Professional Services

Service Overview

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1 Consulting and Planning

1.1 Cloud Video Consulting and Planning Service

1.1.1 Statement of Work (SOW)

Overview

The service provides content consulting and planning suggestions for the media industry, such as livestreaming, transcoding, and digital content production, to address pain points and boost innovation.

Prerequisites

- The customer shall submit a service request at least 10 working days in advance so Huawei can evaluate customer requirements and assign experts in virtual human models.

- The customer and Huawei Cloud must reach an agreement on the requirements and objectives of the service and sign a contract about them.

Service Scope

- Services Covered

  Virtual human models, accessories, and virtual scenarios, as well as virtual human-related applications such as video, posters, and livestreaming.

- Services Not Covered

  Huawei engineers will only deliver the services specified in this statement of work (SOW). If the customer demands the delivery of services not specified in this SOW, additional fees may be charged. The services that are not covered include but are not limited to the following:

  - Traveling to other cities for work. Additional fees for travel, accommodation, and communications will be charged.

  - Working beyond regular working days and working hours as required by the customer (Note: Fees include overtime pay and subsidies.)

    –   Purchasing products from other companies or individuals.

Service Content

Select a sub-service as required.

Category	Sub-Category	Service Description
Digital content consulting & planning	Digital content consulting & design	Provides consulting services for enterprises requiring 3D virtual human models, model-based video, posters, and livestreaming.
	Digital creation consulting & planning	Provides design consulting and planning services for enterprises that encounter difficulties in audio/video management or intend to innovate digital content.

Responsibility Division

- Shared responsibilities
  - Negotiates and confirms the virtual human service scope and objectives.
  - Signs the contract.
- Customer responsibilities
  - States their application scenarios and requirements in detail.
  - Registers with Huawei Cloud and tops up the account (with at least USD700) for purchasing cloud products and resources used for virtual human models.
  - Reviews and confirms the guidance plan and deliverables provided by Huawei.
- Huawei responsibilities
  - Before model development, submits a development plan and a BOQ to the customer for confirmation.
  - During model development, develops a model for the specified customer as scheduled, and confirms the model development results phase by phase.
  - After the model is developed, outputs service items based on the selected model and provides the deliverable list.

Responsibility Matrix

The following responsibility matrix is for reference only and can be modified based on project requirements.

R: Responsible; S: Support

Delivery Item	Phase	Activity	Huawei	Customer
Pre-sales support	Commercial involvement	Business negotiation	R	S
	Pre-sales survey	Business issue identification	S	R
		Business understanding	S	R
Consulting & design	Design & planning based on information provided by the customer	Consulting & design	R	S
Acceptance	Delivery	Document design & planning	R	S
	Confirmation	Deployment acceptance by the customer and handover	S	R

Service Deliverables

Category	Service	Deliverable
Cloud video consulting & planning service	Digital content consulting & design	*XXX Digital Content Consulting & Design Document*
	Digital creation consulting & planning	*XXX Digital Creation Planning & Design Document*

⚠️ **CAUTION**

When planning the project, Huawei must negotiate with the customer on the final deliverables, which should be project-specific.

Service Process
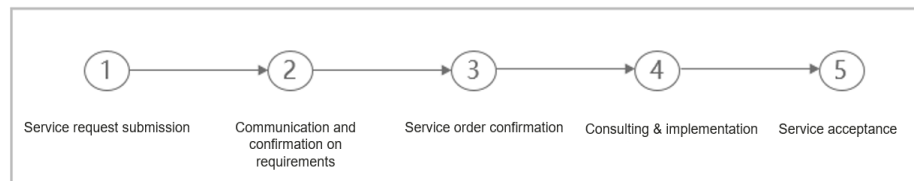
- Service request submission
    - The customer submits a service request.
- Communication and confirmation on requirements
    - Huawei organizes experts to learn about and evaluate the customer's requirements.
    - Huawei confirms the service scope and delivery objectives with the customer.
- Service order confirmation
    - Huawei proposes a solution based on the customer's requirements.
    - Huawei confirms the proposal with the customer and then proposes an official service delivery plan.
- Consulting & implementation
    - The project is initiated.
    - Huawei prepares project acceptance materials and deliverables.
- Service acceptance
    - The customer signs the *Cloud Video Consulting & Planning Service Acceptance Report* or accepts the service on the official website.
    - The project has been accepted.

Acceptance Criteria

The deliverables of each sub-service must be submitted in compliance with the following criteria. If the customer accepts the deliverables, they sign or seal the deliverables or click the acceptance link on the official website.

1.1.2 FAQs

1.1.2.1 About the Service

1.1.2.1.1 What Is the Cloud Video Consulting & Planning Service?

The service provides content consulting and planning suggestions for the media industry, such as livestreaming, VOD, transcoding, and digital content production, to address pain points and boost innovation.

1.1.2.1.2 What Does the Cloud Video Consulting & Planning Service Provide?

Consulting and design for digital content and creation

Service Type	Service	Typical Scenario
Digital content consulting & design	Provides consulting services for enterprises requiring 3D virtual human models, model-based video, posters, and livestreaming.	Corporate image advertising, video production, and enterprise virtual livestreaming
Digital creation consulting & planning	Provides design consulting and planning services for enterprises that encounter difficulties in audio/video management or intend to innovate digital content.	Audio/video processing efficiency improvement

1.1.2.1.3 How Long Is the Validity Period of an Order for the Cloud Video Consulting & Planning Service?

The validity period of a service order is one year starting from the day when you purchase the cloud video consulting & planning service.

1.1.2.2 About Service Purchase

1.1.2.2.1 How Is the Cloud Video Consulting & Planning Service Charged?

The cloud video consulting & planning service adopts once-off charge on demand.

1.1.2.2.2 Is the Service Refundable?

The cloud video consulting & planning service adopts once-off charge. Refund and unsubscription are supported only before the service is used. When deciding to order these services, make the appropriate choices based on your own service needs.

1.1.2.3 About Service Delivery

1.1.2.3.1 Can the Service Be Delivered On Site?

This service can only be delivered remotely.

1.1.2.3.2 How Long Does It Take for Model Development After the Order Is Placed?

The service period of the digital content consulting & design service is two to three weeks, and that of the digital creation consulting & design service is one to two months.

1.1.3 Billing

Overview

This section describes the billing policy for the cloud video consulting & planning service, including billing items, modes, and renewal.

Billing Items

Billing Item	Billing Description (Price)
Digital content consulting & design	You are billed based on the number of person-days you purchase.
Digital creation consulting & planning	You are billed based on the number of person-days you purchase.

Billing Modes

The cloud video consulting & planning service adopts once-off charge on demand.

Changing the Billing Mode

Once-off charge is the only billing mode for the cloud video consulting & planning service. Unsubscription is supported only before the service is used. When deciding to order these services, make the appropriate choices based on your own service needs.

Renewal

The cloud video consulting & planning service adopts once-off charge and cannot be renewed. Buy the service again if you want to use it after the original one expires.

Expiration and Overdue Payment

The cloud video consulting & planning service is valid for one year from the day of purchase. Buy the service again if you want to use it after the original one expires.

FAQs

For more billing-related FAQs, see **FAQs** of the cloud video consulting & planning service.

1.2 Database Consultancy Service

1.2.1 Statement of Work (SOW)

Service Overview

Database Consultancy Service provides professional consulting services including database design and risk assessment, and database skill training to help you make the most of your databases.

Service Content

Select a sub-service as required.

Service	Sub-Service	Description
Database architecture design	Architecture design consulting	• For the service systems to be rolled out, we provide consulting services including architecture design, distributed deployment and high availability deployments, and disaster recovery solutions. • When you roll out various service systems, we analyze your systems and database architecture to identify risks and performance bottlenecks and design long- and short-term solutions accordingly.
Cloud database risk assessment	Bottleneck analysis and resolution	We position, analyze, and assess your databases based on resource environments, database architecture design, system loads, and security to avoid potential bottlenecks and minimize risks.
Cloud database emergency response	Performance tuning	We locate and analyze causes of poor database performance based on systems, resource environments, database architecture design, and system loads, and provide targeted optimization and expansion solutions.
	Data restoration	We provide technical support for recovering lost data based on system environments and collected logs.
	Disaster recovery solutions	We analyze your environment, recover unavailable databases, and provide HA reconstruction solutions for disaster recovery based on the assessment of application scenarios.
Database migration consulting	Migration solutions	We help you prepare service architecture and data migration solutions. We provide technical support where it's needed.

Service	Sub-Service	Description
	Migration analysis	We collect source database information such as character sets and objects, analyze compatibility between source and target databases, estimate migration workloads, and recommends different types of target databases with specific specifications.
Database skills package	Basic package	We give you a better understanding of RDS for MySQL, RDS for PostgreSQL, or Document Database Service (DDS), including tables, indexes, DDL operations, DML operations, and SELECT queries. One basic package only introduces one DB engine. RDS for MySQL: 1. Elementary configuration 2. Tables and indexes 3. DDL and DML operations 4. SELECT statements 5. Transactions and locks 6. High availability 7. Best practices of cloud migration RDS for PostgreSQL: 1. Elementary configuration 2. Common operations 3. Backup and restoration 4. High availability 5. O&M and monitoring 6. Plug-in management 7. Best practices DDS (fully compatible with MongoDB): 1. MongoDB overview 2. MongoDB basics 3. MongoDB index usage and principles 4. MongoDB authentication system 5. MongoDB cluster 6. MongoDB Oplog 7. MongoDB high availability 8. MongoDB transactions

Service	Sub-Service	Description
	Standard package	We teach GaussDB basics, including database performance tuning, transactions, and locks. One standard package only introduces one DB engine. GaussDB(for MySQL): 1. Database best practices 2. Kernel features 3. Transactions and locks 4. Performance tuning GaussDB: 1. Architectures 2. Auxiliary tools 3. Migration capability 4. High availability systems 5. Suggestions on O&M development and design

Service	Sub-Service	Description
	Advanced package	We provide advanced GaussDB knowledge, including database transactions, locks, best practices of cloud migration, highly available and reliable database architectures, database migration solutions, and O&M monitoring. One advanced package only introduces one DB engine. GaussDB(for MySQL): 1. Routine database operations 2. High-availability principles 3. Intelligent O&M 4. Best practices 5. Kernel features 6. Advanced SQL syntax 7. Transactions and locks 8. Performance tuning GaussDB: 1. Architectures 2. Auxiliary tools 3. Migration capability 4. High availability systems 5. O&M capabilities 6. Development and design proposal 7. Distributed transactions 8. Distributed storage 9. SQL tuning

Non-Covered Service Items

Database Consultancy Service is only responsible for the services that are specified in the contract or purchased through the official website. If you require non-covered service items, additional fees are charged. Non-covered Items include but are not limited to:

- Traveling to other cities for work. Additional expenses for travel, accommodations, and communications will be billed.

- Working beyond regular working hours as required by the customer (Note: Fees include overtime pay and subsidies).

- Purchasing products from other companies or individuals.

Advantages

- Technical experts with extensive database experience provide efficient and professional services.
- Technical experts are skilled in MySQL, PostgreSQL, and GaussDB databases and can provide professional solutions based on specific service scenarios.

Benefits

- Developers and DBAs can receive professional database training and hands-on practice to better understand and use their databases.
- Database performance can be improved to better support the business growth.
- Potential risks can be detected in advance to reduce risks and O&M costs.

Prerequisites

The customer must submit a request at least 3 working days in advance so that Huawei Cloud can evaluate customer requirements and arrange for the technical experts that will be involved.

Service Process
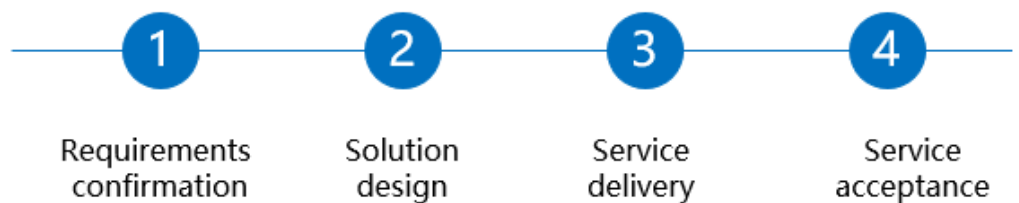
1. Requirements confirmation
   - The customer submits a service request.
   - Huawei organizes experts to learn about and evaluate the customer's requirements.
   - Huawei confirms the service scope and delivery objectives with the customer.

2. Solution design
   - The customer and Huawei sign a contract. (The customer needs to order and pay for database skills packages through Huawei Cloud official website and does not sign a contract).
   - Huawei proposes a solution based on the customer's requirements.
   - Huawei confirms the proposal with the customer and then formulates an official delivery plan.

3. Service delivery
   - The project is initiated.
   - Huawei prepares project acceptance materials and deliverables.

4. Service acceptance

- – The customer signs the *Database Consultancy Service Acceptance Report* or clicks the acceptance link on the official website.
- – The project has been accepted.

Division of Responsibility

The following responsibility matrix is for reference only and can be modified based on project requirements.

No.	Phase	Task	Huawei	Customer
1	Requirement confirmation	Analysis of service objectives and functions	S	R
		Database information survey	S	R
		O&M status survey	S	R
		Environmental requirements	S	R
2	Solution design	Expert team set-up	R	S
		Solution formulation	R	S
		Solution verification	R	S
3	Service delivery	Service delivery	R	S
4	Service acceptance	Output of deliverables	R	S
		Project acceptance report	S	R

R: Responsible; S: Support

1. Huawei and the customer:
   - – Come together to determine the objectives and scope of Huawei Cloud Database Consultancy Service.
   - – Sign a contract. (The customer needs to order and pay for database skills packages through Huawei Cloud official website and does not sign a contract).

2. The customer:
   - – Provides accurate information about requirements and scenarios.
   - – Focuses on meeting project delivery requirements and gathering feedback from management personnel and key service departments.
   - – Arranges project principals to attend project meetings, interviews, and seminars.
   - – Assists project members who work in the project team through the whole process or in each phase of the project, and organizes related surveys and discussions.

- Provides a workplace for Huawei experts and the needed development environments, including the computers and networks.

- Creates a Huawei Cloud account.

- Reviews and confirms the service plan and deliverables provided by Huawei.

- Provides market data involved in this project or available open-source data.

3. Huawei

- After receiving the customer's application, coordinates experts to provide consulting services remotely or on site.

- Before providing services, prepares a service plan and a BOQ for the customer to confirm.

- Provides services based on the service plan and creates the deliverables needed.

- Provides the list of deliverables after services are all complete.

Acceptance Criteria

1. Acceptance items

   Different deliverables are required for different services. These deliverables can be modified based on project requirements.

