opentext™

OpenText Policy
for Practitioner Access to the OpenText Cloud

Last Updated October 2024

opentext™

OpenText Cloud combines a scalable, highly available and secure platform of technology services combined with packaged business solutions that address real world business problems, supported by comprehensive Cloud Managed Services, underpinned by a single vendor service level commitment.

These policy guidelines apply to Customers and their Practitioners (partner's team members configuring the service) accessing the OpenText Cloud, specifically to those working on customer solutions deployed on Cloud Managed Services - Private Cloud.

- **OpenText Cloud Managed Services** is a full-service solution for installing, securing, operating, and supporting dedicated-instance deployments of OpenText enterprise applications on the OpenText Cloud. OpenText makes these Cloud Managed Service instances available to customers in accordance with contracted service level commitments. The integrity and performance of the customer solution are maintained through strict adherence to comprehensive operational policies and procedures, security controls, and a formal change control process.

- Production and Test (or PROD-1) are change controlled environment instances in the OpenText Cloud. Customers and Practitioners have direct access to these instances through the deployed product user interface. Administrative settings that have the potential to adversely impact system availability or performance are removed from the UI role access granted to Customers and Practitioners (known as BizAdmin in this document), please refer to the Request Catalogue related to the service for details of restricted administrative tasks. Full administrative access is limited to OpenText staff in these instances (known as SysAdmin in this document).

- PROD-2 and below instances are not subject to change control in the OpenText Cloud.

opentext™

ACCESS SUMMARY

Phase	OpenText Cloud Instance	OpenText Staff	Customer & Customer Practitioners
BUILD (Before Go-Live)	PROD	Full Admin Settings with OS level access	Application UI access only (BizAdmin)
	PROD-1	Full Admin Settings with OS level access	Application UI access only (BizAdmin)
	PROD-2 and lower	Full Admin Settings with OS level access	Application UI access only (BizAdmin)
RUN (After Go-Live)	PROD	Full Admin Settings with OS level access subject to OpenText Change Control	Application UI access only (BizAdmin)
	PROD-1	Full Admin Settings with OS level access subject to OpenText Change Control	Application UI access only (BizAdmin)
	PROD-2 and lower	Full Admin Settings with OS level access	Application UI access only (BizAdmin)

- Customers and Practitioners have access to application logs, for most services, via the Web UI. Logging data below the application level is not provided. Where application log access is not supplied via the Web UI, logging data will not be available via any other method.

- Customers and Practitioners may implement integrations from the OpenText Cloud to on-premises solutions and to 3rd-party clouds (for example SuccessFactors from SAP integrating to Extended ECM in the OpenText cloud) using on approved API's. Customer/Practitioner(s) may work with OpenText to evaluate the design of any proposed customized integrations to ensure that service level commitments for performance, supportability, and security are maintained.

- Any non-standard changes (see the relevant request catalogue for each service offering for more details) to the change controlled instances (PROD-1 and PROD), during the RUN phase, will be subject to the OpenText Change Control process. Our Change Advisory Board (CAB) meets regularly to assess requested changes based on established risk profiling criteria.

- The following steps are required when a Customer or Practitioner wishes to make a configuration modification to the solution that requires access to the controlled instance beyond Business Administrator privileges or follows the C2C regulations. The expectation is that all changes will be applied on the PROD-2 instance for validation, prior to promotion to PROD-1.

  - Customer/Practitioners will discuss the proposed change and timing with the OpenText Service Manager
  - Customer/Practitioners will provide the OpenText cloud services team with a candidate change package (including documentation as may be required)
  - OpenText will apply and evaluate the change in PROD-1
  - OpenText will invite Customer/Practitioners to review and approve the candidate change in the PROD-1 instance (or report back to Customer/Practitioners for resolution of any issues OpenText may have noted when applying the change)
  - Any subsequent modifications made to the proposed change require re-review in PROD-1 before advancing further in the change management process.

opentext™

- o OpenText will work with Customer/Practitioners to schedule the approved change for promotion into the PROD instance with coordination for Customer/ Practitioners sign-off prior to release if needed
- o OpenText will apply the change in the PROD instance during the designated scheduled maintenance window
- o OpenText will revert the change or take other corrective steps as may be required in the event an issue is noted post-change in PROD. If the package endangers service level commitments for performance, supportability, and security, OpenText reserves the right to refuse deployment to PROD.

- OpenText is responsible for the security, availability, and overall integrity of the Customer's application instances running in the OpenText Cloud. When a Customer engages a Partner to support the BUILD phase of a cloud service, the roles and responsibilities will be clearly established between the parties. OpenText is ultimately responsible in its commitments to the Customer for supporting the work of their Partner, hence the limitations imposed in these scenarios.

- In case customer solution deployments in the OpenText Cloud require elevated privileges to the instances, OpenText Professional Services engagement is required to ensure a successful implementation and ongoing operation. The extent of OpenText Professional Services involvement is determined by the nature and scope of the work being performed by the Customer/Partner to enable the solution.

Please address questions or comments regarding these guidelines to cloud@opentext.com.

opentext™

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

Connect with us:

OpenText CEO Mark Barrenechea's blog

Twitter | LinkedIn