event that renders an organizations ability to perform mission-critical and critical processes. A disaster could be the result of significant damage to a portion of the operations or a total loss of a facility.

Disaster Recovery (DR) is the process of returning a system to a state of normality after the occurrence of a disastrous event. DR consists of defining rules, processes, and disciplines to ensure that the critical business processes will continue to function if there is a failure of one or more of the information processing or telecommunications resources required for solution delivery.

Disaster recovery options are defined by RTO and RPO objectives as defined here:

- **Disaster Declaration** - is the process to activate the DR plan after a disaster or emergency has occurred
- **Recovery Time Objective (RTO)**: The time objective for an environment to be operational from the point of disaster declaration.
- **Recovery Point Objective (RPO)**: the maximum acceptable level of data loss following an unplanned "event", like a disaster (natural or man-made), act of crime or terrorism, or any other business or technical disruption that could cause such data loss. The RPO represents the point in time, prior to such an event or incident, to which lost data can be recovered.

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Disaster recovery options are defined in each customer ordering document. If disaster recovery services are not listed in the customer ordering document, recovery time is based on commercially reasonable efforts by JDA to restore a production instance.

JDA provides following three DR options:

## Standard

- RTO - Commercially reasonable efforts to recover the production environment. Estimated RTO for most solutions is 7 days.
- RPO – Targeted to 48 hours
- Backups are stored off primary site and on tape in secure storage
- No dedicated hardware is waiting but:
  - o Test hardware will be re-used
  - o Spare hardware put into place
  - o On-demand hardware from the JDA data center partner will be used
- One test a year to verify that environment can be recovered from backups

## Enhanced

- RTO – 48 hrs
- RPO – 48 hrs
- Applies to the Production environment only
- Test hardware is located in separate data center and will be re-purposed for production use in a disaster situation
- Database backups/exports are moved to remote data center daily
- Restoration of database tested monthly
- “Production-DR” instance installed on the test system but not running
- “Production-DR” instance is kept up to date as production changes
- Checked quarterly to ensure operational functionality can be restored
- During the DR use or validation the test environment is unavailable

## Extended

- RTO – 8 hrs
- RPO – 8 hrs
- Applies to the Production environment only
- “Hot Site” with duplicate production hardware allocated
- Replication technology used to keep near real time updates between production and the hot site
- “Production-DR” instance installed and active on the hot site capacity
- “Production-DR” instance is kept up to date as production changes
- Disaster recovery environment is checked monthly to validate failover capabilities
- Requires Oracle Enterprise Edition Database licenses with Active Data Guard option

# Chapter 4. Day-to-day operations

Once an implementation has gone live and completed the initial phase, day to day operations start.

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## Points of contact

Customer will designate a minimum of one business and one technical contact for coordinating communication with JDA. These contacts are normally the Super Users of the JDA solution. As the main points of contact with JDA Cloud Services, these users will be expected to provide feedback to, and make decisions with, JDA Cloud Services and, if necessary JDA Support Services.

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## Contact process for Customer and JDA

A customer's main point of contact for JDA Cloud Services is always their [SDM](#). The [SDM](#) can coordinate activities, help answer questions, and point the customer to the right resources within JDA. For software functionality questions, defects or other questions about the software, [JDA Support Services](#) is the primary point of contact. Issues may be opened with JDA Cloud Services, and when appropriate, Cloud Services will contact and open the appropriate case with JDA Support Services, or issues may be directly opened with JDA Support Services.

JDA Cloud Services Response Center provides access via phone, email, and the web for opening issues, requesting changes, and providing feedback. Each customer receives detailed instructions on how to interact with JDA Cloud Services for these requests. Customers are required to provide contact information for normal business hours and after hours issues.

A customer specific web portal and email address is also provided for every Cloud Services customer. The email address allows cases to be opened by submitting an email. The web portal allows for access to open cases, search the knowledge base and get updates on cases.

See the [Issue reporting and resolution](#) section for more information.

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## Standard processes

There are many standard processes and procedures that are part of normal operations. These are defined in your Operations Schedule, your Cloud Services agreement, developed during the implementation and included in this document.

## Standard policies

The following are standard JDA Cloud Services Policies:

- Customer and JDA Cloud Services will mutually agree to processes and procedures and document in the Protocols and Procedures guide with the assigned [SDM](#)
- JDA will implement changes only in a manner that ensures continuity when changes are initiated
- There is a requirement for a designated customer contact to approve and test all changes to production other than in the case of an emergency. An emergency is any event deemed system threatening and that may cause loss of data or introduce security risk

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- Pre-Agreed Schedule of outages for system maintenance, expansions, and modifications during hours that meets the operational needs of the customer and minimizes disruption
  - Protection of the integrity of the customer's field customization and system configurations via sufficient control and archival
  - JDA requires that any changes are tested by the customer in a test environment prior to being applied to the production environment. In multi-tenant environments patches may be applied without all customers having an opportunity to test.
  - Project management services, if required will be performed by JDA on a time and materials basis.

## JDA Cloud Services responsibilities

For a new installation agreed upon and licensed JDA software modules will be installed onto the server. This includes database software, JDA software, and any third party software required.

JDA Cloud Services will install software versions agreed upon with customer. Any non-certified versions will only be installed with approved customer management signoff and may reduce service levels. In multi-tenant environments, JDA exclusively determines the type and version of software which is installed.

JDA Cloud Services will perform initial verification and testing of the software release version to verify backwards compatibility with existing customer solution configuration and customizations. This may include limited regression testing of customer workflows. In all cases, customers are required to determine the amount of testing considered acceptable and to perform this testing before authorizing new software to be released to production.

## Customer's responsibilities

Customer is responsible for the following when testing a new version upgrade:

- Active participation in the upgrade planning process to help identify training and testing needs as well as scheduling and communication
- The customer designated contact creates a service request requesting a particular update to be applied
- Any required modification of customer side data extracts or imports routines from or to the customer's or trading partner's data systems
- Determining, documenting, and testing appropriate and best use of any new fields or functionality for customers business and business processes
- Communication, training, documenting, and rollout to end users and trading partners
- Testing and approval of all batch job or script changes
- Full regression and user acceptance testing of all integration, performance and functional workflows applicable to the business solution

JDA Cloud Services and Customer will jointly make the Go or No Go decision in relation to software version upgrades based on the outcome of the testing performed by both parties.

## Processing services

Processing Services describes the processes and procedures that are executed by JDA Cloud Services to deliver the results of the JDA solution.

These services are the heart of JDA Cloud Services as they include the routine maintenance and administration of all levels of the technical architecture. They are designed to ensure a

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predictive management of the infrastructure and are supported by state of the art hardware and software.

JDA Cloud Services Processing Services are designed to operate and run your solution in best practice fashion so as to ensure optimum service levels and risk management. In addition to the operation and management of your solution your [SDM](#) is available to explain all protocols and expected time frames.

## System administration

Customer will be notified for any disruption in service by their assigned [SDM](#).