Service Item	Deliverable
Cloud database emergency response	Problem Analysis Report
Cloud database risk assessment	Database Running Status Report
Database architecture design	Architecture Design Solution
Database migration consulting	Database Migration Consultancy Report
Database skills package	Related packages

2. Acceptance process

   a. Huawei produces project deliverables and performs a self-check. After the deliverables pass the check, Huawei submits an acceptance application.

   b. The customer reviews and signs for all deliverables that meet requirements. If the deliverables do not meet requirements, Huawei modifies them based on the comments provided and then resubmits for acceptance.

   c. Huawei modifies and resubmits deliverables to the customer for acceptance within five working days when review comments were received.

   d. The customer reports the comments to Huawei within five working days when the deliverables were received. The review can only be executed up to three times. If Huawei does not receive any written comments from the customer within five working days of submission, the deliverables are deemed to have been accepted.

Project Completion

After the acceptance, the customer signs the *Database Consultancy Service Acceptance Report* (including its electronic copy) or confirms the acceptance on the official website to finalize the project.

1.2.2 Billing

This document describes the billing policy for Database Consultancy Service, including billing items, modes, changes, renewal, and arrear.

Item

Billing Item	Specification	Description	Price per Package (USD)
Database skills package	Basic package	One-off charging based on the number of packages in the order.	24,480
	Standard package	One-off charging based on the number of packages in the order.	68,544
	Advanced package	One-off charging based on the number of packages in the order.	137,088
Database migration consulting	Entry-level consulting	One-off charging based on the number of packages in the order.	11,424
	Mid-level consulting	One-off charging based on the number of packages in the order.	68,544
	High-level consulting	One-off charging based on the number of packages in the order.	114,240

Billing Mode

Database Consultancy Service is one-off charging based on the number of packages in the order.

Changing Billing Mode

Database Consultancy Service is one-off purchase. Refund and unsubscription are supported only before the service is used. When subscribing to the service, make the appropriate choices based on your own service needs.

Renewal

> Database Consultancy Service is one-off purchase and cannot be renewed. Purchase new packages as required.

Expiration and Overdue Payment

> Database Consultancy Service is one-off purchase. After you accept the service, the service will be unavailable. The default validity period is one year.

1.3 IaaS Adoption Planning and Design

1.3.1 Statement of Work (SOW)

Service Overview

> The advantages of cloud are gradually accepted and recognized by various enterprises. More and more enterprises are gradually migrating their business systems to the cloud. The era of enterprises fully embracing cloud migration has arrived. However, there are still situations where enterprises are uncertain about their needs and positioning when they first migrate to the cloud and use the cloud. Enterprises have no way to find a comprehensive professional team.

> Huawei Cloud have no unified entry point to introduce. To supplement the professional service capabilities of early research, planning and design of cloud migration solutions, solve the pain points of cloud migration solutions, and accelerate enterprise cloud migration, Huawei Cloud launched the IaaS adoption planning and design (IaaSAPD) service. Through IaaSAPD, enterprises can understand the objectives and concepts of Huawei Cloud architecture design, enhance IT personnel's understanding of the cloud to support Accelerate enterprise digital transformation. According to the current business status of the enterprise, it can also give the enterprise suggestions for cloud architecture design and cloud migration, enhancing the enterprise's confidence in cloud migration.

Service Content

L4.5	L6	Service Content	Applicable Scenarios
IaaS Survey and Evaluation	IaaS Survey and Evaluation-Basic	1. Based on the full communication and demonstration of LandingZone at the presales stage, this service collects all the input parameters required to meet customer requirements on LandingZone, including the customer's organizational structure, resource group division, VPC network, security protection, compliance auditing, financial management, O&M management, Infrastructure as Code (IaC)-based automation solution, etc. 2. This service surveys the enterprise organizational structure and business architecture, combines the Well-Architected Framework methodology to evaluate and diagnose the enterprise IT platform from multiple dimensions such as security, reliability, performance efficiency, cost optimization, sustainability, and operational excellence, provides optimization suggestions for current problems, and outputs a professional report on platform readiness survey and evaluation.	This service is mainly aimed at enterprises that have the cloud migration demand for digital transformation, lack confidence, and need basic evaluation and diagnosis due to the large volume and complex structure of related cloud resources.

L4.5	L6	Service Content	Applicable Scenarios
	IaaS Survey and Evaluation-Incremental Package	Prerequisite: The IaaS Survey and Evaluation-Basic should be purchased first. Additional survey and evaluation is required for complex customer business systems.	This service is mainly aimed at enterprises that have the cloud migration demand for digital transformation, lack confidence, and have a large volume and complex structure of related cloud resources. The basic edition should be purchased first before purchasing the incremental package to provide additional duration of evaluation and diagnosis.
IaaS Plan and Design	LandingZone Consultation and Planning	Prerequisite: The IaaS Survey and Evaluation should be purchased first. 1. **Basic design:** Clarify the scope of requirements after the survey, mainly reflected in the multi-account design, financial management, network management, compliance audit, etc., design technical solutions for the above requirements, and ensure that the set technical solutions can be implemented. 2. **Demonstration and empowerment:** Demonstrate the construction environment of LandingZone on the cloud, produce the basic construction, and complete basic empowerment for customers.	This service is mainly for customers who have needs for LandingZone. Based on the survey and evaluation results and customer demands, the IaaS Survey and Evaluation-Basic should be purchased first. Customers need help in designing the cloud deployment architecture and planning LandingZone.

L4.5	L6	Service Content	Applicable Scenarios
	IaaS Plan and Design-Standard	This service surveys and evaluates the overall status of the enterprise platform, and sorts out customers' problems on architecture based on the Well-Architected Framework and CMF methodologies to provide the following design solutions: 1. **Design for cloud deployment architecture:** This solution is used to plan and design from the aspects of infrastructure computing, storage specifications, hierarchical networking, as well as database service selection, network planning, cluster division, management and control. 2. **Design for cloud O&M architecture:** Based on the best practices of SRE O&M, this solution targets all the resources on Huawei Cloud, customizes O&M systems in the cloud era for enterprise, and covers daily O&M activities such as monitoring, logging, and alarming. 3. **Design for cloud security architecture:** Based on network, host, and data, this solution helps enterprises design a security architecture for technology implementation, and combines with an effective security governance, ensuring safe and reliable cloud operations of enterprises.	This service is mainly for customers who have cloud deployment architecture and security O&M architecture design needs. Based on the survey and evaluation results and customer demands, the IaaS Survey and Evaluation-Basic should be purchased first. Customers need help in designing cloud deployment architecture, advanced version of LandingZone, cloud O&M architecture, cloud security architecture, and application migration solutions.

L4.5	L6	Service Content	Applicable Scenarios
	IaaS Plan and Design- Professional	Prerequisite: The IaaS Survey and Evaluation-Standard should be purchased first. The following designs are added based on the content of the standard edition: 1. **Cloud-based reliability planning:** Based on aspects such as business impact and risk analysis, feasibility and cost analysis, and referred to the disaster recovery construction and O&M situation from peers, it helps enterprises plan and design the disaster recovery strategy, technical architecture and recovery plan to ensure the reliability of the cloud business. 2. **Planning of cost optimization management:** This design helps enterprises establish a business-based allocation architecture and establish a cost forecasting and warning mechanism, and helps enterprises design and plan the cost optimization management through resource rightsizing and architecture optimization. 3. **Design of migration and cutover verification solution:** Based on business cloud migration scenarios, it conducts multi-level, cross-domain, and full-scenario analysis in stages on the cloud services, solutions, deployment solutions, data migration solutions, quantity switching solutions involved in the cloud migration business. Migration and cutover verification solution planning and design are carried out based on ensuring lossless data, reliable performance, and seamless business cloud migration. 4. **Planning of big data and data warehouse migration:** Based on the basic cloud environment and	This service is mainly for customers who have a complex application system. Based on the survey and evaluation results and customer demands, the IaaS Survey and Evaluation-Basic should be purchased first. Customers need help in designing cloud deployment architecture, advanced version of LandingZone, cloud O&M architecture, cloud security architecture, application migration solution, cloud reliability planning, cost optimization management, migration and cutover verification solution, and big data and data warehouse migration planning.

L4.5	L6	Service Content	Applicable Scenarios
		enterprise application features, smooth migration to Huawei Cloud and big data architecture upgrades are recommended.	
	IaaS Plan and Design-Incremental Package	Prerequisite: The IaaS Survey and Evaluation should be purchased first. Additional planning and design is required for complex customer business systems.	The customer's application system is complex and requires extra planning and design workload.
IaaS Environment and POC Plan	IaaS Environment and POC Plan-Standard	HUAWEI CLOUD uses an expert team to provide customers with one-stop cloud infrastructure environment planning and configuration services, helping customers design a cloud architecture that meets service requirements, helping customers build and configure basic environments, and ensuring efficient running of customers' services on the cloud. Verify the feasibility of migrating one to three key applications and improve service flexibility and scalability through cloud platform deployment.	Based on the customer's POC requirements, provide POC environment planning and resource allocation, complete POC environment setup and configuration, complete POC tests based on the POC solution design, and output POC test reports to provide technical support for future POC environments.
	IaaS Environment and POC Plan-Incremental package	The customer's service system is complex, which requires additional environment planning and configuration workload.	The customer's application systems are complex and require additional POC planning workload.

L4.5	L6	Service Content	Applicable Scenarios
Inter-Region Network Acceleration Plan Plan	Inter-Region Network Acceleration Plan and Service Package-Basic	HUAWEI CLOUD uses an expert team to provide customers with a one-stop network acceleration solution from requirement assessment to design and implementation. It comprehensively evaluates customer network requirements (bandwidth, reliability, and security), helps customers customize cost-effective and reliable solutions, and provides one-year inter-region network acceleration service. Ensures stable and efficient cross-region network transmission.	Basic bandwidth (100 Mbit/s, 300 Mbit/s, and 500 Mbit/s) acceleration solutions are provided based on the customer's actual business situation and requirements.
	Inter-Region Network Acceleration Plan and Service Package-Incremental		Medium-level bandwidth (1 Gbit/s and 10 Gbit/s) acceleration solutions are provided based on the customer's actual business situation and requirements.
	Inter-Region Network Acceleration Plan and Service Package-Advanced		Advanced bandwidth (40 Gbit/s and 100 Gbit/s) acceleration solutions are provided based on the customer's actual business situation and requirements.

Prerequisites

- Customers need to apply for the IaaSAPD service at least 15 days in advance to evaluate customer business goals and service timelines.
- When providing customers with the IaaSAPD service, we require customer authorization to perform the service when accessing the business environment of customers, and we also require the cooperation of the personnel from customers, including business status surveys, demand collection, solution design and review, and solution acceptance.

Service Scope

1. Service Content Covered

   – IaaS survey and evaluation

     This service surveys the enterprise organizational structure and business architecture, combines the Well-Architected Framework methodology to evaluate and diagnose the enterprise IT platform from multiple dimensions such as security, reliability, performance efficiency, cost optimization, sustainability, and operational excellence, provides optimization suggestions for current problems, and outputs a professional report on platform readiness survey and evaluation.

   – IaaS Plan and Design

     This service surveys and evaluates the overall status of enterprise platform, sorts out the customer's design conditions of current cloud deployment architecture, cloud security architecture, cloud O&M architecture, migration solution design, cloud reliability planning solution, visualized management planning solution for costs, big data and data warehouse migration planning solution and migration and cutover verification solution based on the Well-Architected Framework and CMF methodologies, and provides the design solution.

   – IaaS Environment and POC Plan

     Based on the customer's PoC requirements, provide PoC environment planning and resource allocation, complete PoC environment setup and configuration, complete POC tests based on the POC solution design, output POC test reports, and provide technical support for future PoC environments.

   – Inter-Region Network Acceleration Plan

     Understand the current situation and service requirements of enterprise networks and design network acceleration solutions. Based on the network acceleration solution, the network acceleration service is provided for different bandwidth requirements between regions.

2. Service Content Not Covered

   a. Software design, transformation, installation and deployment that are not within the scope of IaaSAPD, such as third-party security software, application software, and network software purchased by customers.

   b. The cloud service expenditures required for verifying the specific solutions of IaaSAPD shall be borne by customers, such as Entity Relationship (ER), Direct Connection, Virtual Private Network (VPN), Clash for Windows (CFW), Well-Architected Framework, and other cloud service products.

   c. The specific implementation of IaaSAPD is carried out by the cloud service team involved later.

   d. Services beyond the scope of IaaSAPD, such as SecMaster, disaster recovery design, and cloud service (big data, database, etc.) resource usage planning.

3. Service Regions

   China, Asia Pacific, Latin America, Europe.

