

# OpenText DevOps Aviator

## Legal and Security FAQ

### 1. Where can the DevOps Aviator Service Description be found?

It is part of the general OpenText Core Software Delivery Platform Service Description. See [Service Description for OpenText Core Software Delivery Management](#).

### 2. What services and algorithms are used by OpenText Core Software Delivery Platform to provide its AI capabilities?

Native AI and machine learning are based on built-in capabilities sourced by data stored on the OpenText Core Software Delivery Platform cloud itself. Generative AI are provided by Google (“the LLM Vendor”).

### 3. Is my data sent to the LLM vendor?

Yes. To be able to answer questions or provide the suggestions you requested, we send relevant data to the generative AI model vendor.

### 4. Is my data saved by the LLM vendor?

No. The data is sent to the LLM vendor in a stateless manner. The data is used only to provide an answer from the model. The data is not persisted by the vendor and is not logged or audited by it in any manner. It’s important to emphasize that the data isn’t used by the provider for any purpose, and specifically isn’t used to train their model.

### 5. Is data sent to the LLM vendor leaving the continent/region?

Yes, the Google service used will be in the same region as the main OpenText Core Software Delivery Platform service as described in the table below. See <https://cloud.google.com/vertex-ai/docs/general/locations>.

OpenText Core Software Delivery Platform on AWS location	Google Vertex region where AI data is processed
Sydney	Singapore (asia-southeast1)
Frankfurt	Frankfurt (europe-west3)
Oregon	Oregon (us-west1)

**6. DevOps Aviator provides a way to send feedback to OpenText. How is this feedback processed?**

Votes up/down and “vote reason” categories are collected for a statistical analysis. Prompt and other information used as part of the AI transaction, like any other OpenText Core Software Delivery Platform customers’ data, are not accessed by OpenText unless the customer has specifically asked for that and has provided access to the relevant data.

**7. What security measures are taken to ensure personal information cannot be extracted?**

Personal information such as emails and names might be sent as part of the prompt, however it is not stored by the vendor and is used only as part of the current transaction.

**8. What security measures are taken to ensure unsafe content is not processed or returned as part of DevOps Aviator responses?**

We use Google Safety filters and attributes to prevent unsafe responses. See <https://cloud.google.com/vertex-ai/generative-ai/docs/learn/responsible-ai>. OpenText Core Software Delivery Platform provides another layer of safety even before a prompt is sent to Google. For example, we ensure data hiding for a specific user so the response cannot contain information related to data that is hidden from a specific user.

**9. What are the policies and legal terms and conditions for DevOps Aviator?**

- Our standard EULA can be found here: <https://www.opentext.com/media/agreement/micro-focus-end-user-license-agreement-en.pdf>.
- OpenText Core Software Delivery Platform’s Service Description can be found here: <https://www.opentext.com/about/legal/software-licensing>.
- Additional terms and conditions of use of Google’s AI components can be found here: <https://cloud.google.com/terms/service-terms>.
- Data Governance policy by Google can be found here: <https://cloud.google.com/vertex-ai/docs/generative-ai/data-governance>.

**10. Does the OpenText Core Software Delivery Platform contain Generative AI capabilities out of the box? Is DevOps Aviator turned on by default?**

To enable generative AI, a license needs to be installed and permissions to be added. If DevOps Aviator is not installed, OpenText Core Software Delivery Platform will not communicate with the AI service and will not send any data to it.