The following list describes the processes executed by JDA as required to support the maintenance and administration of the JDA system:

- Changes to the database schema (e.g., user defined fields)
- Physical and logical organization and structure of the database, application, and system files
- Monitoring of systems and servers
  - o Support Technician is alerted proactively if system related failures occur
  - o Designated client contact is notified of system failure

## Operations administration

The following list describes the processes executed by JDA Cloud Services as required to deliver the daily, weekly, and monthly processes:

- Production schedules are developed as agreed upon by both parties and documented in the Protocols and Procedures and Operational documents
- Processes are monitored for status.
- Unsuccessful processes are:
  - o Alerted to JDA Cloud Services and Customer based on pre-determined contact lists
  - o Logged in on-line tracking tool
  - o Problem Resolution procedures executed per Protocols and Procedures document.
- Compliance to the production schedule is documented

JDA Cloud Services provided solutions will execute daily, weekly, and monthly production schedules, as required by the specific solutions:

- o Accept data files
- o Manipulate data files based on pre-written scripts
- o Import or load files into the database
- o Run processing
- o Run alerts
- o Export data
- o Notify designated contacts of completion, failure, or issues

All of these schedules will be pre-defined, logged into the change control system, and automated. The definition of the proper schedules and data loads will be determined during implementation.

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## Process for testing interfaces and jobs

During the implementation phase, prior to go-live, JDA Cloud Services will work closely with the implementation team to determine that all interfaces have been unit tested and can be invoked and maintained via the cloud services batch framework.

Once the environment has been put into production, customer may schedule/request additional testing and modifications with Cloud Services. Any work to extend or modify the solution interfaces will be done on a Test or Development environment. All requests to add, extend or modify the solution interfaces are subject to JDA Cloud Services change management and/or enhancement processes. JDA Cloud Services will await customer feedback before promoting the change to Production.

## Standard process to send and receive files

JDA Cloud Services standard for file exchange is [AS2](#). AS2 is an EDI specification designed to support security, verification, message integrity and privacy of data transmitted over the Internet. AS2 supports real-time, time, or interval based file transfers with synchronous or asynchronous message delivery notification (MDN) integration with our trading partners. If an error is detected during the transmission of data the AS2 process automatically manages the request for retransmission of the impacted files with the remote AS2 trading partner. JDA Cloud Services guarantees interoperability with Drummond certified platforms. A list of certified platforms is available on the [Drummond Group site](#).

## Optional process to send and receive files

JDA Cloud Services provides SFTP as an alternative data exchange service option for customers that cannot support AS2. Although SFTP is an encrypted transport it does not offer the same verification, message integrity, transmission and retransmission functionality provided by AS2.

Customers are provided with an SFTP account on the JDA Cloud Services SFTP platform. The folders available on this account are used as drop boxes for delivery and retrieval of integration data files. Customers connect to the Cloud Services environment using SFTP and send or pick up files as needed. This process is a passive file exchange process in that JDA Cloud Services does not connect to the customer's source system to pull or push files. Customers determine the time when files are transferred and received. Customers are therefore responsible for initiating the sending and pickup files once JDA has made them available in the appropriate drop box or outbound folder. If an incoming error is detected, JDA Cloud Services will manually notify the customer requesting retransmission of the data. SFTP integration is available for production, test, and development environments.

## Process to add and delete users

For solutions where JDA Cloud Services administers the User access, an authorized customer representative will submit an account create, change or disable request via a Service Request. It is the customer's responsibility to ensure that the request has been properly reviewed and approved to comply with the customer's business process and access control guidelines including disabling of access for terminated employees and changes in role and access. An analyst will be assigned to the request and a ticket number will be assigned for tracking purposes. The analyst will process the request and submit notification to the customer representative upon completion. User account requests will be processed and completed within three business days. No requests will be accepted from anyone except authorized customer representatives.

For Cloud Services solutions where the customer directly administers user accounts the authorized customer representatives will have access to the user administration functions



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of the application and will maintain responsibility for proper review, approval and maintenance of user accounts as per the terms and limitations of the agreement.

## Process to add, delete, and modify batch jobs

A formal change management process is followed to add, delete or modify any batch jobs in the Operations Schedule. An authorized customer representative must submit the request via a Service Request. In the event that the customer Agreement includes an SLA related to committed batch run times, the impact of the change upon performance will be assessed. Where appropriate, a change request will be issued to adjust the SLA in accordance with the revised timing. Once proper approvals are obtained, the change is scheduled. If the change requires system down time, it is scheduled into the regular system maintenance window. If the change does not require down time, then the change is scheduled at a mutually agreeable time with the customer. No requests will be accepted from anyone except authorized customer representatives.

## Hardware maintenance policy

JDA Cloud Services proactively monitors de-support and end of life schedules to ensure that all customers are running on supported technology. Due to the nature of JDA Cloud Services, most of the upgrades to the technology stack are invisible to JDA Cloud Services customers. However, there will be cases where JDA Cloud Services will need to coordinate regression testing and sign-off with its individual customers.

It is a customer's responsibility to provide adequate resource and testing support to verify the proper operation of previously implemented functionality prior to each technology and software upgrade.

## Monitor and report batch job issues

JDA Cloud Services works with each customer during the initial set-up to understand the importance of each component of the JDA solution being run. This is reflected in the Daily Check List and monitoring configuration. This understanding helps to develop a process for identifying when and how failures are to be reported and to what level. Depending on the importance level of the batch job or process, the processes for handling failures will be as follows:

Level	Action	
Critical	The customer is contacted immediately regardless of time of day. After-hours contact information is required for all critical level batch jobs. This contact information can include, but is not limited to, customer Helpdesk, phone numbers, pagers, email addresses, etc.	When a critical batch job fails, JDA Cloud Services will: <ul style="list-style-type: none"><li>• contact the customer at the contact information provided, including after hours as appropriate</li><li>• contact appropriate JDA resources to troubleshoot the issue, as needed</li><li>• develop a plan for resolving the issue including work-around processes until the actual issue is resolved</li><li>• contact third party vendors if and as needed</li><li>• provide regular customer status updates</li></ul>

Level	Action	
High	The customer is contacted at the start of normal business hours.	<p>When a high batch job fails, JDA Cloud Services will:</p> <ul style="list-style-type: none"> <li>• contact the customer at the contact information provided</li> <li>• contact appropriate JDA resources to troubleshoot the issue, as needed</li> <li>• develop a plan for resolving the issue including work-around processes until the actual issue is resolved</li> <li>• contact third party vendors if and as needed.</li> <li>• provide regular customer status updates</li> </ul>
Medium	The customer is contacted only during normal business hours using the normal contact information.	<p>When a medium batch job fails, Cloud Services will:</p> <ul style="list-style-type: none"> <li>• contact appropriate JDA resources to troubleshoot the issue, as needed</li> <li>• contact the customer at the contact information provided</li> <li>• develop a plan for resolving the issue including work-around. processes until the actual issue is resolved</li> <li>• contact third party vendors if and as needed</li> <li>• provide regular customer status updates</li> </ul>
Low	The customer is contacted via automatically generated notifications.	<p>When a low batch job fails, Cloud Services will:</p> <ul style="list-style-type: none"> <li>• contact appropriate JDA resources to troubleshoot the issue, as needed</li> <li>• depending on customer direction, the batch job will either be rerun immediately or will be held to be rerun automatically as part of the next scheduled batch cycle</li> <li>• resolve the issue</li> <li>• after the batch job had been run successfully, the customer will be notified via automatically generated notifications informing the customer the batch was run successfully</li> </ul>

## Monthly reports

Reports will be provided monthly to all JDA Cloud Services customers and reviewed with their assigned SDM.