Service Process
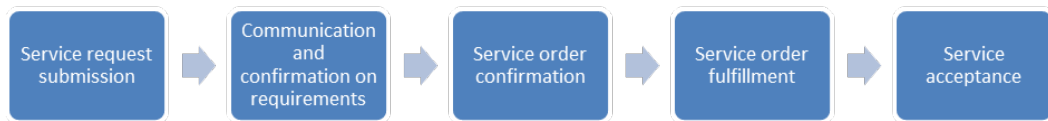
```
Service request    Communication    Service order    Service order    Service
submission         and              confirmation     fulfillment      acceptance
                   confirmation on
                   requirements
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1. Service request submission

   The customer submits a service request.

2. Communication and confirmation on requirements

   – Huawei organizes experts to learn about and evaluate the customer's requirements.

   – Huawei confirms the service scope and delivery objectives with the customer.

3. Service order confirmation

   – Huawei organizes experts to learn about and evaluate the customer's requirements.

   – Huawei confirms the service scope and delivery objectives with the customer.

4. Service Order Fulfillment

   – The project is officially initiated.

   – Complete the cloud infrastructure survey and evaluation service.

   – Complete the cloud infrastructure planning and design service.

   – Complete the cloud infrastructure environment and POC planning service.

   – Complete the inter-region network acceleration planning service.

   – Sort out the final deliverables.

5. Service acceptance

   – Final project acceptance materials are collated.

   – The customer signs the *Huawei Cloud Adoption Planning and Design Acceptance Report for xxx Project.*

   – The project is accepted.

Deliverables

Service	Deliverable
IaaS Survey and Evaluation	*Huawei Cloud Adoption Survey and Evaluation Questionnaire*
	Huawei Cloud Adoption Platform Readiness Analysis (PRA) Report
IaaS Plan and Design	*Huawei Cloud Adoption Planning and Design Report*
IaaS Environment and POC Plan	*Huawei IaaS Environment and POC Planning Solution*
	Huawei IaaS Environment and POC Test Report

Service	Deliverable
Inter-Region Network Acceleration Plan	*Huawei Cloud Adoption Network Acceleration Delivery Report*

Responsibility Matrix

1. Shared Responsibilities

    – Negotiate and confirm specific requirements and objectives.

    – Negotiate and confirm project management plans.

    – Negotiate, confirm, and review solutions.

    – Sign contracts.

2. Huawei's Responsibilities

    – Huawei specifies a project owner. The customer should be notified of any personnel changes three working days in advance until the project is accepted.

    – Huawei can only use the data authorized by the customer for IaaS Adoption Planning and Design.

3. Customer's Responsibilities

    – Assign a project owner to assist Huawei Cloud engineers in implementing the service. The project owner is responsible for coordinating and managing personnel, resources, or other matters between the two parties, and reviews and accepts the services provided by Huawei Cloud.

    – Provide business system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Division Matrix

    The following table provides responsibility matrix examples and can be modified as needed.

    R: Responsibility; S: Support.

    – IaaS Survey and Evaluation & IaaS Plan and Design

No.	Service Process	Task	Huawei	Customer
1	Project kickoff meeting	Communicate with the customer project leader (team), identify and collect requirements, establish expected goals, clarify consulting process, content, alignment of deliverables, identify stakeholders, and develop work plans.	R	S

No.	Service Process	Task	Huawei	Customer
2	Concept introduction	Present cloud adoption solutions and introduce the concepts to customers.	R	S
3	Status survey	Conduct an overall survey of the customer's enterprise architecture and application status through interviews and questionnaires to identify pain points and challenges in each domain, collect and summarize relevant documents, and understand and record the status.	R	S
4	Confirmation for status survey results	The customer confirms the status survey results.	S	R
5	Analysis and evaluation	Comprehensively evaluate the enterprise organizational structure, business architecture, and application cloud migration readiness for customers, complete the enterprise IT platform evaluation, application risk evaluation, cloud migration complexity evaluation, and application cloud migration recommendations based on the readiness evaluation results, and output professional survey and evaluation reports about platform and application readiness.	R	S
6	Confirmation for analysis and evaluation results	The customer confirms the analysis and evaluation results.	S	R
7	Milestone one: acceptance of deliverables *Huawei Cloud Adoption Platform Readiness Analysis (PRA) Report.*	The customer confirms the solution within 7 working days. If there is no objection, the acceptance will be completed after signing the deliverable *Huawei Cloud Adoption Planning and Design Acceptance Report for xxx Project.*	S	R

No.	Service Process	Task	Huawei	Customer
8	IaaS adoption planning and detailed design	Based on the *Huawei Cloud Adoption Platform Readiness Analysis (PRA) Report*, help the customer design a cloud deployment solution, basic LandingZone solution, cloud operation and maintenance (O&M) architecture, cloud security architecture, application cloud migration solution, cloud reliability planning solution, cost optimization management solution, migration and cutover verification solution, and big data and data warehouse migration planning solution.	R	S
9	Confirmation for planning and design results	The customer confirms the planning and design report.	S	R
10	Milestone two: acceptance of the deliverable *Cloud Adoption Planning and Design Report*.	The customer confirms the solution within 7 working days. If there is no objection, the acceptance will be completed after signing the deliverable *Huawei Cloud Adoption Planning and Design Acceptance Report for xxx Project*.	S	R

– IaaS Environment and POC Plan

No.	Service Process	Task	Huawei	Customer
1	Project kickoff meeting	Communicate with the customer project leader (team), identify and collect requirements, establish expected goals, clarify consulting process, content, alignment of deliverables, identify stakeholders, and develop work plans.	R	S

No.	Service Process	Task	Huawei	Customer
2	Concept introduction	Present cloud adoption solutions and introduce the concepts to customers.	R	S
3	Requirement survey	In-depth understanding of enterprise service requirements and existing IT environment to evaluate the feasibility of migration to the cloud	R	S
4	Solution design	Design the environment deployment and POC solution based on the requirement analysis result.	R	S
5	Delivery implementation	Complete the POC test and verification, and output the POC test report.	R	S
6	Customer acceptance	The customer accepts the deliverables.	S	R

– Inter-Region Network Acceleration Plan

No.	Service Process	Task	Huawei	Customer
1	Project kickoff meeting	Communicate with the customer project leader (team), identify and collect requirements, establish expected goals, clarify consulting process, content, alignment of deliverables, identify stakeholders, and develop work plans.	R	S
2	Concept introduction	Present cloud adoption solutions and introduce the concepts to customers.	R	S
3	Requirement survey	In-depth understanding of enterprise network status and service requirements	R	S
4	Solution design	Design a network acceleration solution based on the requirement analysis result.	R	S

No.	Service Process	Task	Hua wei	Cust ome r
5	Delivery implementation	Provides network acceleration provisioning services for different bandwidth requirements between regions based on the network acceleration solution.	R	S
6	Customer acceptance	The customer accepts the deliverables.	S	R

Acceptance Criteria

- Both online and onsite acceptance are supported.
- The deliverables of each service item must be submitted in compliance with the following criteria. If customers accept the deliverables, they need to sign or seal the *Huawei Cloud Adoption Planning and Design Acceptance Report for xxx Project* and Implementation or click the acceptance link on the Huawei Cloud official website.

1.3.2 FAQs

1.3.2.1 About Service Consulting

1.3.2.1.1 What Is IaaS Adoption Planning and Design?

Based on the best practices of Huawei cloud platform and customer service cloudification, analyze customers' cloudification requirements, survey customers' service status, and use the Cloud Adoption Framework, Well-Architected Framework, and Cloud Migration Framework methodologies to help customers comprehensively evaluate cloudification risks and plan and design excellent cloud architectures based on customer requirements and services. Provides "theory + practice" services to customize cloud solutions for customers. With the help of the one-stop migration tool platform MgC, customers can efficiently and smoothly migrate services to the cloud.

1.3.2.1.2 What Are the Service Contents of IaaS Adoption Planning and Design?

L4.5	Service	Contents
IaaS Survey and Evaluation	IaaS Survey and Evaluation-Basic	1. Based on the full communication and demonstration of Landing Zone at the presales stage, this service collects all the input parameters required to meet customer requirements on Landing Zone, including the customer's organizational structure, resource group division, VPC network, security protection, compliance auditing, financial management, O&M management, Infrastructure as Code (IaC)-based automation solution, etc. 2. This service surveys the enterprise organizational structure and business architecture, combines the Well-Architected Framework methodology to evaluate and diagnose the enterprise IT platform from multiple dimensions such as security, reliability, performance efficiency, cost optimization, sustainability, and operational excellence, provides optimization suggestions for current problems, and outputs a professional report on platform readiness survey and evaluation.
	IaaS Survey and Evaluation-Incremental Package	Prerequisite: The IaaS Survey and Evaluation-Basic should be purchased first. Additional survey and evaluation is required for complex customer business systems.
IaaS Plan and Design	Landing Zone Consultation and Planning	Prerequisite: The IaaS Survey and Evaluation should be purchased first. 1. **Basic design:** Clarify the scope of requirements after the survey, mainly reflected in the multi-account design, financial management, network management, compliance audit, etc., design technical solutions for the above requirements, and ensure that the set technical solutions can be implemented. 2. **Demonstration and empowerment:** Demonstrate the construction environment of Landing Zone on the cloud, produce the basic construction, and complete basic empowerment for customers.

L4.5	Service	Contents
	IaaS Plan and Design-Standard	This service surveys and evaluates the overall status of the enterprise platform, and sorts out customers' problems on architecture based on the Well-Architected Framework and CMF methodologies to provide the following design solutions: 1. **Design for cloud deployment architecture:** This solution is used to plan and design from the aspects of infrastructure computing, storage specifications, hierarchical networking, as well as database service selection, network planning, cluster division, management and control. 2. **Design for cloud O&M architecture:** Based on the best practices of SRE O&M, this solution targets all the resources on Huawei Cloud, customizes O&M systems in the cloud era for enterprise, and covers daily O&M activities such as monitoring, logging, and alarming. 3. **Design for cloud security architecture:** Based on network, host, and data, this solution helps enterprises design a security architecture for technology implementation, and combines with an effective security governance, ensuring safe and reliable cloud operations of enterprises.

L4.5	Service	Contents
	IaaS Plan and Design-Professional	Prerequisite: The IaaS Survey and Evaluation-Standard should be purchased first.
		The following designs are added based on the content of the standard edition:
		1. **Cloud-based reliability planning:** Based on aspects such as business impact and risk analysis, feasibility and cost analysis, and referred to the disaster recovery construction and O&M situation from peers, it helps enterprises plan and design the disaster recovery strategy, technical architecture and recovery plan to ensure the reliability of the cloud business.
		2. **Planning of cost optimization management:** This design helps enterprises establish a business-based allocation architecture and establish a cost forecasting and warning mechanism, and helps enterprises design and plan the cost optimization management through resource rightsizing and architecture optimization.
		3. **Design of migration and cutover verification solution:** Based on business cloud migration scenarios, it conducts multi-level, cross-domain, and full-scenario analysis in stages on the cloud services, solutions, deployment solutions, data migration solutions, quantity switching solutions involved in the cloud migration business. Migration and cutover verification solution planning and design are carried out based on ensuring lossless data, reliable performance, and seamless business cloud migration.
		4. **Planning of big data and data warehouse migration:** Based on the basic cloud environment and enterprise application features, smooth migration to Huawei Cloud and big data architecture upgrades are recommended.
	IaaS Plan and Design-Incremental Package	Prerequisite: The IaaS Survey and Evaluation should be purchased first.
		Additional planning and design is required for complex customer business systems.

L4.5	Service	Contents
IaaS Environment and POC Plan	IaaS Environment and POC Plan-Standard	HUAWEI CLOUD uses an expert team to provide customers with one-stop cloud infrastructure environment planning and configuration services, helping customers design a cloud architecture that meets service requirements, helping customers build and configure basic environments, and ensuring efficient running of customers' services on the cloud. Verify the feasibility of migrating one to three key applications and improve service flexibility and scalability through cloud platform deployment.
	IaaS Environment and POC Plan-Incremental package	The customer's service system is complex, which requires additional environment planning and configuration workload.
Inter-Region Network Acceleration Plan	Inter-Region Network Acceleration Plan and Service Package-Basic	HUAWEI CLOUD uses an expert team to provide customers with a one-stop network acceleration solution from requirement assessment to design and implementation. It comprehensively evaluates customer network requirements (bandwidth, reliability, and security), helps customers customize cost-effective and reliable solutions, and provides one-year inter-region network acceleration service. Ensures stable and efficient cross-region network transmission.
	Inter-Region Network Acceleration Plan and Service Package-Incremental	
	Inter-Region Network Acceleration Plan and Service Package-Advanced	

1.3.2.1.3 What Are the Advantages of IaaS Adoption Planning and Design?

Title	Advantages
Excellent and profound industry cloudification experience	Based on the cloud transformation experience of Huawei's process IT and device cloud, deeply explore the Internet, government, and finance industries, accumulate more than 1000 customer cloud success cases, consolidate the best practices of various industries, and form the enterprise cloud CMF methodology. Provide customers with professional, secure, and reliable cloud solutions to help customers continuously build excellent cloud architectures.
Experienced service expert team	The experts in the professional service team have extensive consulting and delivery experience, industry cloudification experience, and experience and capabilities in designing various complex service scenarios. They can implement comprehensive survey, evaluation, and solution design that meet industry requirements, helping customers complete cloudification evaluation, planning, and design.
Comprehensive migration tool platform	The one-stop migration and modernization platform MgC carries HUAWEI CLOUD migration methodologies and best practices, provides quick migration, application modernization suggestions, and reconstruction capabilities, comprehensively improves migration efficiency, and helps customers reduce costs, improve efficiency, and easily migrate services to the cloud.

1.3.2.1.4 Can I Use This Service for Sites Not on Huawei Cloud?

Provides services for enterprises that plan to migrate their services to Huawei Cloud.

1.3.2.2 About Service Purchase

1.3.2.2.1 How Do I Place an Order?

You can place an order on the Huawei Cloud official website. For any questions, contact customer service.

1.3.2.2.2 Do I Need to Purchase Other Related Services Before Purchasing This Service?

No.

1.3.2.3 About Service Delivery

1.3.2.3.1 Can the Service Be Delivered Onsite?

IaaSAPD supports both onsite and remote deliveries.

1.3.2.3.2 How Long Does the Delivery Take After An Order Is Placed?

The delivery cycle depends on the start time of delivery and customer requirements. Factors such as service volume and service complexity may affect the delivery.

1.3.2.3.3 What Are the Final Deliverables From IaaS Adoption Planning and Design?

Service	Deliverable
IaaS Survey and Evaluation	*Huawei Cloud Adoption Survey and Evaluation Questionnaire*
	Huawei Cloud Adoption Platform Readiness Analysis (PRA) Report
IaaS Survey and Evaluation	*Huawei Cloud Adoption Planning and Design Report*
IaaS Environment and POC Plan	*Huawei IaaS Environment and POC Planning Solution*
	Huawei IaaS Environment and POC Test Report
Inter-Region Network Acceleration Plan	*Huawei Cloud Adoption Network Acceleration Delivery Report*

1.3.3 Billing

This chapter mainly describes the billing of the IaaS adoption planning and design (IaaSAPD), including billing items and modes.

Billing Items

L4.5	L6	Billing Introduction	Unit Price (USD)	Unit
IaaS Survey and Evaluation	IaaS Survey and Evaluation-Basic	One-off payment based on subject to the actual pre-sales evaluation	52,580.00	Per order
IaaS Survey and Evaluation	IaaS Survey and Evaluation-Incremental Package	One-off payment based on subject to the actual pre-sales evaluation	10,570.00	Per order