The report follows a standardized SLA reporting template that contains:

- problem tracking summaries
- change management summaries
- availability and performance metrics
- [SLA](#) metrics

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The [SDM](#), working with customer, will ensure the monthly reporting provides the information required to measure all metrics.

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## Availability

JDA Cloud Services provides high availability and high accessibility.

## Maintenance windows

During the initialization phase JDA Cloud Services and the customer will establish mutually agreed upon windows for maintenance activities. These windows will include short weekly times, normally 1 to 2 hours, for simple maintenance tasks, monthly 4 hour windows for extended maintenance, and quarterly 24 hour windows for significant system maintenance and application upgrades. These windows will only be utilized if needed.

Maintenance windows will normally only be used with at least 24 hour prior customer notification. JDA reserves the right, in rare instances, for maintenance windows to be used for emergency maintenance with less than 24 hours notice and/or without approval.

## Service level

JDA targets the achievement of an average monthly uptime of 99.5% or better. This uptime does not include any regularly scheduled maintenance windows or customer requested interruptions to service or interruption to service by factors that are beyond the control of JDA Cloud Services.

## Change control

The following guidelines are used to maintain system integrity and versioning of changes:

- Operating System Configuration
  - o Documented procedures are followed to install and set up the operating system, security, and account information to secure the server
- All requests by customer are logged into the on-line tracking system as Service Requests and must be approved by a pre-determined customer contact and JDA contact
- Audit logs are maintained including versioning of changes, user id, date & time
- Only JDA technical staff can perform changes

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## Security

JDA Cloud Services is dedicated to providing physical and logical security at the highest levels of standards. Security and Controls have been instituted to align with ISO17799 and are reviewed annually. JDA Cloud Services maintains designated staff with CISSP/CISA certifications. Security is provided through a layered approach which includes both technical and non-technical measures to ensure the integrity of our operations and the security of sensitive customer data.

High Levels of security and data protection are maintained by:

- Server baseline hardening as per [CIS Guidelines](#)
- Documented [Change Management](#) process
- Physical and logical security
- IP level access protection
- Periodic vulnerability reviews on physical and logical security configurations

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- SSL protected transports
  - Multiple levels of active monitoring and alerting
  - Anti-virus protection
  - Intrusion Prevention Systems
  - Secure [VPN](#) B2B connections

Specific processes and procedures are outlined in the sections below.

## Physical security

- 24 hours per day, 7 days per week security cameras with recording devices
- 24 hours per day, 7 days per week on site security guard
- Central alarm on all emergency doors
- Central alarm for a forced door alert and a monitoring service is notified
- All data and servers are housed in a JDA managed or directly subcontracted data center
- Tapes and Backup media are kept at the same level of controls as servers
- All obsolete media is either magnetically erased or physically destroyed
- Employee access is limited and restricted by job function
- No visitors are admitted without an escort
- All employees are issued badges that must be validated against a reader to obtain access
  - o Valid badges are required for any external door during off-hours
  - o Valid badges are required for access to any floor
  - o Lost, stolen badges, or badges for employees leaving the company are immediately deactivated
  - o Access is limited based on an Access Control List
  - o Only a limited number of people have access to the data center
  - o Access to the data center must be approved by a Senior Manager or above
  - o All pass card access activity is logged
  - o Activity logs are reviewed and regularly audited

## Logical security

- Documented [Change Management](#) process ensures all activities are tracked and processes are in compliance with requirements. Active monitoring and alerting, along with audit logs and controls, allow for effective enforcement.
- Architectures utilize a three-tier security model in which the presentation/web, application, and data layers are logically separated and secured.
  - o Database Level: Separate database instances are created per customer
    - Note:** In JDA [SaaS](#) offerings a shared instance will be managed by role based permission lists.
  - o Network Level: Separate network configurations with encryption and IP filtering.
  - o Software Level: All access to customers networks is limited to authorized users based on the rules listed below.

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- Administrative users are separated into four roles and access to each role is approved by a Senior Manager or above. A single user may have one or more of these roles.
    - o Network Administrators: Only users allowed access to network configuration and setup
    - o System Administrators: Only users allowed access to Operating System level configuration and setup. Only users allowed to create other operating system users.
    - o Application Administrators: Only users allowed access to application configuration settings via the Application Admin tools
    - o Database Administrators: Only users allowed access to the Oracle Database. Only users allowed to create other Oracle users.
    - o Network Configuration
    - o Access to network configuration tools and access points is limited to network administrators.
    - o All changes to network configurations follow established change managed procedures require pre-approval and are logged.
    - o JDA Cloud Services networks are separated from internal JDA networks and external networks with firewalls configured by the Cloud Services team.
    - o All access to JDA Cloud Services networks is via Secure protocols via internet or [VPN](#) access.
  - Access to backup images is accessible to system administrators only.

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## Data center environments

Each of the JDA hosting facilities whether directly owned and maintained or vendor provided and configured, adhere to the following minimum standards:

### Power environment

- Automated utility power to generator power switchover
- Onsite, permanently installed Backup generator capacity sufficient to maintain full operation
- Multiple public power grid feeds
- Power is protected and conditioned by an uninterrupted power source (UPS)

### Cooling environment

- Primary cooling system sufficient to maintain all equipment at nominal vendor required temperature
- Backup cooling system
- Backup cooling system powered by generator, if power failure
- On site water supply

### Fire and smoke

- Dual zone heat and smoke detection system tied into fire alarm with automatic remote notification
- Heat- and smoke-activated sprinklers
- Fire extinguishers visibly located within 25 feet

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## Leak detection and flooding

- Under-floor leak detection system with remote panel enunciation
- Site location not located within 100 year flood plain.

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## Backup and restore

Regular backups are a standard part of the JDA Cloud Services offering. The standard process is to provide daily backups of your database, application installation and batch installations. Daily backups of changes to the database are used to capture regular changes. Backups are retained for 30 days, unless otherwise indicated.

Backups are not full insurance against data loss. In general, JDA Cloud Services limits your data loss exposure to one day (24 hours) of transactional information. However, loss of transactional data may require additional work to maintain operational consistency.

Regular refreshes of the test environment are a normal part of the backup/restore process. If you require a test environment not to be updated for periods longer than a week then contact your JDA Cloud Services Service Delivery Manager. Requests to preserve the test environment must be balanced against any current open Critical or High Cases and the need to reproduce/test these cases in a test environment.

Requests for data restores outside of operational data loss may be requested at an additional cost. Please contact your Service Delivery Manager for more details.

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## Patches and upgrades

JDA Cloud Services keeps customer software updated with patching and upgrades. In order to support this process, JDA Cloud Services will coordinate updates for test and production environments with the customer.

JDA Cloud Services will review different types of patches and upgrades with the customer to define severity and priority during the implementation phase and at the start of the go-live process. These rules will be the guidelines used for both which patches are selected for testing and implementation and which maintenance window they are targeted for.

### Apply patches

When a customer has an issue that requires a patch for a code change, JDA Cloud Services will work with JDA Support Services and customer to acquire, test, and then apply these patches to both test and production environments. Customers are expected to test and sign off on patches before they are placed in a production environment. An emergency patch may be placed directly into production with customer's prior approval. In multi-tenant environments, not all customers will have an opportunity to test a patch before it is applied.

JDA Cloud Services will also schedule patches in regular maintenance windows to prevent possible issues. These patches will be coordinated with the customer.