IaaS Plan and Design	Landing Zone Consultation and Planning	One-off payment based on subject to the actual pre-sales evaluation	52,580.00	Per order

L4.5	L6	Billing Introduction	Unit Price (USD)	Unit
IaaS Plan and Design	IaaS Plan and Design-Standard	One-off payment based on subject to the actual pre-sales evaluation	68,300.00	Per order
IaaS Plan and Design	IaaS Plan and Design-Professional	One-off payment based on subject to the actual pre-sales evaluation	126,540.00	Per order
IaaS Plan and Design	IaaS Plan and Design-Incremental Package	One-off payment based on subject to the actual pre-sales evaluation	10,570.00	Per order
IaaS Environment and POC Plan	IaaS Environment and POC Plan-Standard	One-off payment based on subject to the actual pre-sales evaluation	42,800.00	Per order
	IaaS Environment and POC Plan-Incremental package	One-off payment based on subject to the actual pre-sales evaluation	2,140.00	Per order
Inter-Region Network Acceleration Plan	Inter-Region Network Acceleration Plan and Service Package- Basic	One-off payment based on subject to the actual pre-sales evaluation	6,420.00	Per order
	Inter-Region Network Acceleration Plan and Service Package-Incremental	One-off payment based on subject to the actual pre-sales evaluation	15,060.00	Per order
	Inter-Region Network Acceleration Plan and Service Package- Advanced	One-off payment based on subject to the actual pre-sales evaluation	28,020.00	Per order

Billing Mode

The IaaSAPD service is a one-off billing product.

Changing Billing Mode

You cannot change the billing mode or unsubscribe from the IaaSAPD service. Before you make a purchase, you can learn about the typical application scenarios of the service.

Renewal

The IaaSAPD service is one-off purchase and cannot be renewed.

Expiration and Arrears

IaaSAPD is one-off. You are advised to use it as soon as possible after purchase.

1.4 PaaS Adoption Planning and Design

1.4.1 Statement of Work (SOW)

Service Overview

The advantages of cloud are gradually accepted and recognized by various enterprises. More and more enterprises are gradually migrating their business systems to the cloud. The era of enterprises fully embracing cloud migration has arrived. However, there are still situations where enterprises are uncertain about their needs and positioning when they first migrate to the cloud and use the cloud. Enterprises have no way to find a comprehensive professional team.

Huawei Cloud have no unified entry point to introduce. To supplement the professional service capabilities of early research, planning and design of cloud migration solutions, solve the pain points of cloud migration solutions, and accelerate enterprise cloud migration, Huawei Cloud launched the IaaS adoption planning and design (IaaSAPD) service. Through IaaSAPD, enterprises can understand the objectives and concepts of Huawei Cloud architecture design, enhance IT personnel's understanding of the cloud to support Accelerate enterprise digital transformation. According to the current business status of the enterprise, it can also give the enterprise suggestions for cloud migration path and batches, enhancing the enterprise's confidence in cloud migration.

Service Content

L4.5	L6	Service Content	Applicable Scenarios
PaaS Survey and Evaluation	PaaS Survey and Evaluation-Basic	Conduct a comprehensive review of enterprise applications, analyze the technical architecture of applications, clarify the dependencies between applications, organize a resource inventory of applications, integrate with enterprise requirements, complete application risk assessment, cloud migration complexity assessment, and provide suggestions for application cloud migration paths, and produce a professional assessment report on application readiness.	The enterprise has a demand for digital transformation and cloud migration, but lacks confidence in the process. The volume of resources related to cloud migration is large, and the structure is complex, requiring basic assessment and diagnostic services.
	PaaS Survey and Evaluation-Incremental Package	Prerequisite: The PaaS Survey and Evaluation-Basic should be purchased first. Additional survey and evaluation is required for complex customer business systems.	The enterprise has a demand for digital transformation and cloud migration, but lacks confidence in the process. The volume of resources related to cloud migration is large, and the structure is complex. It is necessary to first purchase the basic version and then purchase incremental packages to provide additional time for assessment and diagnostic services.

L4.5	L6	Service Content	Applicable Scenarios
PaaS Plan and Design	PaaS Plan and Design-Standard	**Application Migration Solution Design**: Starting from the most critical concerns of the client - such as tool selection for migration, additional requirements for bandwidth, time, security, costs, resources, and feasibility during the migration process - to plan and design an optimal application migration solution with the goal of successful transition.	Mainly targeting clients with a demand for application migration to the cloud, based on research and evaluation output and client requirements, it is necessary to first purchase the basic version of research and evaluation. Help clients design an optimal application migration solution.
	PaaS Plan and Design-Incremental Package	Prerequisite: The PaaS Plan and Design-Standard should be purchased first. Additional plan and design is required for complex customer business systems.	Mainly aimed at clients with a demand for application migration to the cloud, based on the output of survey and evaluation as well as client requirements, it is necessary to first purchase the basic version of research and evaluation. Assist clients in designing an optimal application migration plan.

Prerequisites

- Customers need to apply for the PaaSAPD service at least 15 days in advance to evaluate customer business goals and service timelines.
- When providing customers with the PaaSAPD service, we require customer authorization to perform the service when accessing the business environment of customers, and we also require the cooperation of the personnel from customers, including business status surveys, demand collection, solution design and review, and solution acceptance.

Service Scope

1. Service Content Covered

   – PaaS survey and evaluation

   Conduct a comprehensive review of enterprise applications, analyze application technical architecture, clarify dependencies between applications, organize a resource inventory of applications, integrate with enterprise requirements, complete application risk assessment, cloud migration complexity assessment, and provide suggestions for application cloud migration paths, and produce a professional assessment report on application readiness.

   – PaaS Plan and Design

   Starting from the most critical concerns of the client - such as tool selection for migration, additional requirements for bandwidth, time, security, costs, resources, and feasibility during the migration process - to plan and design an optimal application migration solution with the goal of successful transition.

2. Service Content Not Covered

   a. Software design, transformation, installation and deployment that are not within the scope of PaaSAPD, such as third-party security software, application software, and network software purchased by customers.

   b. The cloud service expenditures required for verifying the specific solutions of PaaSAPD shall be borne by customers, such as Entity Relationship (ER), Direct Connection, Virtual Private Network (VPN), Clash for Windows (CFW), Well-Architected Framework, and other cloud service products.

   c. The specific implementation of PaaSAPD is carried out by the cloud service team involved later.

   d. Services beyond the scope of PaaSAPD, such as SecMaster, disaster recovery design, and cloud service (big data, database, etc.) resource usage planning.

3. Service Regions

   China, Asia Pacific, Latin America.

Service Process

1. Service request submission

   The customer submits a service request.

2. Communication and confirmation on requirements

   – Huawei organizes experts to learn about and evaluate the customer's requirements.

- – Huawei confirms the service scope and delivery objectives with the customer.

3. Service order confirmation

- – Huawei organizes experts to learn about and evaluate the customer's requirements.
- – Huawei confirms the service scope and delivery objectives with the customer.

4. Research and evaluation

- – The project is initiated.
- – The cloud adoption survey and evaluation is completed.

5. Solution design

- – The cloud adoption planning and design is completed.
- – Final project deliverables materials are collated.

6. Service acceptance

- – Final project acceptance materials are collated.
- – The customer signs the *Huawei Cloud AdoptionPlanning and Design Acceptance Report for xxx Project.*
- – The project is accepted.

Deliverables

Service	Deliverable
PaaS Survey and Evaluation	*Huawei Cloud Adoption Survey and Evaluation Questionnaire*
	Huawei Cloud Adoption Application Readiness Analysis (ARA) Report
PaaS Plan and Design	*Huawei Cloud Adoption Planning and Design Report*

Responsibility Matrix

1. Shared Responsibilities

- – Negotiate and confirm specific requirements and objectives.
- – Negotiate and confirm project management plans.
- – Negotiate, confirm, and review solutions.
- – Sign contracts.

2. Huawei's Responsibilities

- – Huawei specifies a project owner. The customer should be notified of any personnel changes three working days in advance until the project is accepted.
- – Huawei can only use the data authorized by the customer for PaaS Adoption Planning and Design.

3. Customer's Responsibilities

– Assign a project owner to assist Huawei Cloud engineers in implementing the service. The project owner is responsible for coordinating and managing personnel, resources, or other matters between the two parties, and reviews and accepts the services provided by Huawei Cloud.

– Provide business system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Division Matrix

The following table provides responsibility matrix examples and can be modified as needed.

– R: Responsibility

– S: Support

No.	Service Process	Task	Huawei	Customer
1	Project kickoff meeting	Communicate with the customer project leader (team), identify and collect requirements, establish expected goals, clarify consulting process, content, alignment of deliverables, identify stakeholders, and develop work plans.	R	S
2	Concept introduction	Present cloud adoption solutions and introduce the concepts to customers.	R	S
3	Status survey	Conduct an overall survey of the customer's enterprise architecture and application status through interviews and questionnaires to identify pain points and challenges in each domain, collect and summarize relevant documents, and understand and record the status.	R	S
4	Confirmation for status survey results	The customer confirms the status survey results.	S	R

No.	Service Process	Task	Huawei	Customer
5	Analysis and evaluation	Comprehensively evaluate the enterprise organizational structure, business architecture, and application cloud migration readiness for customers, complete the enterprise IT platform evaluation, application risk evaluation, cloud migration complexity evaluation, and application cloud migration recommendations based on the readiness evaluation results, and output professional survey and evaluation reports about platform and application readiness.	R	S
6	Confirmation for analysis and evaluation results	The customer confirms the analysis and evaluation results.	S	R
7	Milestone one: acceptance of deliverables *Huawei Cloud Adoption Application Readiness Analysis (ARA) Report*	The customer confirms the solution within 7 working days. If there is no objection, the acceptance will be completed after signing the deliverable *Huawei Cloud Adoption Planning and Design Acceptance Report for xxx Project* .	S	R
8	PaaS adoption planning and detailed design	Based on the *Huawei Cloud Adoption Application Readiness Analysis (ARA) Report*, help the customer design a cloud deployment solution, basic Landing Zone solution, cloud operation and maintenance (O&M) architecture, cloud security architecture, application cloud migration solution, cloud reliability planning solution, cost optimization management solution, migration and cutover verification solution, and big data and data warehouse migration planning solution.	R	S
9	Confirmation for planning and design results	The customer confirms the planning and design report.	S	R

No.	Service Process	Task	Hua wei	Cust omer
10	Milestone two: acceptance of the deliverable *Cloud Adoption Planning and Design Report*.	The customer confirms the solution within 7 working days. If there is no objection, the acceptance will be completed after signing the deliverable *Huawei Cloud Adoption Planning and Design Acceptance Report for xxx Project*.	S	R

Acceptance Criteria

The deliverables of each service item must be submitted in compliance with the following criteria. If customers accept the deliverables, they need to sign or seal the Huawei Cloud Adoption Planning and Design Acceptance Report for xxx Project and Implementation or click the acceptance link on the Huawei Cloud official website.

1.4.2 FAQs

1.4.2.1 About Service Consulting

1.4.2.1.1 What Is PaaS Adoption Planning and Design?

Based on the best practices of Huawei cloud platform and customer service cloudification, analyze customers' cloudification requirements, survey customers' service status, and use the Cloud Adoption Framework, Well-Architected Framework, and Cloud Migration Framework methodologies to help customers comprehensively evaluate cloudification risks and plan and design excellent cloud architectures based on customer requirements and services. Provides "theory + practice" services to customize cloud solutions for customers. With the help of the one-stop migration tool platform MgC, customers can efficiently and smoothly migrate services to the cloud.

1.4.2.1.2 What Are the Service Contents of PaaS Adoption Planning and Design?

L4.5	Service	Contents
PaaS Survey and Evaluation	PaaS Survey and Evaluation-Basic	Conduct a comprehensive review of enterprise applications, analyze the technical architecture of applications, clarify the dependencies between applications, organize a resource inventory of applications, integrate with enterprise requirements, complete application risk assessment, cloud migration complexity assessment, and provide suggestions for application cloud migration paths, and produce a professional assessment report on application readiness.

L4.5	Service	Contents
	PaaS Survey and Evaluation-Incremental Package	Prerequisite: The PaaS Survey and Evaluation-Basic should be purchased first. Additional survey and evaluation is required for complex customer business systems.
PaaS Plan and Design	PaaS Plan and Design-Standard	**Application Migration Solution Design**: Starting from the most critical concerns of the client - such as tool selection for migration, additional requirements for bandwidth, time, security, costs, resources, and feasibility during the migration process - to plan and design an optimal application migration solution with the goal of successful transition.
	PaaS Plan and Design-Incremental Package	Prerequisite: The PaaS Plan and Design-Standard should be purchased first. Additional plan and design is required for complex customer business systems.

1.4.2.1.3 What Are the Advantages of PaaS Adoption Planning and Design?

Title	Advantages
Excellent and profound industry cloudification experience	Based on the cloud transformation experience of Huawei's process IT and device cloud, deeply explore the Internet, government, and finance industries, accumulate more than 1000 customer cloud success cases, consolidate the best practices of various industries, and form the enterprise cloud CMF methodology. Provide customers with professional, secure, and reliable cloud solutions to help customers continuously build excellent cloud architectures.
Experienced service expert team	The experts in the professional service team have extensive consulting and delivery experience, industry cloudification experience, and experience and capabilities in designing various complex service scenarios. They can implement comprehensive survey, evaluation, and solution design that meet industry requirements, helping customers complete cloudification evaluation, planning, and design.
Comprehensive migration tool platform	The one-stop migration and modernization platform MgC carries HUAWEI CLOUD migration methodologies and best practices, provides quick migration, application modernization suggestions, and reconstruction capabilities, comprehensively improves migration efficiency, and helps customers reduce costs, improve efficiency, and easily migrate services to the cloud.

1.4.2.1.4 Can I Use This Service for Sites Not on Huawei Cloud?

Provides services for enterprises that plan to migrate their services to Huawei Cloud.

1.4.2.2 About Service Purchase

1.4.2.2.1 How Do I Place an Order?

You can place an order on the Huawei Cloud official website. For any questions, contact customer service.

1.4.2.2.2 Do I Need to Purchase Other Related Services Before Purchasing This Service?

No.

1.4.2.3 About Service Delivery

1.4.2.3.1 Can the Service Be Delivered Onsite?

PaaSAPD supports both onsite and remote deliveries.

1.4.2.3.2 How Long Does the Delivery Take After An Order Is Placed?

The delivery cycle depends on the start time of delivery and customer requirements. Factors such as service volume and service complexity may affect the delivery.

1.4.2.3.3 What Are the Final Deliverables From PaaS Adoption Planning and Design?

Service	Deliverable
PaaS Survey and Evaluation	*Huawei Cloud Adoption Survey and Evaluation Questionnaire*
	Huawei Cloud Adoption Application Readiness Analysis (ARA) Report
PaaS Plan and Design	*Huawei Cloud Adoption Planning and Design Report*

1.4.3 Billing

This chapter mainly describes the billing of the PaaS adoption planning and design (PaaSAPD), including billing items and modes.

Billing Items

L4.5	L6	Billing Introduction	Unit Price (USD)	Unit
PaaS Survey and Evaluation	PaaS Survey and Evaluation-Basic	One-off payment based on subject to the actual pre-sales evaluation	52,580.00	Per order
PaaS Survey and Evaluation	PaaS Survey and Evaluation-Basic	One-off payment based on subject to the actual pre-sales evaluation	10,570.00	Per order
PaaS Plan and Design	PaaS Plan and Design-Standard	One-off payment based on subject to the actual pre-sales evaluation	68,300.00	Per order
PaaS Plan and Design	PaaS Plan and Design-Incremental Package	One-off payment based on subject to the actual pre-sales evaluation	10,570.00	Per order

Billing Mode

The PaaSAPD service is a one-off billing product.

Changing Billing Mode

You cannot change the billing mode or unsubscribe from the PaaSAPD service. Before you make a purchase, you can learn about the typical application scenarios of the service.

Renewal

The PaaSAPD service is one-off purchase and cannot be renewed.

Expiration and Arrears

PaaSAPD is one-off. You are advised to use it as soon as possible after purchase.

1.5 Cloud DR and backup consulting service

1.5.1 Statement of Work (SOW)

Service Overview

As various industries are migrating their services to the cloud, they have increasingly high requirements for data security and service continuity on the cloud. These industries are represented by financial sectors, government organizations, telecommunications, and manufacturing. Their investments in cloud backup and disaster recovery (DR) have been growing year by year. However, establishing a cloud backup and DR system requires advanced technologies and expertise with a large-scale investment. Enterprises lack professionals for end-to-end construction and are in urgent need of guidance from experts in related fields.

To address these issues, Huawei Cloud rolls out the backup and DR consulting service to help customers analyze the status of cloud backup and DR construction. This service helps identify current weaknesses and risks, plan backup and DR, and design architecture. It aims to provide development directions and suggestions on planning a secure, compliant, and reliable backup and DR system.

Service Content

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenarios
Cloud Backup and Disaster Recovery Consulting Service	Cloud Backup and Disaster Recovery Consulting Planning Service	Cloud Backup and Disaster Recovery Diagnosis	Surveys and analyzes customers' service system, identifies the weaknesses and risks of the current system, and makes the following preliminary suggestions on establishing a backup and DR system: Information collection and analysis: Collects and analyzes the service type, scale, home organization, and distribution, and organizes all information of the specified service system. IT infrastructure survey: Surveys the IT status of the current production center in terms of compute, storage, network,	Enterprises need consulting and planning services from backup and DR experts to set up a cloud backup and DR system.

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenarios
			database, and middleware. Provides suggestions for establishing cloud backup and DR system by analyzing the problems of current resources at each layer. Service system survey and application association analysis: Surveys and analyzes each service system in terms of functions, logical architecture, and application dependencies.	

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenarios
		Cloud Backup and Disaster Recovery Planning & Design – Small	Based on the analysis and diagnosis, plans and designs the construction of customers' cloud backup and DR system in the following ways:	
		Cloud Backup and Disaster Recovery Planning & Design – Medium	Policy design: Formulates the overall policy framework and roadmap in terms of service impact and risk analysis, feasibility, and cost analysis by referring to other cloud vendors' backup and DR construction and O&M, in compliance with international and national laws and regulations, standards, specifications, and supervision requirements.	
		Cloud Backup and Disaster Recovery Planning & Design – Large	Technical architecture design: Based on the overall plan and site requirements, designs the	

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenarios
			backup or DR architecture at layers of storage, hosts, database and middleware, application, and access. Formulates technical policies and specifications, selects technologies, and outputs a service list. Recovery planning: Specifies required organizations and their responsibilities for recovering disasters. Develops the emergency response steps and standardizes the process of event rating and service recovery or switchover in disasters.	

Prerequisites

- Customers want to establish a backup and DR system for services.
- Customers are highly cooperative. The owner takes the lead and assigns personnel to make surveys, analysis, and plans.
- Customers designate a dedicated team responsible for onsite delivery.
- Customers and Huawei Cloud negotiate and confirm the solution and sign a contract.

Service Scope

1. Applicable Scope

   – **Information collection and analysis:** Collects and analyzes the service type, scale, home organization, and distribution, and organizes all information of the specified service system.

   – **IT infrastructure survey:** Surveys the IT status of the current production center in terms of compute, storage, network, database, and middleware. Provides suggestions for establishing cloud backup and DR system by analyzing the problems of current resources at each layer.

   – **Service system survey and application association analysis:** Surveys and analyzes each service system in terms of functions, logical architecture, and application dependencies.

   – **Policy design:** Formulates the overall policy framework and roadmap in terms of service impact and risk analysis, feasibility, and cost analysis by referring to other cloud vendors' backup and DR construction and O&M, in compliance with international and national laws and regulations, standards, specifications, and supervision requirements.

   – **Technical architecture design:** Based on the overall plan and site requirements, designs the backup or DR architecture at layers of storage, hosts, database and middleware, application, and access. Formulates technical policies and specifications, selects technologies, and outputs a service list.

   – **Recovery planning:** Specifies required organizations and their responsibilities for recovering disasters. Develops the emergency response steps and standardizes the process of event rating and service recovery or switchover in disasters.

2. Inapplicable Scope

   – Backup and DR integration implementation, including system construction, integration and deployment, and interconnection testing.

   – Backup and DR technical training activities, such as onsite technical assistance and certification training.

3. Regions

   Global

Service Process

Phase	Description
Requirement survey	Communicates with customers to confirm their strategic objectives, project objectives, and scope of backup and DR construction. Surveys the current status, weaknesses, and risks of the construction and analyzes the service impact and risks to output a maturity and health assessment report.

Phase	Description
Solution design	Plans the overall strategies and architecture solution by surveying and analyzing the requirements and application dependencies. Develop technical strategies, technical metrics, and recovery plans to output the architecture design solution by referring to other cloud vendors' backup and DR construction and O&M, in compliance with the laws and regulations, standards, specifications, and service requirements.
Service acceptance	Accepts the solution and hands over related documentation.

Service Deliverables

L4 Service Name	L4.5 Service Name	L6 Service Name	Deliverables	Deliverable Template
Cloud Backup and Disaster Recovery Consulting Service	Cloud Backup and Disaster Recovery Consulting and Planning Service	Cloud Backup and Disaster Recovery Diagnosis	*IT As-Is Survey Report*	For details, see the *05 Deliverable Templates*.
		Cloud Backup and Disaster Recovery Planning & Design – Small	*Construction Strategies* *Technical Architecture Design* *Disaster Recovery Emergency Plan*	
		Cloud Backup and Disaster Recovery Planning & Design – Medium		
		Cloud Backup and Disaster Recovery Planning & Design – Large		

Responsibility Matrix

1. Shared responsibility
   – Negotiate and confirm the objectives and scope of the backup and DR consulting service.

- Negotiate and confirm the project delivery plan.

- Negotiate, confirm, and review the solution.

- Sign a contract.

2. Huawei Responsibilities

- Receive customer requirements and designate experts to help implement and guarantee the service delivery onsite or remotely.

- Develop a service plan and quotation based on the service items for customers to review and confirm.

- Implement the service as planned and prepare deliverables.

- Output a list of deliverables based on the selected service items.

- Designate a project owner and notify customers of any personnel changes three working days in advance until the project is accepted.

- Use the authorized data only for this service and not for any other purposes.

3. Customer Responsibilities

- Assign a project owner to assist Huawei Cloud in implementing the service. The project owner is responsible for coordinating and managing personnel and resources between the two parties. The owner also reviews and accepts the service provided by Huawei Cloud.

- Provide accurate service information, including but not limited to the current backup and DR status, project objectives and scope, and key services.

4. Responsibility Details

R: responsible; S: supportive.

No.	Process	Content	Huawei	Customer
1	Requirement survey	Collects and analyzes information for establishing a backup and DR system.	R	S
2		Surveys the IT infrastructure.	R	S
3		Surveys the service system and analyzes the application dependency.	R	S
4	Solution design	Designs backup and DR policies.	R	S
5		Designs a technical architecture for the backup and DR system.	R	S
6		Makes plans for disaster recovery.	R	S
7	Service acceptance	Accepts the service solution.	S	R
8		Hands over the solution.	R	S

Acceptance Criteria

The deliverables of each service item must be submitted in compliance with the following criteria:

Huawei submits standard deliverables based on service sub-items. The customer clicks the acceptance button on the HUAWEI CLOUD console, or signs and seals on the *Acceptance Report of Cloud Backup and Disaster Recovery Consulting Service for XX Project* offline as the basis for service acceptance.

L4 Service Name	L4.5 Service Name	L6 Service Name	Deliverables	Acceptance Report
Cloud Backup and Disaster Recovery Consulting Service	Cloud Backup and Disaster Recovery Consulting and Planning Service	Cloud Backup and Disaster Recovery Diagnosis	*IT As-Is Survey Report*	*Acceptance Report of Cloud Backup and Disaster Recovery Consulting Service for XX Project*
		Cloud Backup and Disaster Recovery Planning & Design – Small	• *Construction Strategies* • *Technical Architecture Design* • *Disaster Recovery Emergency Plan*	
		Cloud Backup and Disaster Recovery Planning & Design – Medium		
		Cloud Backup and Disaster Recovery Planning & Design – Large		

1.5.2 FAQs

1.5.2.1 About the Service

1.5.2.1.1 What Is Cloud Disaster Recovery Consulting Service?

Huawei cloud DR and backup consulting service provides enterprises with analysis of cloud DR and backup construction status, identification of current weaknesses and risks, DR planning and design, architecture design, and development direction and suggestions for DR construction, helping customers plan a secure, compliant, and reliable DR system.

1.5.2.1.2 What Services Does the Cloud DR & Backup Service Provide?

Cloud DR consulting service includes cloud DR consulting and diagnosis and cloud DR planning and design.

1.5.2.1.3 Can I provide services for sites outside HUAWEI CLOUD?

The cloud DR consultation and diagnosis service evaluates the customer's existing system and provides services for sites outside the Huawei cloud.

The cloud DR planning and design service focuses on the DR capabilities of customers' systems on HUAWEI CLOUD. It does not provide services for sites outside HUAWEI CLOUD.

1.5.2.2 About Service Purchase

1.5.2.2.1 How do I place an order for services?

It is recommended that you consult the service manager before placing an order.

1.5.2.2.2 Do you need to buy other supporting services first to buy this service?

Not needed.

1.5.2.3 About Service Delivery

1.5.2.3.1 Is on-site service available?

This service supports onsite and remote service.

1.5.2.3.2 How long can the service be completed after the order is placed?

The cloud DR consulting and diagnosis service (one-time) is completed within three working days after the service is fulfilled. The cloud DR planning and design package (one-time) is completed within ten working days after the service is fulfilled. Medium-sized cloud DR planning and design package (one-time) is completed within 20 working days after service fulfillment, and large-scale cloud DR planning and design package (one-time) is completed within 30 working days after service fulfillment.

The actual delivery time depends on the project complexity and the customer's cooperation degree. The actual delivery time may be different from the standard delivery time.

1.5.2.3.3 What are the final deliverables obtained by using the XX service?

Service name	Deliverables
Cloud DR Consulting and Diagnosis	Cloud DR and Backup Consulting Service – IT As-Is Survey Report
Cloud DR Planning and Design	Cloud DR and Backup Consulting Service – DR and Backup Construction Strategy

Service name	Deliverables
	Cloud DR and Backup Consulting Service-DR Emergency Plan DRP
	Cloud DR and Backup Consulting Service – DR and Backup Technical Architecture Design

1.5.3 Billing

This document describes the billing of the cloud backup and disaster recovery (DR) consulting service, including billing items, billing modes, and renewals.

Billing Items

L4 Service Name	L4.5 Service Name	L6 Service Name	Pricing Unit	Unit Price-Outside China1: Asia Pacific, Russia, Latin America (excluding Brazil) (USD)	Unit Price-Outside China2: Europe, Africa, Brazil, Middle East (USD)
Cloud Backup and Disaster Recovery Consulting Service	Cloud Backup and Disaster Recovery Consulting and Planning Service	Cloud Backup and Disaster Recovery Diagnosis	Times purchased	14,400	21,600
		Cloud Backup and Disaster Recovery Planning & Design – Small	Times purchased	48,000	72,000
		Cloud Backup and Disaster Recovery Planning & Design – Medium	Times purchased	96,000	144,000
		Cloud Backup and Disaster Recovery Planning & Design – Large	Times purchased	144,000	216,000

Billing Mode

For L4.5 services: Cloud Backup and DR Consulting and Planning

- Cloud Backup and Disaster Recovery Diagnosis
- Cloud Backup and Disaster Recovery Planning & Design – Small
- Cloud Backup and Disaster Recovery Planning & Design – Medium
- Cloud Backup and Disaster Recovery Planning & Design – Large

All of them are billed by the number of times it was purchased.

Configuration Change

You are advised to make appropriate purchases by referring to the service descriptions or based on your own service needs. Once purchased, they cannot be unsubscribed from, and their configurations cannot be changed.

Renewal

Cloud Backup and Disaster Recovery Consulting Service requires one-off payment. Renewals or arrears are not involved.

FAQ

For details, see **FAQs**.

1.6 Deterministic Operations Planning and Design

1.6.1 Statement of Work (SOW)

Service Overview

Deterministic operations focus on bringing more certainty to digital transformation. It helps minimize risks by coordinating high-quality development and well-designed O&M process. Technologies are used to get errors, impacts, and recovery time down to a controllable and acceptable level.

Deterministic operations evaluation, planning, and design are developed on Huawei Cloud SRE best practices to help customers establish deterministic O&M systems for O&M transformation.

Scenario	Customer Pain Points	Huawei Cloud Opportunity	Customer Benefits
Non-standard O&M system	● Organization: There are no defined process roles and responsibilities, so problems are addressed based on personal experience. ● Process: There are no clearly defined processes and steps, so activities are mainly driven by incidents and personal experience, and are not well planned. ● Tool: No ITSM tools or O&M tools are available.	Customers have no O&M management system. We can help them build a standard O&M system.	Customers can move forward with an orderly and standard O&M system. This helps them reduce dependencies on personnel skills, improve operations efficiency, lower O&M costs, and minimize O&M risks.

Scenario	Customer Pain Points	Huawei Cloud Opportunity	Customer Benefits
Transformation from standard O&M system to SRE	• Organization: There are positions for routine O&M. O&M personnel spend more than 80% of their time on passively handling O&M requirements and problems and conflicts between the application service rollout speed and live network stability on DevOps. • Process: There are no processes and excellent practices for carrying out proactive O&M activities, such as architecture HA construction, rollout management, chaos engineering, and risk elimination. • Tool: The siloed tool system cannot meet the requirements of end-to-end service alarms and performance analysis, resulting in low efficiency and low O&M automation.	Customers have built a standard O&M system and need to transform to SRE. We can help them plan, design, and start SRE transformation in terms of organization, processes, tools, and capabilities.	• Customers can transform from process control to software engineering and advance to SRE. Service Level Object (SLO) is increased and Mean Time to Repair (MTTR) is reduced to improve customer service availability. • O&M personnel shift focus from troubleshooting faults to improving service availability. • O&M problems on the live network can be solved through software engineering, improving automation and tool-based efficiency, and reducing labor costs.

Scenario	Customer Pain Points	Huawei Cloud Opportunity	Customer Benefits