**Note:** During patch application, the system will be unavailable for use.

See [Patch process](#) section for more details.

### Apply upgrades

Software upgrades allows JDA Cloud Services to deliver improved performance, reliability, scalability, new feature/function and easier integration with customer's environments.

Technical upgrades are a part of the standard JDA Cloud Services Software Administration

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offering. This service includes one point release upgrade per year (second or third digit version changes) and unlimited minor upgrades (fourth digit or cumulative patches). The number and type of upgrades available is based on the JDA application and availability of upgrades or cumulative patches is not guaranteed.

Apart from bug fixes, an upgrade may offer significant new functionality outside the scope of the required technical changes. The technical upgrade provided by JDA Cloud Services will maintain existing functional equivalence. However, implementing changes in support of new functionality, such as changes in business process or integrations, is outside the scope of JDA Cloud Services. Any additional new functionality roll out will be done by the customer and/or implementation consultants after the technical upgrade is completed.

Upgrades may contain new feature/function that includes additional work to implement. JDA Cloud Services will provide the changes required to maintain functional equivalence between the pre and post systems. Any additional work required to implement the new functionality will be a separate billable activity and is not considered part of a normal upgrade.

## Test upgrades

The JDA Cloud Services team will apply the software upgrade to a similarly configured test system to assess the impact that the upgrade will have on these systems, databases, and applications. If the resulting impact assessment appears to support a smooth transition, the move to Production will be scheduled according to maintenance window availability and demands of the system via the JDA Cloud Services team. However, if the upgrade adversely impacts the test system, the Cloud Services team will contact the customer to collaboratively determine how to mitigate the impact.

The customer will perform full regression and user acceptance testing of all integration, performance and functional workflows applicable to the business solution.

JDA Cloud Services and the Customer will jointly make the Go or No Go decision in relation to software version upgrades based on the outcome of the testing performed by both parties. If testing in test environment is successful the decision to promote to production will be the Customers.

## Move to production

Before JDA Cloud Services applies an upgrade to any Production system the JDA Cloud Services team will open up a ticket and create a Change Management form for the production upgrade. Notification of the upgrade will be announced to pertinent parties and approval requested. The typical process is:

- A plan on how to proceed will be developed with customer.
- A contingency plan will be put in place in case of any unexpected issue.
- The JDA Cloud Services team will notify system users of these system outages and any changes affecting the use of system.
- The system will be taken down and a backup created of any critical installation or database data.
- Upgrades will then be applied to the Production system in accordance with the JDA Cloud Services team time line.
- The system will be brought back on line but not be available for users.
- Testing will occur on the upgraded environment to ensure functional equivalence.
- If all tests pass, the system will be brought back online for users.

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- If any test fail, the upgrade will be backed out and the system will be brought back online for users

Typically the time frame for upgrades is on a quarterly basis. Quarterly maintenance windows will be defined in your operations schedule and are generally the last Saturdays of a month. The JDA Cloud Services team will notify all pertinent parties of the progress of the Service Request throughout the process. The JDA Cloud Services team will maintain the Service Request and the Change Management record for later reference.

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## Test new functionality

One significant advantage of using JDA Cloud Services is that the latest software will be available on a regular basis. As implementations continue beyond their initial scope, and as software upgrades are applied that provide new functionality, additional feature function may be rolled out to users.

The [SDM](#) can provide help and insight on how to get the most from your JDA solution and services. Implementation of the feature function is the responsibility of the customer. JDA Consulting Services will be happy to help provide implementation support and provides the most knowledgeable resources on JDA software.

JDA Cloud Services will provide the technical service changes needed to implement new feature function. Examples of this include adding batch jobs to the operational schedule, adding new imports or exports for interfaces and applying security changes for application access.

## Changes in modeling or implementation choices

From time to time customers find they need to change the way they have implemented data, setup product switches or change their batch jobs. JDA Cloud Services will provide the service changes needed to implement these changes. Examples of this include adding additional batch jobs, or changing the order of batch jobs.

If changes in modeling or implementation create new requirements for customization they are considered separately billable activities.

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## Operations schedule

JDA Cloud Services works with each customer to generate a Roles and Responsibilities document that outlines all information related to every batch job or scheduled task being supported for the customer. This Roles and Responsibilities document lists the following information for each job or process:

1. **Time:** Details of the time of day the batch job is run. Is the batch job run once a day, twice a day, cyclic, etc.
2. **Duration:** Length of time of the allowable batch window
3. **Criticality Level:** Each job is assigned a level that defines its impact on the business and/or users and which helps identify how failure procedures may be implemented. JDA Cloud Services always works to develop interim solutions to allow an issue to be bypassed or downgraded in severity. If an issue is determined to be a JDA or third party application defect, the issue is handed over to the appropriate support service to troubleshoot and implement the fix.

The levels are normally defined as:

- o **Critical** - Requires immediate customer contact even outside of normal business hours. These batch jobs must have a direct user impact or result in



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- system downtime. These can include batch failures, batch delays that affect user access, application connectivity issues, etc. The customer is informed the batch failed, provided an estimated time for bringing the jobs back up, and provided any available information as to why the jobs did not complete successfully.
- o **High** - Customer is contacted once preliminary analysis of the problem is completed usually via electronic means. These batch jobs are important but do not result in direct user impact or system downtime. These can include batch failures, batch delays (processing time slower than normal or critical files needed to run the batch came in late), application connectivity issues, etc. The customer is informed of the batch problems, provided an estimated time for resolution and provided information as to why the jobs did not complete successfully.
  - o **Medium** - Customer is contacted once preliminary analysis of the problem is completed if the issue cannot be resolved directly, otherwise Customer is not directly contacted. Depending on the customers business structure and customer direction, these batch failures can either be re-run immediately upon customer request or be ignored with the assumption that the next run of the batch job will correct the issue itself.
  - o **Low** - No customer contact is initiated. Typically these are batch jobs that are repeatedly run throughout the day or are completely discretionary such as a report generation batch job. Depending on the customers business structure and customer direction, these batch failures can either be re-run immediately upon customer request or be ignored with the assumption that the next run of the batch job will correct the issues itself.
4. **Pre-requisites:** Details of what is needed before the batch job can be run successfully. This will include information such as whether the users need to be logged out and a list of required files from the customer.
  5. **Details:** Steps included in the batch job which detail the processes the batch job will be executing
  6. **Outputs:** Details of the list of files generated for the customer after each batch job is run.

---

## Automatic and manual notifications

JDA Cloud Services provides both automated and manual notifications, depending on the type of issue. Additional notifications of events can be generated, either automatically or manually, if pre-agreed. The [SDM](#) will work with each customer to ensure any additional notification issues are captured.

### Automated notifications

JDA Cloud Services provides an automated email notification system for all operational schedule items. In addition, [JDA Support Services](#) provides automated updates on changes for issues, questions and cases. Automated notifications generally do not require any response or feedback.

Typical automatic messages include batch job start, completion and success/failure, notifications of upcoming maintenance windows, and monthly summary metrics.

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## Manual notifications

JDA also provides some manual notifications, specifically those around change requests and maintenance requests. Manual notifications generally require a response or feedback. These notifications will be sent via email to the listed customer contacts, unless the severity is high in which case both an email and phone notification will be created.