Deterministic operations	● Organization: Customers have transformed to the deterministic operations phase and have built an HA architecture, automatic O&M capability, and rollout management capability. However, the R&D departments have no O&M organizations and capabilities. As a result, the O&M and R&D departments fail to work together to safeguard the unified SLO. ● Process: It is necessary to optimize and update the service process of the O&M department based on excellent practices, refine the collaboration mechanism between the O&M and R&D departments, and release the mechanism at the corporate level for joint compliance. ● Tool: Infrastructure and applications are not managed centrally. E2E application SLO and problem diagnosis capabilities are inadequate.	The customers' O&M organizations have built SRE capabilities in a narrow sense. SRE capabilities in a broad sense need to be carried out in the R&D team to streamline deterministic operations.	● Customers can implement HA architectures and advance to deterministic operations using software engineering. ● The risk control system reduces critical fault rate by 40% with a dynamic risk control and continuous optimization system. ● Service value is generated driven by data operations and O&M is improved driven by data. ● The deterministic recovery mechanism continuously improves recovery capabilities, stability, and reliability. ● Various deterministic operations capabilities, including quality operations, dynamic risk control, chaos engineering, and mature AIOps practices safeguard quality,

Scenario	Customer Pain Points	Huawei Cloud Opportunity	Customer Benefits
			deterministic discovery time, demarcation time, and recovery time, to address challenges.
Digital transformation	• Customers have seen increasing complexity and uncertainty in their O&M systems. • The business departments have high requirements on availability. • The O&M teams are unclear about the development level and direction and lack of reference and solution. It is hard for them to find O&M breakthrough points.	Customers' O&M capabilities are insufficient. We can help them diagnose the O&M statuses, identify pain points and challenges in each domain, and propose optimization policies from the perspectives of O&M organization, process, tool, technical capabilities, and measurement metrics.	Customers can understand their key issues and O&M statuses with the help of deterministic operations and industry best practices to establish deterministic operations objectives and build systematic O&M optimization strategies.

Service Content

- About the deterministic operations planning service

Service Item	Service Content	Application Scenario
O&M digital transformation diagnosis for small- and medium-sized enterprises (basic edition) - Asia Pacific, Russia, and Latin America (excluding Brazil)	Conduct interviews and surveys on customers' O&M statuses, diagnose their O&M systems based on multi-domain standards, models, and industry SRE practices, formulate optimization policies, and output survey and diagnosis reports.	● Customers have an IT department consisting of 50 employees or less and no more than 10 associated business departments. ● They have seen an increase in complexity and uncertainty in their O&M systems. ● The customers' existing O&M capabilities cannot meet the growing requirements for availability with the advancement of enterprise digital transformation.
O&M digital transformation diagnosis for small- and medium-sized enterprises (professional edition) - Asia Pacific, Russia, and Latin America (excluding Brazil)	Conduct surveys on customers' O&M statuses, evaluate their O&M system maturity, diagnose their O&M systems based on multi-domain standards, models, and industry SRE practices, formulate optimization policies, and output survey, maturity evaluation, and diagnosis reports.	● Customers have an IT department consisting of 50 employees or less and no more than 10 associated business departments. ● They have seen an increase in complexity and uncertainty in their O&M systems. ● The customers' existing O&M capabilities cannot meet the growing requirements for availability with the advancement of enterprise digital transformation.

Service Item	Service Content	Application Scenario
Deterministic operations evaluation and planning for medium-sized enterprises (basic and mandatory) - Asia Pacific, Russia, and Latin America (excluding Brazil)	Conduct interviews and surveys on customers' O&M statuses, evaluate customers' O&M system maturity, give suggestions based on gap analysis, and output overall O&M system planning and evolution roadmap based on the diagnosis and analysis results for enterprises' custom deterministic O&M systems.	• Customers have an IT department consisting of 20 to 50 employees and no more than 10 associated business departments. • There are no strictly defined process roles and responsibilities in these customers' O&M systems. • The customers operate and maintain their systems based on personal experience and driven by events. They use some siloed tools which bring them low O&M efficiency.
Deterministic operations evaluation and planning for large enterprises (basic and mandatory) - Asia Pacific, Russia, and Latin America (excluding Brazil)	Conduct interviews and surveys on customers' O&M statuses, evaluate customers' O&M system maturity, give suggestions based on gap analysis, and output overall O&M system planning and evolution roadmap based on the diagnosis and analysis results for enterprises' custom deterministic O&M systems.	• Customers have an IT department consisting of over 50 employees and more than 10 associated business departments. • There are no strictly defined process roles and responsibilities in these customers' O&M systems. • The customers operate and maintain their systems based on personal experience and driven by events. They use some siloed tools which bring them low O&M efficiency.

Service Item	Service Content	Application Scenario
O&M digital transformation diagnosis for small- and medium-sized enterprises (basic edition) - Europe, Africa, Brazil, the Middle East	Conduct interviews and surveys on customers' O&M statuses, diagnose their O&M systems based on multi-domain standards, models, and industry SRE practices, formulate optimization policies, and output survey and diagnosis reports.	- Customers have an IT department consisting of 50 employees or less and no more than 10 associated business departments. - They have seen an increase in complexity and uncertainty in their O&M systems. - The customers' existing O&M capabilities cannot meet the growing requirements for availability with the advancement of enterprise digital transformation.
O&M digital transformation diagnosis for small- and medium-sized enterprises (professional edition) - Europe, Africa, Brazil, the Middle East	Conduct surveys on customers' O&M statuses, evaluate their O&M system maturity, diagnose their O&M systems based on multi-domain standards, models, and industry SRE practices, formulate optimization policies, and output survey, maturity evaluation, and diagnosis reports.	- Customers have an IT department consisting of 50 employees or less and no more than 10 associated business departments. - They have seen an increase in complexity and uncertainty in their O&M systems. - The customers' existing O&M capabilities cannot meet the growing requirements for availability with the advancement of enterprise digital transformation.

Service Item	Service Content	Application Scenario
Deterministic operations evaluation and planning for medium-sized enterprises (basic and mandatory) - Europe, Africa, Brazil, the Middle East	Conduct interviews and surveys on customers' O&M statuses, evaluate customers' O&M system maturity, give suggestions based on gap analysis, and output overall O&M system planning and evolution roadmap based on the diagnosis and analysis results for enterprises' custom deterministic O&M systems.	• Customers have an IT department consisting of 20 to 50 employees and no more than 10 associated business departments. • There are no strictly defined process roles and responsibilities in these customers' O&M systems. • The customers operate and maintain their systems based on personal experience and driven by events. They use some siloed tools which bring them low O&M efficiency.
Deterministic operations evaluation and planning for large enterprises (basic and mandatory) - Europe, Africa, Brazil, the Middle East	Conduct interviews and surveys on customers' O&M statuses, evaluate customers' O&M system maturity, give suggestions based on gap analysis, and output overall O&M system planning and evolution roadmap based on the diagnosis and analysis results for enterprises' custom deterministic O&M systems.	• Customers have an IT department consisting of over 50 employees and more than 10 associated business departments. • There are no strictly defined process roles and responsibilities in these customers' O&M systems. • The customers operate and maintain their systems based on personal experience and driven by events. They use some siloed tools which bring them low O&M efficiency.

• About the deterministic operations design service

Service Item	Service Content	Application Scenario
O&M organizational structure design for medium-sized enterprises- Asia Pacific, Russia, and Latin America (excluding Brazil)	Design organizational structures and job responsibilities based on *O&M Research and Analysis Report* and *Overall Planning and Evolution Roadmap for Deterministic Operations* for implementing deterministic O&M capabilities.	● Customers have an IT department consisting of 20 to 50 employees and no more than 10 associated business departments. ● They need to buy the basic package before purchasing this incremental package based on the basic package's content and their requirements.
O&M organizational structure design for large enterprises - Asia Pacific, Russia, and Latin America (excluding Brazil)	Design organizational structures and job responsibilities based on *O&M Research and Analysis Report* and *Overall Planning and Evolution Roadmap for Deterministic Operations* for implementing deterministic O&M capabilities.	● Customers have an IT department consisting of over 50 employees and more than 10 associated business departments. ● They need to buy the basic package before purchasing this incremental package based on the basic package's content and their requirements.
O&M process design for medium-sized enterprises - Asia Pacific, Russia, and Latin America (excluding Brazil)	Design seven sets of O&M processes and regulations that meet customers' requirements in a detailed manner, including change management, monitoring alarm (including on-call management), event management (including WarRoom), backtracking improvement management, issue management, capacity management, and delivery transfer-to-maintenance.	● Customers have an IT department consisting of 20 to 50 employees and no more than 10 associated business departments. ● They need to buy the basic package before purchasing this incremental package.

Service Item	Service Content	Application Scenario
O&M process design for large enterprises - Asia Pacific, Russia, and Latin America (excluding Brazil)	Design seven sets of O&M processes and regulations that meet customers' requirements in a detailed manner, including change management, monitoring alarm (including on-call management), event management (including WarRoom), backtracking improvement management, issue management, capacity management, and delivery transfer-to-maintenance.	● Customers have an IT department consisting of over 50 employees and more than 10 associated business departments. ● They need to buy the basic package before purchasing this incremental package.
O&M organizational structure design for medium-sized enterprises - Europe, Africa, Brazil, the Middle East	Design organizational structures and job responsibilities based on O&M Research and Analysis Report and Overall Planning and Evolution Roadmap for Deterministic Operations for implementing deterministic O&M capabilities.	● Customers have an IT department consisting of 20 to 50 employees and no more than 10 associated business departments. ● They need to buy the basic package before purchasing this incremental package based on the basic package's content and their requirements.
O&M organizational structure design for large enterprises - Europe, Africa, Brazil, the Middle East	Design organizational structures and job responsibilities based on O&M Research and Analysis Report and Overall Planning and Evolution Roadmap for Deterministic Operations for implementing deterministic O&M capabilities.	● Customers have an IT department consisting of over 50 employees and more than 10 associated business departments. ● They need to buy the basic package before purchasing this incremental package based on the basic package's content and their requirements.

Service Item	Service Content	Application Scenario
O&M process design for medium-sized enterprises - Europe, Africa, Brazil, the Middle East	Design seven sets of O&M processes and regulations that meet customers' requirements in a detailed manner, including change management, monitoring alarm (including on-call management), event management (including WarRoom), backtracking improvement management, issue management, capacity management, and delivery transfer-to-maintenance.	- Customers have an IT department consisting of 20 to 50 employees and no more than 10 associated business departments. - They need to buy the basic package before purchasing this incremental package.
O&M process design for large enterprises - Europe, Africa, Brazil, the Middle East	Design seven sets of O&M processes and regulations that meet customers' requirements in a detailed manner, including change management, monitoring alarm (including on-call management), event management (including WarRoom), backtracking improvement management, issue management, capacity management, and delivery transfer-to-maintenance.	- Customers have an IT department consisting of over 50 employees and more than 10 associated business departments. - They need to buy the basic package before purchasing this incremental package.

Prerequisites

- The customer should apply for this service at least 20 working days in advance so that Huawei can evaluate the customer's requirements and coordinate deterministic operations consultants.
- Before the project starts, the customer shall provide necessary facilities to Huawei's project team, including office seats, meeting rooms, Internet facilities, telephone or videoconferencing facilities that work properly, projectors, and whiteboards.
- After Huawei undertakes the service, the customer should provide necessary survey time and related materials to assist Huawei in carrying out the consulting and survey.
- All work records and documents of this project will be provided based on Party A's requirements. The electronic documents submitted are in Microsoft Word, Microsoft PowerPoint, and Microsoft Excel formats.

Service Scope

1. Supported Services
   - Services Included in Deterministic Operations Planning Service
     - Interviews and surveys on customers' O&M statuses
     - Comprehensive evaluation of customers' O&M system maturity
     - Suggestions given based on gap analysis
     - Overall O&M system planning and evolution roadmap based on the diagnosis and analysis results for enterprises' custom deterministic O&M systems
   - Services Included in Deterministic Operations Design Service
     - Organizational structure and job responsibility design based on *O&M Research and Analysis Report* and *Overall Planning and Evolution Roadmap for Deterministic Operations*
     - Custom seven sets of O&M processes and regulations for enterprises to implement deterministic operations capabilities
2. Unsupported Services

   This service is only responsible for the deterministic operations planning and design service that is determined in the contract or purchased on the order placement page of the official website. Services related to implementation preparation and deployment are not included. Such services include but not limited to O&M people-job matching, O&M process incorporation into ITSM tools, and more.
3. Marketable Regions

   This service can be sold in regions outside the Chinese mainland.

Delivery Process
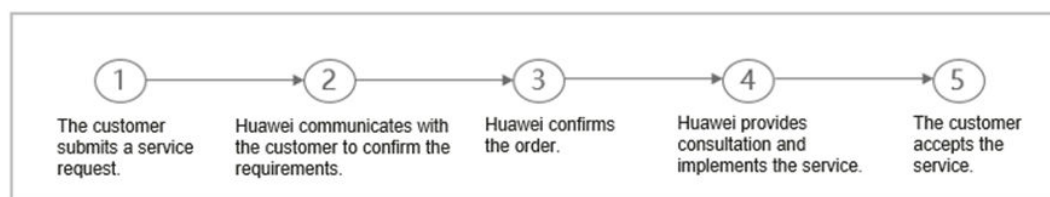
1. Service request submission

   The customer submits a service request.
2. Requirement communication and confirmation
   - Huawei organizes experts to learn about and evaluate the customer's requirements.
   - Huawei confirms the service scope and delivery objectives with the customer.
3. Confirmation on the order
   - Huawei configures services based on the customer requirements.

- Huawei prepares a formal implementation plan after the customer successfully places an order.

4. Service consulting and implementation
   - The project is officially initiated.
   - Huawei prepares project acceptance materials and deliverables.

5. Service acceptance
   - The customer signs the *Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report* or confirms acceptance on the Huawei Cloud official website.
   - The project has been accepted.

Deliverables

- For the deterministic operations planning service

Service Item	Deliverable	Acceptance Report
O&M digital transformation diagnosis (basic edition)	O&M Research and Analysis Report	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report
O&M digital transformation diagnosis (professional edition)	O&M Research and Analysis Report	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report
Deterministic operations evaluation and planning for medium-sized enterprises (basic and mandatory)	O&M Research and Analysis Report	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report
	Overall Planning and Evolution Roadmap for Deterministic Operations	
Deterministic operations evaluation and planning for large enterprises (basic and mandatory)	O&M Research and Analysis Report	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report
	Overall Planning and Evolution Roadmap for Deterministic Operations	

- For the deterministic operations design service

Service Item	Deliverable	Acceptance Report
O&M organizational structure design for medium-sized enterprises (incremental package 1)	O&M Organization Detailed Design	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report