Typical manual notifications include test environment ready for testing, feedback on questions or issues, and requests for authorization for changes.

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## Management of test environments

During day-to-day operations a test environment is used for testing JDA software patches, testing third party and operating system patches and testing new functionality. JDA Cloud Services will maintain the test environment with regular refreshes of the production database.

Occasionally customers require a consistent database for longer periods of time, especially when testing new functionality. In these instances, customer must request that the regular refresh be temporarily stopped. Both a stop and restart time must be provided. Alternatively, customer may request, through their [SDM](#), access to an additional test/development environment. The advantage of this is the customer will have complete control over the software and data in this environment.

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## Database exports

Upon request JDA Cloud Services will provide a copy of the production database as an export file accessed via secure [FTP](#). Two exports per year are provided free. Additional exports can be arranged through your [SDM](#).

Database exports for issue resolution or to move to test or development environments are done as needed with no additional fee.

## Network setup and management

JDA Cloud Services provides a high availability, secure network connection. The standard configuration is listed in figure 1 below.

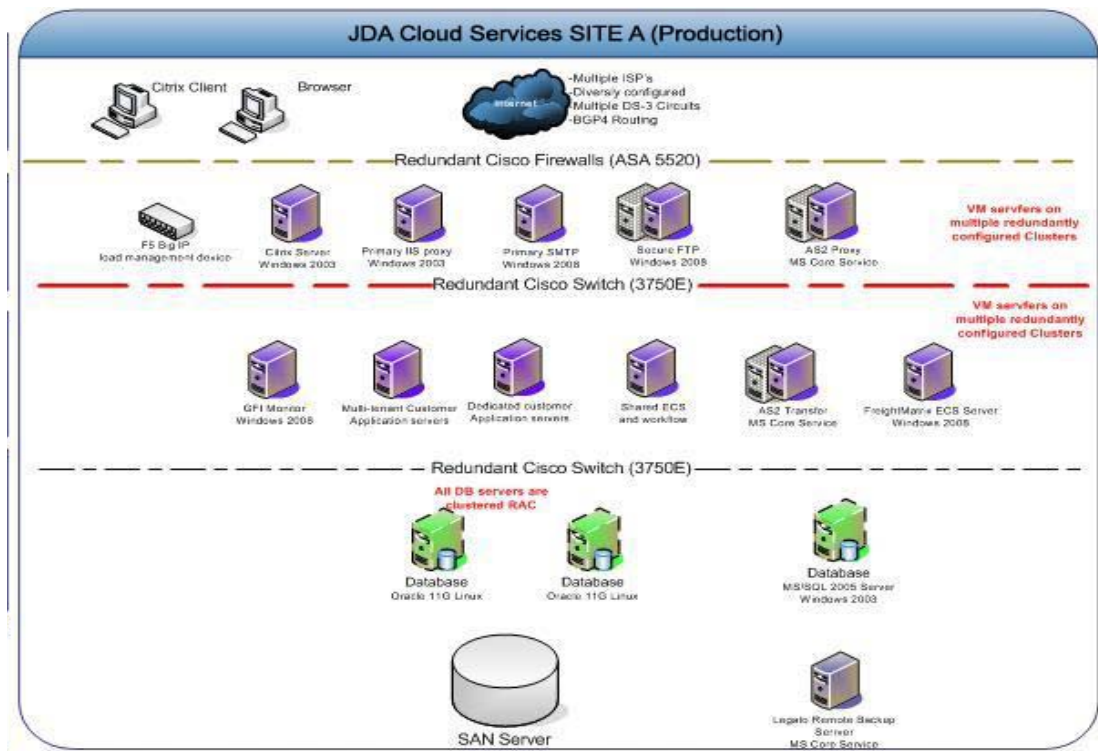


Figure 1: Standard Network Architecture

## Firewall services

JDA Cloud Services will provide the hardware, software, and support for a dedicated or shared firewall service running currently supported firewall software located at the JDA data center. The firewall access rules will be maintained via a change managed process by trained firewall support staff only.

# Chapter 5. Issue reporting and resolution

One of the most critical aspects of the JDA Cloud Services engagement is the Issue Reporting and Resolution process.

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## Issue reporting and resolution process - post go-live

JDA Cloud Services Response Center provides access via phone, email, and the web for opening issues, requesting changes, and providing feedback. Each customer receives detailed instructions on how to interact with JDA Cloud Services for these requests.

### Issue resolution process

A standard resolution process is followed for all issues, requests, and customer feedback. The general steps followed in the resolution workflow include:

1. Opening a ticket (phone, email, or web application) and including all of the important information about the issue
2. A Cloud Services analyst investigates the issue and completes any research
3. All levels of support may be involved in the resolution depending upon the complexity of the issue or request
4. Final resolution and providing the information to a central repository

Each step in the workflow has status codes and assigned individuals to help indicate the current status. Resolution and timing is the focus for customer satisfaction.

If a system or application fix is required to resolve the request and a workaround is available, the customer will be contacted for their resolution preference. If the resolution achieves a steady state and is acceptable, the fix will be included in the next patch or release. It is possible the fix may require substantial resources and time, so it will be included in a major patch or release.

Severity 1 – Critical Impact	
Definition	Business standstill with no work-around or issues which prevent a customer from proceeding with a major, mission-critical process that is vital to the daily operations of the business.
Response Time	20 Minutes
Status Update Time	Every 1 Hour
Resolution/Workaround/ Downgrade Time	4 Hours

Severity 2 – High Impact	
Definition	Business critical issue with no feasible work-around or issues which cause a serious disruption but do not necessarily impede the business from running. Renders major functions unusable, key business operational functions cannot be performed.
Response Time	60 Minutes
Status Update Time	Every 2 Hours

Severity 2 – High Impact	
Resolution/Workaround/ Downgrade Time	14 Hours

Severity 3 – Medium Impact	
Definition	Non-business critical issue where a complex work-around exists. Individual system function unusable or renders minor system function unusable
Response Time	24 Hours
Status Update Time	As required
Resolution/Workaround/ Downgrade Time	7 Days or Mutually agreed time interval

Severity 4 - Low Impact	
Definition	Non-business critical where a simple work-around or fix exists. Minor system nuisance which does not limit the functionality of system. System usage question or documentation request.
Response Time	24 Hours
Status Update Time	As required
Resolution/Workaround/ Downgrade Time	Next scheduled Release or mutually agreed time interval

## Definitions

Category	Description
Severity	Designates the impact/scope of the incident being reported. Severity 1 designates highest importance.
Response Time	The time between ticket creation and the acknowledgement of the incident by JDA Cloud Services.
Status Update Time	Interval of status updates and communications regarding the state of the work effort.
Resolution/Workaround/ Downgrade Time	The time for an incident to be resolved or a suitable workaround provided to normalize functionality or sufficient to downgrade an issue to medium or low impact.

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## Critical issue process

JDA Cloud Services has implemented automated, internal escalation procedures as needed for all severity 1 and 2 issues.

If an issue is Severity 1 - Critical Impact, the following process will be followed:

1. The issue must be logged into the tracking system with a critical severity.
2. JDA Cloud Services is notified of the Service Request and begins triage.
3. A director or vice president is notified within 8 hours of the issue being reported.
4. The issue is worked 24 hours a day, seven days a week until it is resolved or downgraded.
5. The customer identifies a contact to remain available to assist in the troubleshooting and resolution process. This contact must be available 24 hours a day or resolution may be delayed.
6. Hourly/Detail communication is established to review the progress of the issue.
7. The Support, Engineering, and Consulting Services teams are also notified as appropriate to assist in the resolution.