O&M organizational structure design for large enterprises (incremental package 1)	O&M Organization Detailed Design	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report
O&M process design for medium-sized enterprises (incremental package 2)	O&M Process Detailed Design	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report
O&M process design for large enterprises (incremental package 2)	O&M Process Detailed Design	Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report

Responsibility Matrix

1. Shared Responsibilities

   Negotiate and confirm the service scope and objectives.

2. Huawei's Responsibilities

   – Develop a service plan and quotation based on the service items for customers to review and confirm.

   – Implement the service as planned, prepare deliverables, and submit the deliverables in time. If there is any dispute, optimize the deliverables based on friendly negotiation between the two parties.

   – Export deliverables based on the selected service items.

3. Customer's Responsibilities

   – Focus on meeting project delivery requirements and gather feedback from management personnel and key business departments.

   – Assign a project owner to assist Huawei Cloud consultants to ensure smooth project implementation. The owner should be responsible for the coordination of both parties and work with the Huawei project manager to manage the project change control process.

   – Coordinate and arrange project stakeholders to cooperate with project implementation and participate in project meetings, interviews, and seminars. If the customer's activities during consulting involve a third

party on the customer side, the customer must negotiate with the third party and assist the consultant in solving problems.

– Provide the complete information and materials required by the project in a timely manner according to Huawei's requirements.

– After Huawei provides deliverables, organize related parties to review and accept the deliverables in a timely manner.

4. Responsibility Matrix

The following table provides responsibility matrix examples and can be modified as needed.

R: responsible; S: supportive.

No.	Process	Content	Huawei	Customer
1	Kick-off meeting	Communicate with customer's project leader (team) to identify requirements, expectations, processes, content, deliverables, and stakeholders, and develop work plans.	R	S
2	Concept introduction	Introduce the concepts of deterministic operations.	R	S
3	Status survey	Carry out an overall research on the customer's O&M statuses through interviews and surveys, identify pain points and challenges in each domain, collect and summarize relevant documents, and record the understanding of the statuses.	R	S
4	Status survey and confirmation	The customer confirms the status survey result.	S	R
5	Analysis and evaluation	Comprehensively evaluate the customer's O&M system maturity, set deterministic operations goals based on the maturity evaluation results, and analyze gaps between the current O&M status and the deterministic operations objectives and domains for improvement.	R	S
6	Analysis, evaluation, and confirmation	The customer confirms the analysis and evaluation report.	S	R

No.	Process	Content	Hua wei	Cust ome r
7	Milestone 1: *O&M Research and Analysis Report* acceptance report	The customer confirms the solution within seven working days. If there is no objection, the acceptance is complete after the milestone 1 *Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report* is signed.	S	R
8	High-level overall blueprint planning and evolution roadmap	Illustrate the O&M organizational structure, process specifications, tool system, deterministic operations capabilities, top-level blueprint planning of the measurement architecture, and evolution roadmap in the next one to three years.	R	S
9	Milestone 2: *Overall Planning and Evolution Roadmap for Deterministic Operations* acceptance report	The customer confirms the solution within seven working days. If there is no objection, the acceptance is complete after the milestone 2 *Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report* is signed.	S	R
10	Detailed design of O&M organizational structure	Help customers with organizational structure and job responsibility design based on *O&M Research and Analysis Report* and *Overall Planning and Evolution Roadmap for Deterministic Operations*.	R	S
11	Milestone 3: *O&M Organization Detailed Design* acceptance report	The customer confirms the solution within seven working days. If there is no objection, the acceptance is complete after the milestone 3 *Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report* is signed.	S	R

No.	Process	Content	Hua wei	Cust ome r
12	Detailed design of the O&M process	Design seven sets of O&M processes and regulations that meet customers' requirements in a detailed manner, including change management, monitoring alarm (including on-call management), event management (including WarRoom), backtracking improvement management, issue management, capacity management, and delivery transfer-to-maintenance.	R	S
13	Milestone 4: *O&M Process Detailed Design* acceptance report	The customer confirms the solution within seven working days. If there is no objection, the acceptance is complete after the milestone 4 *Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report* is signed.	S	R

Acceptance Criteria

The consulting team will output deliverables based on the customer's order. After the deliverables are completely submitted, the customer confirms the solution within seven working days. If there is no objection, the acceptance is complete after the *Huawei Cloud Deterministic Operations Planning and Design Service Acceptance Report* is signed. If Huawei does not receive any written feedback from the customer within seven working days after the deliverables are submitted to the customer, the deliverables are deemed to have been accepted.

1.6.2 FAQs

1.6.2.1 About the Service

1.6.2.1.1 What is deterministic operations planning and design service?

Deterministic operations evaluation, planning, and design are developed on Huawei Cloud SRE best practices to help customers establish deterministic O&M systems for O&M transformation.

1.6.2.1.2 What services does the deterministic operations planning and design service provide?

This service provides O&M digital transformation diagnosis (optional for the basic edition and professional edition), deterministic operations evaluation and planning (mandatory for the basic package), O&M organizational structure design (optional

for incremental package 1) and O&M process design (optional for incremental package 2).

1.6.2.1.3 What are the service content and application scenarios?

Huawei Cloud deterministic operations planning and design service provides basic package, incremental package 1, and incremental package 2. You can select a service based on your requirements. The following table shows the service content and the typical application scenarios.

Service	Service Content	Typical Application Scenario
O&M digital transformation diagnosis for small- and medium-sized enterprises (basic edition)	Conduct interviews and surveys on customers' O&M statuses, diagnose their O&M systems based on multi-domain standards, models, and industry SRE practices, formulate optimization policies, and output survey and diagnosis reports.	• Customers have seen an increase in complexity and uncertainty in their O&M systems. • The customers' existing O&M capabilities cannot meet the growing requirements for availability with the advancement of enterprise digital transformation.
O&M digital transformation diagnosis for small- and medium-sized enterprises (professional edition)	Conduct surveys on customers' O&M statuses, evaluate their O&M system maturity, diagnose their O&M systems based on multi-domain standards, models, and industry SRE practices, formulate optimization policies, and output survey, maturity evaluation, and diagnosis reports.	• Customers have seen an increase in complexity and uncertainty in their O&M systems. • The customers' existing O&M capabilities cannot meet the growing requirements for availability with the advancement of enterprise digital transformation.
Deterministic operations evaluation and planning for medium-sized and large enterprises (basic package)	Conduct interviews and surveys on customers' O&M statuses, evaluate customers' O&M system maturity, give suggestions based on gap analysis, and output overall O&M system planning and evolution roadmap based on the diagnosis and analysis results for enterprises' custom deterministic O&M systems.	• Customers have no strictly defined process roles and responsibilities in their O&M systems. • The customers operate and maintain their systems based on personal experience and driven by events. They use some siloed tools which bring them low O&M efficiency.

Service	Service Content	Typical Application Scenario
O&M organizational structure design for medium-sized and large enterprises (incremental package 1)	Design detailed O&M organizational structure based on *O&M Research and Analysis Report*, *Overall Planning and Evolution Roadmap for Deterministic Operations*, and their requirements.	• Customers' O&M organizations offer inactive support, have incomplete functions, and have unclear responsibilities. • Such O&M organizations cannot meet the requirements of deterministic operations transformation.
O&M process design for medium-sized and large enterprises (incremental package 2)	Design seven sets of O&M processes and regulations that meet customers' requirements in a detailed manner, including change management, monitoring alarm (including on-call management), event management (including WarRoom), backtracking improvement management, problem management, capacity management, and delivery transfer-to-maintenance.	Customers are lack of standardized end-to-end processes and specifications.

1.6.2.1.4 What are the advantages of the deterministic operations planning and design service?

Advantage	Description
Professional assessment tools and consultant teams	The deterministic O&M maturity assessment model and the gap analysis and diagnosis method evaluate customers' O&M system maturity. The consultant team consists of experts from Huawei Cloud SRE team that has rich practical experience.
Huawei Cloud's expertise	Experience and capabilities handling complex service scenarios help customers achieve deterministic O&M transformation. Huawei Cloud supports deliveries in various fields such as government, automobile, retail, Internet, e-commerce, manufacturing, energy, and transportation. It can assist customers in improving their O&M capabilities and E2E O&M process planning.

Advantage	Description
Tailored and reliable scenario-based solution	Solutions developed on Huawei Cloud's years of practical experience and SRE best practices help enterprises design transformation solutions and detailed architectures. Huawei Cloud helps customize enterprises' O&M systems that are suitable for the cloud era.

1.6.2.1.5 How long is the validity period of a deterministic operations planning and design service order?

The service order is valid for 1 year.

1.6.2.1.6 Can I use this service from regions off Huawei Cloud?

No. This service cannot be used in regions off Huawei Cloud.

1.6.2.1.7 How do I contact Huawei Cloud to learn more about this service?

Leave a message through the **Contact Us** feature on the official website. Alternatively, dial 4000-955-988 or 950808 and press 1 to quickly apply for the service.

1.6.2.1.8 How long will I get a reply in a remote consultation?

You will get the consultation in 7 days.

1.6.2.2 About Service Purchase

1.6.2.2.1 How do I place an order?

You can place orders online or offline. You can consult the account manager before placing an order.

1.6.2.2.2 How many times can I purchase this service?

This service is a one-off payment service.

1.6.2.2.3 Do I need to purchase related services before purchasing this service?

Yes. You need to buy the basic package before purchasing the incremental package.

1.6.2.2.4 How is the deterministic operations planning and design service charged?

The deterministic operations planning and design service is a one-off charging product.

1.6.2.2.5 Can I unsubscribe from the service?

No. But you can modify this service.

1.6.2.2.6 Is this service refundable?

You cannot unsubscribe from this service. You can purchase it based on typical application scenarios and service requirements.

1.6.2.3 About Service Delivery

1.6.2.3.1 Can the service be delivered on site?

Yes. The deterministic operations planning and design service can be delivered onsite.

1.6.2.3.2 How long does the delivery take after the order is placed?

The delivery cycle will be two months or more, depending on the actual delivery scope of a project.

1.6.2.3.3 What are the working hours of delivery personnel?

Delivery personnel work for eight hours each day from Monday to Friday.

1.6.2.3.4 What are the final deliverables from this service?

- Deliverables obtained from the deterministic operations planning service

Service Item	Deliverable
O&M digital transformation diagnosis	O&M Research and Analysis Report
Deterministic operations evaluation and planning	O&M Research and Analysis Report
	Overall Planning and Evolution Roadmap for Deterministic Operations

- Deliverables obtained from the deterministic operations design service

Service Item	Deliverable
O&M organization design	O&M Organization Detailed Design
O&M process design	O&M Process Detailed Design

1.6.2.3.5 Is this service available outside the Chinese mainland?

Yes. It is available for regions not in the Chinese mainland.

1.6.2.3.6 Can I apply for a refund during the delivery?

No. It is not refundable during the service delivery.

1.6.3 Billing

This section describes the billing of Huawei Cloud deterministic operations planning and design service, including billing items, billing modes, and renewal.

Billing Items

This section describes the billing items of deterministic operations planning and design.

Service Sub-product	Service Specifications	Description	Unit Price (USD)	Sales Unit
Deterministic operations planning	O&M digital transformation diagnosis for small- and medium-sized enterprises (basic edition) - Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	23,450	Set
	O&M digital transformation diagnosis for small- and medium-sized enterprises (professional edition) - Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	50,250	Set
	Deterministic operations evaluation and planning for medium-sized enterprises (basic and mandatory) - Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	312,960	Set
	Deterministic operations evaluation and planning for large enterprises (basic and mandatory) - Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	451,200	Set

Service Sub-product	Service Specifications	Description	Unit Price (USD)	Sales Unit
	O&M digital transformation diagnosis for small- and medium-sized enterprises (basic edition) - Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	35,140	Set
	O&M digital transformation diagnosis for small- and medium-sized enterprises (professional edition) - Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	75,300	Set
	Deterministic operations evaluation and planning for medium-sized enterprises (basic and mandatory) - Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	469,440	Set
	Deterministic operations evaluation and planning for large enterprises (basic and mandatory) - Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	676,800	Set
Deterministic operations design	O&M organizational structure design for medium-sized enterprises - Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	62,400	Set
	O&M organizational structure design for large enterprises - Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	75,840	Set

Service Sub-product	Service Specifications	Description	Unit Price (USD)	Sales Unit
	O&M process design for medium-sized enterprises - Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	259,200	Set
	O&M process design for large enterprises- Asia Pacific, Russia, and Latin America (excluding Brazil)	One-off payment based on the number of sets in the order	360,960	Set
	O&M organizational structure design for medium-sized enterprises - Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	93,600	Set
	O&M organizational structure design for large enterprises- Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	113,760	Set
	O&M process design for medium-sized enterprises - Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	388,800	Set
	O&M process design for large enterprises- Europe, Africa, Brazil, the Middle East.	One-off payment based on the number of sets in the order	541,440	Set

📖 NOTE

- Small-sized enterprises: customers with IT departments consisting of no more than 20 employees (including personnel from the customers' groups, branches, and third-party IT teams) and no more than 10 associated business departments (including departments from the customers' groups, subsidiaries, and other related parties)
- Medium-sized enterprises: customers with IT departments consisting of 20 to 50 employees (including personnel from the customers' groups, branches, and third-party IT teams) and no more than 10 associated business departments (including departments from the customers' groups, subsidiaries, and other related parties)
- Large enterprises: customers with IT departments consisting of over 50 employees (including personnel from the customers' groups, branches, and third-party IT teams) and more than 10 associated business departments (including departments from the customers' groups, subsidiaries, and other related parties)

Billing Mode

The O&M digital transformation diagnosis (basic edition), O&M digital transformation diagnosis (professional edition), and the basic and incremental packages of deterministic operations planning and design are one-off charging services.

Service Unsubscription

You cannot unsubscribe from this service. You can purchase it based on typical application scenarios and service requirements.

Renewal

The O&M digital transformation diagnosis (basic edition), O&M digital transformation diagnosis (professional edition), and the basic and incremental packages of deterministic operations planning and design are one-off charging services and cannot be renewed. After the project is complete, you can purchase the services again as needed.