## Patch process

JDA Cloud Services works with the Customer and the JDA Consulting Services staff member to maintain the Source Check Out and Migration Documentation to move new or modified code into the customer's production environment.

JDA Cloud Services will work with team members to maintain the migration document with the JDA associate assigned to the project, requester, and customer's tester contact information for the project.

Once the testing and verifying of data and functional specifications are verified by the customer, JDA Cloud Services will work with the customer to schedule the migration of the new or modified programs, physical or display files, menus and message files involved with the project into the production environment.

Special instructions for the code changes will be passed on to the operational staff to be include in the customer's operational check list.

JDA Cloud Services separates patches based on whether they non-critical or pro-active, critical or security patches, or software upgrades. JDA will review these categories with the customer and establish agreed upon response plans.

## Non-critical patch process

It is the policy of JDA Cloud Services to maintain the operating system, database, and applications supporting the Cloud Services environment at the most current levels feasible. JDA Cloud Services will apply non-critical patches in a timely manner as they are agreed to be reliable, and fit within the standard JDA Cloud Services environment. Although there will be exceptions to the rule, the following describes the process and ideal time table for non-critical patches to the Production system.

## Test patches

The JDA Cloud Services team will apply non-critical patches to a test system environment to investigate the impact on these systems and database applications. If they do not adversely impact the system, these patches to the test environment will be applied to the Production system. If any patches adversely impact the test system, the JDA Cloud Services team will contact all pertinent parties to discuss how to proceed.

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## Move to production

Before JDA Cloud Services applies patches to any Production system the JDA Cloud Services team will open up a ticket and create a change management form for the non-critical production patch. Notification of the patch will be announced to pertinent parties and approval requested. The typical process is:

- A plan on how to proceed will be developed with customer.
- A contingency plan will be put in place in case of any unexpected issue.
- JDA Cloud Services team will notify system users of these system outages and any changes affecting the use of system.
- The system will be taken down and a backup created of any critical installation or database data.
- Patches will then be applied to the Production system in accordance with the JDA Cloud Services team time line.
- The system will be brought back on line but not be available for users.
- Testing will occur on the upgraded environment to ensure functional equivalence.
- If all tests pass, the system will be brought back online for users.
- If any test fail, the patch will be backed out and the system will be brought back online for users

Typically the time frame for non-critical patches is on a quarterly basis. Quarterly maintenance windows will be defined in your operations schedule and are generally the last Saturdays of a month. The Cloud Services team will notify all pertinent parties of the progress of the Service Request throughout the process. The Cloud Services team will maintain the Service Request and the Change Management record for later reference.

## Critical and security patches process

JDA Cloud Services will apply critical / security patches in a timely manner as they are agreed to be reliable, and fit within the standard Cloud Services environment. Although there will be exceptions to the rule, the following describes the process and ideal time table for critical / security patches to the Production system.

## Test patches

Cloud Services team will apply critical and security patches to a mirrored test system to investigate the impact on these systems and database applications. If they do not adversely impact the system, these patches to the test environment will be applied to the Production system. However, if the patches adversely impact the test system, the JDA Cloud Services team will contact all pertinent parties to discuss how to proceed.

## Move to production

Before JDA Cloud Services applies patches to any Production system the JDA Cloud Services team will open up a ticket and create a Change Management form for the critical production patch. Notification of the patch will be announced to pertinent parties and approval requested. The typical process is:

- A plan on how to proceed will be developed with customer.
- A contingency plan will be put in place in case of any unexpected issue.
- JDA Cloud Services team will notify system users of these system outages and any changes affecting the use of system.

- 
- The system will be taken down and a backup created of any critical installation or database data.
  - Patches will then be applied to the Production system in accordance with the Cloud Services team time line.
  - The system will be brought back on line but not be available for users.
  - Testing will occur on the upgraded environment to ensure functional equivalence.
  - If all tests pass, the system will be brought back online for users.
  - If any test fails, the patch will be backed out and the system will be brought back online for users

Typically the time frame for critical patches is on a weekly or monthly basis. Weekly and monthly maintenance windows will be defined in your operations schedule and are generally Saturdays. Due to their critical nature, critical patches may require an immediate implementation to avoid data loss or a security breach. Customer will be notified immediately and the earliest time available will be used to apply the patch. The JDA Cloud Services team will notify all pertinent parties of the progress of the Service Request throughout the process. The JDA Cloud Services team will maintain the Service Request and the Change Management record for later reference.

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## Change management process

JDA Cloud Services employs a change management process and tracking system in order to correctly manage, and track authorized operational changes being made in the production environment. Changes that are managed via this process can be the result of customer requests, issue resolution, and corrective action responses. The change management process is also used to track regular maintenance activities such as patches, system and network tuning, database maintenance and server and network configuration changes. Once identified, change requests are submitted for review, approval and scheduling. The review and approval is facilitated during a daily Change Review Board Meeting which requires participants from JDA Cloud Services Operations, Database Management, JDA Support Services, and Service Delivery Managers. Once scheduled and/or implemented all changes are visible to JDA Cloud Services support resources ensuring appropriate and timely troubleshooting of any related customer and service availability issues.

## JDA Cloud Services solution enhancement process

JDA Cloud Services assumes support and maintenance of a stable production environment and maintains a customer enhancement request process to capture requirements, and document customer approval. This process ensures proper testing and updates the methodology for all modification to the workflow and functionality as implemented. A customer may request changes to the workflow and functionality of the solution environment via the support issue tracking system.

Once such requests are received they will be promptly evaluated for solution impact, design, required effort and feasibility. The resulting proposal containing an estimate of effort and implementation schedule will be presented to the customer for approval. Customer approved enhancement will require a signed documented change requests and purchase order for invoicing. Alteration to the design, requirements and schedule after this point will require a re-evaluation of the project plan and proposed timeline and cost.



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## Enhancement request process

Enhancements to the JDA Software or the JDA Cloud Services Solution typically involve the following process:

- Request for enhancement is made in context of required functionality and business reason
- Request is reviewed by the product or solution owners on the JDA side  
For example,
  - o JDA Software will be addressed by the Product Management team
  - o Integration mapping will be addressed by JDA Cloud Services
- Enhancements are subject to being refused
- Enhancements are potentially billable
- Enhancements delivery schedule may or may not coincide with customer timelines.

# Chapter 6. Governance

## JDA team

Every JDA Cloud Services engagement benefits from the whole JDA organization. JDA Cloud Services, JDA Services, JDA Support Services and JDA New Product Development.

Within the JDA Cloud Services team there are 8 major roles. Each role supports a number of customers, depending on complexity and size. These roles and typical customer coverage are:

Role	Typical Number of Customers Managed
Service Delivery Manager (SDM)	1 - 5 to 1 - 10 depending on complexity and project phases
Vice President of Operations Cloud Services	All
Director Cloud Services	50-100
Technical Architect	1-25
System Administrator	1-25
Network Administrator	1-25
Database Administrator	1-25
Center of Excellence Manager	1-25

## Service Delivery Manager

As part of the provision of JDA Cloud Services, JDA will provide a Service Delivery Manager (SDM) assigned to each customer account. The role of the [SDM](#) is to ensure the agreed service levels are adhered to and communications between JDA Software and the customer are effectively executed between the agreed governance channels. The [SDM](#) is the prime point of contact for all matters relating to the Cloud Services operations.

The JDA [SDM](#) will focus on documenting and articulating the IT services provided between JDA Cloud Services and the customer. This will include the development of the necessary Service Level requirements that are detailed in a Service Level Agreement. The objective of the [SDM](#) is to translate the IT strategy into detailed Cloud services requirements and then manage the service levels via established communication channels. These services will be aligned with the customer's business requirements and the business strategy. The services will include having defined service level and operating level objectives and reported at agreed times. The [SDM](#) will be responsible for negotiating, monitoring, reporting and controlling customer specific service levels within the pre-defined standard service parameters. The defined customer specific service delivery requirements will then be incorporated into the service level agreement ([SLA](#)).

The [SDM](#) also provides advice and support, both during the implementation and afterwards, to help the customer maximize the use of JDA software. The [SDM](#) and customer will define schedules at the beginning of the implementation. During implementation, customer can contact the SDM at any time for guidance. Once an implementation is complete, the [SDM](#) and the customer will establish a schedule for regular meetings, reviews and feedback.

A typical implementation will find the SDM involved close to or full time during implementation. Once an implementation is complete, typical time spent will vary based on customer's needs and desires. 20-40 hours per month is a normal range, with more time

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spent, upon customer request, to resolve issues, discuss upgrades and to roll out new functionality.

JDA Cloud Services will jointly work with the customer any time an [SDM](#) is changed. JDA Cloud Services reserves the right to change an [SDM](#) at any time and will be jointly agreed upon with the customer.

## Vice President of Operations Cloud Services

The Vice President of Operations is responsible for ensuring customer success by providing the highest standards of reliability, performance and customer service. The Vice President oversees, all of the operations groups which include the delivery teams that provide all the day to day interaction a customer has with JDA Cloud Services. As well, the Vice President of Operations monitors all key metrics and acts as a point of escalation for any issues beyond the [SDM](#).

The general responsibilities include:

- Develops and implements departmental policies, procedures, and quality standards to ensure highest levels of Availability, Performance, Security, Problem Management, and [Change Management](#)
- Leads collaborative efforts with appropriate groups on the rollout of JDA Cloud Services and strategic corporate initiatives and system changes
- Sets the standard, acts as role model and provides leadership for all interactions with associates and executives within JDA.
- Manages teams to maintain a high level of customer satisfaction
- Interacts with customers to resolve issues with the goal of improving and maintaining positive relationships with JDA Cloud Services.
- Ensures supporting project documentation is maintained to the Cloud Services Standard.
- Manages interdepartmental relationships within JDA Software to include relationships between JDA Cloud Services and JDA Support Services, Sales, JDA Consulting Services, Product Management, and Product Development.

## Director JDA Cloud Services

The Director of Cloud Services is responsible for the delivery teams in JDA Cloud Services. The Director works directly with customers on project management, issue management and issue resolution. The Director of JDA Cloud Services provides a first layer of escalation in the operations teams. The Director provides the monthly metrics and is the interface to resolve any metrics oriented issues.

The general responsibilities include:

- Interacts with team leads to manage proactive processes, plans and tasks to resolve customer issues.
- Provides mentoring to team leads, analysts and customer champions on their on-going interaction with customers and other JDA associates inside and outside of JDA Cloud Services.
- Manages relationships with other groups within JDA Software, and serves as a key resource for all of JDA Software.
- Involved in on-going strategic development within JDA Cloud Services and provides on-going feedback to the Vice President of Operations and Group Vice President.
- Works with Senior Cloud Services Management to identify potential successors and assists in developing and managing resources to reach necessary goals.

- 
- Manages teams to maintain a high level of customer satisfaction.
  - Works with customers to resolve issues and manage continuous improvement process.
  - Manages communication and interaction with customers. Ensures JDA Cloud Services standards and best practices are followed.
  - Proactively manages customer relationships and works with customers to ensure that current future state needs are met.

## Technical Architect

The Technical Architect is assigned to customers in the initial preparation and initiation phases and provides the overall recommendations for hardware, software and network configuration. The Technical Architects have a wide range of hands on experience with JDA implementation across multiple products and business lines. The Technical Architect will also provide feedback and advice on expansion and upgrade plans as requested.

The general responsibilities include:

- Work with project team to understand and help to define project technical requirements
- Communicate system architecture and JDA policies for architectural designs ensuring product compatibilities
- Communicate solution and database interaction as it relates to the system architecture specific to the projects needs
- Diagnoses business and technical expectations on a project
- Collaborates with project technical team focused on achieving project deliverable dates
- Provides guidance to JDA Support Services in responding to base technical issues
- Assesses project performance, communicating appropriately to Technical Manager and Project Manager
- Provides product expertise to address technical issues at customer site
- Convert customer business requirements into conceptual and functional models from an architectural perspective
- Provide customer direction during implementation as it pertains to the portfolio/ product performance, support, and maintenance
- Support, as appropriate, solution integration points

## System Administrator

The System Administrator provides day to day support for customers on system issues and the operations schedule. The System Administrator is the first line of support for all of the system related issues a customer will normally look to an internal IT department to perform.

The general responsibilities include:

- Provides management and standards for all aspects of production systems.
- Architects solutions and sets configuration standards for servers to ensure the reliability and data integrity of each server based on business requirements
- Establishes backup schedule, identifies backup requirements and monitors daily backup to ensure system recoverability.
- Establishes implements and maintains security model for system.
- Ensures the availability and production readiness of all systems

- 
- Works with external vendor and customer teams to resolve application, hardware and software related issues to maintain acceptable service and customer satisfaction levels.
  - Maintains application and system availability to acceptable service levels.
  - Sets up and manages all system related steps on a customer operations schedule.

## Network Administrator

The Network Administrator handles all aspects of the network design, setup and monitoring. The Network Administrator pro-actively configures equipment to ensure all network and network performance [SLAs](#) within JDA Cloud Services are met.

The general responsibilities include:

- Monitor networks for utilization, performance, and capacity
- Audit network design and limitations
- Perform standard Security administration tasks.
- Develop a network security strategy that will integrate with an individual customer's security strategy.
- Works with external vendor support teams to resolve [LAN](#), [WAN](#) and [SAN](#) infrastructure related issues to maintain acceptable service levels and customer satisfaction levels.
- Works with appropriate parties to define functional/technical requirements and implement LAN, WAN and SAN infrastructure solutions that meet JDA's business and project requirements.

## Database Administrator

The Database Administrator provides all direct database support including installation, configuration and tuning. The Database Administrator pro-actively monitors the database and adds or adjusts resources to ensure database performance.

The general responsibilities include:

- Perform standard database administration tasks:
- Use and implement SQL programs
- Configure database parameters
- Monitor database performance and capacity
- Perform database tuning
- Perform security administration
- Migrate databases
- Perform Database backups
- Create shell scripts to manage database
- Contribute to systems documentation

## Manager (COE) JDA Cloud Services

The Manager (COE) JDA Cloud Services provides direct management and oversight for our Center Of Excellence operations. The COE manager is the main point of contact for all remote operations teams, and works closely with the Director of JDA Cloud Services.

The general responsibilities include:

- Leads the team to achieve a high level of customer satisfaction, team morale and operational results.



# Chapter 7. Cloud perform

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## Hardware and software administration vs. software administration - @Customer or @Partner

Cloud Services Guide describes the full range of services available under our Hardware and Software Administration offering. For customers who chose only Software Administration this section describes the differences.

### Software administration

Software Administration is the JDA service where the customer, either internally (@customer) or through a partner (@partner), manages the infrastructure and JDA manages the software. With this service, the customer maintains the network, servers and operating system. JDA manages the database and JDA application. As a general rule of thumb, if any part of the service requires actually touching the machine it must be managed by the customer. This is an SLA driven service, where JDA guarantees performance at the DB and application level, change management, application management and uptime.

The features included in Software Administration are generally those listed in this guide that do not cover infrastructure. Specifically these include the following:

- Support for technical upgrades as described in the upgrades section. All infrastructure and Operating System updates needed to support this are the customer's responsibility.
- DBA services.
- Patch and change management of the DB and JDA applications. OS level is customers responsibility.
- Performance tuning - once turned over to JDA in production JDA will tune the DB and application as needed. All physical resources, such as I/O, Network and hardware issues are the customer's responsibility including monitoring, investigation and tuning. However, a performance SLA is not part of the provided service since too many variables are outside the control of JDA.
- Batch job monitoring and maintenance - including first level triage of interface and batch issues.
- Operating system alerts may be forwarded to the Cloud Services team for dispatch to the Customers internal administration team.
- Provide the information required for Customer to develop a Disaster Recovery (DR) plan.
- 24x7 Managed Service Response Center for all issues and change requests
- Standard Management of Service Requests including severity definitions listed herein and in the SOW.
- Monthly SLA reporting.
- Service Delivery Manager.

Services which JDA must have full access to in order to provide the commitments listed are shown here. Any restriction on access to these items will result in reduction of the service provided.

- Full DBA Access.
- Full Access to the job scheduling tool.
- An automated monitoring framework provided by customer including automated notifications to JDA and access to the underlying definitions of that monitoring framework.

- 
- Full and direct access to log files, output and input locations, scripts and other items used in the batch framework.
  - Full access to all documentation describing the design, setup, and configuration of the system.
  - A full knowledge transfer process, as defined by JDA and mutually agreed upon with customer.

Services not included in Software Administration are:

- CEMLI Management unless defined as a separate service in the SOW.
- Any form Disaster Recovery commitment or specific support other than providing the information needed to develop a plan.
- All physical resources, such as I/O, Network and hardware issues are the customer's responsibility including monitoring, investigation and tuning.
- Backup and Restore including software, hardware, process or monitoring.
- Provisioning, setup or monitoring of additional environments including those required for patch testing and upgrades.
- Management, monitoring, tuning or configuration of any software outside the JDA application.
- Extending the monitoring framework beyond what is implemented by the customer
- Monitoring any item manually unless explicitly defined as such in the SOW.



# Glossary

## @Customer

Another name for Cloud Perform - Software Administration Services only. In this model all the hardware, operating system software, and infrastructure is the responsibility of the customer. JDA Application Software as well as the database software is administered by JDA.

## @JDA

Another name for Cloud Perform - Hardware and Software Administration. In this model all the hardware, operating system software, infrastructure, database administration, and application administration are the responsibility of JDA.

## ABPP

The Agile Business Process Platform (ABPP) is a JDA product built to enable flexible business process management in a highly scalable transaction environment with a robust integration framework. This framework allows you to quickly develop new products and services, while adopting new business models through its rapid development, configuration capability, and extensibility. The ABPP allows you to simultaneously build data models and design workflows that incorporate complex business logic. The transaction processing capabilities of ABPP are designed to provide flawless execution that will scale with volume. It supports the design paradigms around horizontal and vertical scaling as well as smart caching policies in order to achieve high levels of performance. ABPP is also built to work in a heterogeneous IT environment and provides interoperability via standards-based integration (XML, web services, etc.).

## API

Acronym for Application Program Interface.

## AS2

AS2 (Applicability Statement 2) is a specification for Electronic Data Interchange (EDI) between businesses using the Internet's Web page protocol, the Hypertext Transfer Protocol (HTTP).

## Change Management

The Change Management process is used to manage and track the authorized operational changes being made in the all environments. This process is used to avoid unintended impact of changes, ensure proper visibility and communication of changes, and to enable traceability and audit of changes.

Change Requests can be raised for an enhancement, a functionality change or a configuration change. For more information contact your SDM.

## CIS Guidelines

The Center for Internet Security Guidelines. For more information see [www.cisecurity.org](http://www.cisecurity.org).

## CoE

Acronym for JDA Centre of Excellence.

## Customer

A customer is the company or group who establishes a contractual relationship with JDA Cloud Services for the purpose of gaining access to, and management of, a specific set of services.

## Cutover

Series of activities performed when moving from one environment to another mainly from an old production environment to a new production environment.

## FTP

Acronym for File Transfer Protocol. The protocol that allows users to copy files between their local system and any system they can reach on the network.

## JDA Education Services

JDA Education Services will help ensure your employees know how to achieve maximum results through the technology and business process improvements that your company has made with JDA solutions.

## JDA Consulting Services

Provides technical, functional and management support for implementation and go-live.

## JDALearn.com

JDALearn.com is a full service website and launch pad for our back-end LMS (Learning Management System). Maintained in-house by our staff of website developers, administrators, content managers and instructional designers, JDALearn.com hosts online classes, e-learning content, scheduling, self-service payment and registration features.

## JDA Support Services

JDA Support Services provides standard and extended software support for JDA applications.

## JDAUser.com

JDAUser.com is the main web portal for all JDA Support Services interaction.

## LAN

Acronym for Local Area Network.

## Middleware

Middleware is software that connects JDA Applications to each other or to other applications.

## Post Go-Live

In this stage the Production environment is ready, the implementation phase is complete and the current state moves from implementation phase to Run and Maintain phase.

**QA**

The quality assurance production phase.

**SaaS**

Acronym for Software as a Service.

**SAN**

Acronym for Storage Area Network.

**SDM**

Acronym for Service Delivery Manager, the JDA Cloud Services primary point of contact for help, advice, and strategy. The SDM provides real time support in resolving issues, and works closely with you to ensure continuing success with your JDA Cloud Services engagement.

**Second and Third Digit Change**

Refers to the numbering process used to uniquely identify a JDA application release. For example, moving from 7.1 to 7.2 is a second digit change and 7.2.1 to 7.2.2 is a third digit change.

**SLA**

Acronym for Service Level Agreement.

**Third Party Implementation Partners**

Implementation organizations other than the JDA Consulting Services team.

**Third Party Softwares**

Non-JDA software required by JDA Applications.

**UAT**

Acronym for User Acceptance Testing. "Real world testing" conducted in collaboration with the internal business users, IT, and other users as defined in the test scenarios.

**URL**

Acronym for Uniform Resource Locator. it denotes the address of a web page, FTP site, audio stream or other Internet resource; for example, [www.jda.com](http://www.jda.com).

**VPN**

Acronym for Virtual Private Network.

**WAN**

Acronym for Wide Area Network.

## XML

Acronym for extensible markup language. XML describes Web content by what the content is as opposed to HTML which describes Web content as how it appears.

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