1.7 GaussDB(DWS) Consulting and Planning Service

1.7.1 Statement of Work (SOW)

Service Overview

The GaussDB(DWS) consulting and planning service is dedicated to assisting enterprises and organizations in building and optimizing their data warehouse systems. The expert team at Huawei Cloud GaussDB(DWS) provides survey, evaluation, planning, design, and consulting services for migrating data warehouses to the cloud. Our offerings include system capacity planning, architecture design and transformation, and performance tuning. Additionally, we optimize data warehouse performance, security, and scalability. The service focuses on enhancing the performance, security, and scalability of data warehouses. The primary objective is to ensure that the data warehouse system effectively supports enterprise service requirements and provides accurate, timely, and consistent data to facilitate decision-making and operational efficiency.

Huawei assists enterprises in integrating their business and GaussDB(DWS) by providing consultation, planning, and flow charts for **three migration options and four data usage scenarios** and relevant service configurations.

Scenario	Content
Three types of migration	Migrate customers' traditional data centers to Huawei Cloud GaussDB(DWS), that is, migrate traditional IDCs to the cloud.
	Migrate data from the existing Alibaba Cloud data warehouses, such as ADB and Hologres, to GaussDB(DWS).
	Migrate data warehouses outside China, such as Redshift, BigQuery, and Snowflake, to GaussDB(DWS).
Four data usage scenarios	A large amount of data is analyzed offline in batches.
	The data lake and data warehouse are combined to form a unified data storage and management system known as a lakehouse.
	Integrated real-time and batch processing: Stream processing is used to analyze data in real-time. It can be integrated with real-time and batch processing to create a unified data processing and analysis system.
	Scenario-based solution for replacing n with one: Multiple similar systems or services are managed in a unified manner to better manage and analyze data.

Service Content

Table 1-1 GaussDB(DWS) Consulting and Governance Service

L6 Service	Content	Use Case
GaussDB(DWS) Consulting Service - Principal consultant	Offer comprehensive architecture design consultation, end-to-end data flow planning, and high availability and disaster recovery solutions for data warehouse products for upcoming business systems.	This item is ideal for businesses needing Huawei Cloud GaussDB(DWS). It is recommended for businesses with 500U or fewer (for reference; actual needs may vary) that require optimization and upgrades of their existing data warehouse.

L6 Service	Content	Use Case
GaussDB(DWS) Consulting Service - Advanced consulting expert	Examine the business system and data warehouse architecture of already launched services, pinpoint system architecture risk points and performance bottlenecks, and provide both long-term and short-term solutions.	Ideal for enterprises with Huawei Cloud GaussDB(DWS) and 500U–1000U (for reference; actual needs may vary) that need further improvement and optimization of their data governance system.
GaussDB(DWS) Consulting Service - Principal consulting expert	Conduct a thorough evaluation of the customer's data warehouse system by considering their resource environment, architecture design, system load, and security. This includes comprehensive positioning, analysis, and consultation on bottlenecks and potential risk points.	Ideal for businesses with Huawei Cloud GaussDB(DWS) and 1000U or more (for reference; actual needs may vary) that require comprehensive optimization and future planning.

Prerequisites

1. Customers should apply for professional services in advance, so that Huawei Cloud can evaluate their business objectives and make service schedule.

2. Before providing professional services for customers, Huawei Cloud must obtain customers' authorization for site survey, personnel cooperation, and material input.

Service Scope

1. Service Coverage

   Assist enterprises in integrating their business and GaussDB(DWS) by providing:

   – Offer comprehensive architecture design consultation, end-to-end data flow planning, and high availability and disaster recovery solutions for data warehouse products for upcoming business systems.

   – Examine the business system and data warehouse architecture of already launched services, pinpoint system architecture risk points and performance bottlenecks, and provide both long-term and short-term solutions.

   – Evaluate resource environment, data warehouse architecture design, system load, and security to provide insights on bottlenecks and potential

risks. We also aid in developing and optimizing data governance strategies.

2. Items Not Covered

   Huawei support engineers only provide the services specified in this document. Additional fees apply for services outside the scope, including but not limited to:

   a. Customer business logic code development and transformation.

   b. Planning and supply of purchased products, such as DataArts and Migration.

Service Process

Procedure of the GaussDB(DWS) Consulting and Planning Service:

Phase	Task
Submitting the service application (Day N)	Submit a service application based on the related process.
Confirming the requirements (Day N +3)	Survey the customer's service scenarios and technology status to confirm the customer's requirements for data warehouses.
Confirming the service order (Day N +10)	Confirm the service order.
Implementing and delivering the service (Day N+10+K)	Provide customers with data warehouse consulting reports, data warehouse solution planning, design, and implementation, data warehouse development guidance, and data warehouse migration support.
Service acceptance	Hand over deliverables for the customer to perform service acceptance.

Service Deliverables

Table 1-2 GaussDB(DWS) Consulting and Governance Service

No.	Service Activity	Deliverable
1	Service scenario survey	*XX Customer GaussDB(DWS) Requirement Survey Form (Public Cloud)*
2	Consulting and delivery	*XX Customer GaussDB(DWS) Consulting Report Template* *XX Project GaussDB(DWS) Consulting Service Daily/Weekly Report (Optional)*

Responsibility Matrix

1. Shared Responsibilities
   - Both parties agree on specific business requirements and objectives.
   - Both parties agree on the project management plan.
   - Both parties agree on and review the solution.
   - Both parties sign a contract.

2. Huawei Responsibilities
   - Huawei shall specify a dedicated project owner. If there is a personnel change due to special reasons, Huawei shall notify the customer three working days in advance until the project acceptance is complete.
   - Use authorized data only for items in GaussDB(DWS) Consulting and Planning Service.

3. Customer's Responsibilities
   - Assign a project owner to assist Huawei Cloud in implementing services. The project owner is responsible for coordination between the two parties and for reviewing and accepting the services provided by Huawei Cloud.
   - Provide service system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Matrices

   Before implementing GaussDB(DWS) Consulting and Planning Service, essential information must be collected from the customer's existing system to determine the service scope and delivery period. The information to be collected includes but is not limited to the following: versions, components, users, and permissions of the data warehouse and big data clusters, demo code, and routine maintenance scope for the service.

Huawei Responsibility	Customer Responsibility
1. Submit the information collection form to the customer for completion. 2. Sort out and identify information related to data warehouse consulting and planning.	1. Cooperate with Huawei engineers to provide necessary information and the corresponding query methods for the data warehouse consulting and planning solution. 2. Provide account information and access conditions for the implementation of GaussDB(DWS) Consulting and Planning Service.

The following table provides responsibility matrix examples and can be modified as needed.

R: responsible; S: supportive.

No.	Process	Content	Huawei	Customer
1	Project initiation	Set up a project team.	R	S
		Explain the project content.	R	S
2	Project survey	Make a survey plan.	R	S
		Conduct a survey.	S	R
		Evaluate the status.	R	S
		Generate the status diagnosis report.	R	S
		Perform a phased acceptance of the status diagnosis report.	S	R
3	Solution design	Develop a design solution.	R	S
		Perform a phased acceptance of the design plan.	S	R
4	Project acceptance	Accept the project, and sign and seal the acceptance report.	S	R

Acceptance Criteria

- Acceptance Criteria
  a. Online/On-site acceptance is available.
  b. Acceptance criteria: Huawei must submit standard deliverables for each service sub-item. The customer can confirm acceptance on the Huawei Cloud console or by signing and sealing the *GaussDB(DWS) Consulting and Governance Service Acceptance Report* offline.
- Service acceptance notes
  - Acceptance of deliverables should focus on substantive content. Minor discrepancies in format, vocabulary, and embellishment should not prevent acceptance, though Huawei shall address these within a reasonable timeframe.
  - Throughout the project, deliverables must be discussed and reviewed daily to ensure mutual understanding and to expedite acceptance. The customer should provide timely feedback and approval for any suggestions or requirements from Huawei. Depending on project specifics, some or all deliverables must be reviewed by the project team, business department, and reported to leadership before signing. The customer is responsible for managing and completing all internal reviews and reports before the contract-specified acceptance time.
  - Huawei shall complete deliverable modifications within 5 working days based on feedback, then submit the final version for customer acceptance.
  - After receiving the final version, the customer has 5 working days to provide feedback. Huawei should submit modified deliverables within 5

working days of receiving feedback. This process should not exceed 2 rounds (i.e., a maximum of 3 submissions). Deliverable acceptance should be completed within 15 working days from the customer receiving the final version. The customer should accept and sign the project deliverables within this period. If no written feedback is received from the customer within 5 working days of submission, the deliverables are deemed accepted as final.

- If more time is needed due to factors other than Huawei, the project team will apply for a change request to extend the timeline and obtain corresponding payment.

- If acceptance is not completed after 3 submission rounds within 15 working days, both parties should evaluate the impact on subsequent work and negotiate further modifications and acceptance.

- After the deliverables are accepted and signed, any additions or deletions to the deliverables will be evaluated for complexity and risk (impact on fees, schedule, and resources), with changes executed upon agreement by both parties.

- Once milestone deliverables are accepted, the person in charge will authorize the signing of the milestone acceptance report. Completion of tasks outside Huawei's scope should not affect milestone acceptance.

1.7.2 FAQs

1.7.2.1 About the Service

1.7.2.1.1 What is the consulting and planning service?

GaussDB(DWS) Consulting and Planning Service involves offering consultation and planning for data warehouses to businesses or organizations. This service helps businesses better understand and utilize data warehouses to achieve their goals and increase competitiveness. The service includes:

1. Data analysis and mining: By analyzing and mining the data of enterprises or organizations, this service helps customers discover the value and potential within the data to support business decision-making.

2. Data management and governance: This service assists customers in establishing data management and governance frameworks to ensure data quality, security, and compliance.

3. Data architecture and technology: This service provides customers with data architecture and technology solutions to support data collection, storage, processing, and analysis.

4. Business applications and solutions: This service provides customers with business applications and solutions based on GaussDB(DWS) to meet their specific business needs.

5. Training and support: This service provides training and support for customers to help them better understand and use data warehouse technologies and tools.

1.7.2.1.2 What services items are included?

1. GaussDB(DWS) Consulting Service - Principal consulting expert
2. GaussDB(DWS) Consulting Service - Advanced consulting expert
3. GaussDB(DWS) Consulting Service - Principal consultant

1.7.2.1.3 What are the advantages of the consulting and planning service?

1. Powerful data processing capabilities: With robust data processing capabilities, Huawei Cloud GaussDB(DWS) Consulting and Governance Service delivers customized data analysis and mining to uncover opportunities and address challenges within business data.

2. Flexible data processing architecture: This service employs a flexible data processing architecture, enabling the rapid construction of data processing platforms tailored to specific business needs, enhancing efficiency and quality.

3. Advanced data analysis technology: Utilizing advanced technology, Huawei Cloud GaussDB(DWS) Consulting and Governance Service provides comprehensive, accurate, and efficient data analysis services, empowering informed business decisions.

4. Reliable data security assurance: Huawei Cloud GaussDB(DWS) Consulting and Governance Service provides reliable data security measures, establishing a secure environment for data processing and safeguarding business data.

5. Comprehensive consulting services: Huawei Cloud GaussDB(DWS) Consulting and Governance Service offers a full range of consulting services, including data cleansing, analysis, visualization, and mining to help businesses thoroughly analyze and explore their data.

1.7.2.1.4 Can I use this service no on Huawei Cloud?

Yes. Huawei Cloud and partner clouds are supported.

1.7.2.2 About Service Purchase

1.7.2.2.1 How do I place an order?

Place orders on customers' behalf.

1.7.2.2.2 Do I need to purchase other related services before purchasing this service?

No. It is not required to set a public SSH key for each repository.

1.7.2.3 About Service Delivery

1.7.2.3.1 Can this service be delivered onsite?

Currently, we only offer remote services.

1.7.2.3.2 How long will it take to deliver the service after I place an order?

It varies depending on the project.

1.7.2.3.3 What are the final deliverables of the consulting and planning service?

Table 1-3 GaussDB(DWS) Consulting and Governance Service

No.	Service Activity	Deliverable
1	Service scenario survey	*XX Customer GaussDB(DWS) Requirement Survey Form (Public Cloud)*
2	Consulting and delivery	*XX Customer GaussDB(DWS) Consulting Report Template* *XX Project GaussDB(DWS) Consulting Service Daily/Weekly Report (Optional)*

1.7.3 Billing

This document describes the billing policy for the GaussDB(DWS) consulting and planning service, including billing items, modes, changes, renewal, and arrear.

Billing Items

Sub-service	Service	Billing	Outside China 1 Unit Price (USD)	Outside China 2 Unit Price (USD)	Unit
GaussDB(DWS) Consulting and Governance Service	GaussDB(DWS) Consulting Service - Principal consultant	One-off payment based on the number of person-days in the order.	$1,920	$2,880	Person-day
	GaussDB(DWS) Consulting Service - Advanced consulting expert	One-off payment based on the number of person-days in the order.	$4,800	$7,200	Person-day
	GaussDB(DWS) Consulting Service - Principal consulting expert	One-off payment based on the number of person-days in the order.	$6,720	$10,080	Person-day

📖 NOTE

- Outside China 1: Asia Pacific/Russia/Latin America (Excluding Brazil)
- Outside China 2: Europe/South Africa/Brazil/Middle East

Billing Mode

Huawei Cloud GaussDB(DWS) Consulting and Planning Service uses one-off billing.

Configuration Change

The GaussDB(DWS) Consulting and Planning Service does not support configuration changes or unsubscription. When purchasing the service, users need to consider the typical service scenario and actual service requirements.

Renewal

The Huawei Cloud GaussDB(DWS) Consulting and Planning Service uses one-off billing and cannot be renewed. To use the service after it has expired, purchase it again.

Expiration and Overdue Payment

The GaussDB(DWS) consulting and planning service is a one-off service. You are advised to use it as soon as possible after purchasing it. If you want to use the service after it has expired, buy it again.

Whether there are purchase dependencies or whether add-on purchase is supported?

You can purchase the service together with other products. For example, if there are new links during synchronization, you need to purchase Migration or Flink together.

2 Cloudification and Implementation

2.1 Cloud Migration Service

Overview

Cloud Migration Service provides custom migration solutions based on your workloads to be migrated. Then, Huawei Cloud will conduct the migration for you.

This document can be used as a reference for customer contracts and specifies the application scope, responsibilities of both contract parties, and project completion standards. If a conflict arises between this document and customer contracts, the latter shall take precedence.

Service Scope

This service can be used to:

- Provide cloud deployment suggestions, design solutions to migrate servers, databases, and data, and conduct the migration based on the clarified applications and data to be migrated.
- Provide infrastructure assurance during the migration.

This service cannot be used to:

- Design or refactor your applications and databases.
- Install or deploy your applications and databases.
- Design infrastructure or set up and environments for the cloud platform.
- Configure communication components required by migration.
- Migrate applications, databases, or data that is beyond the project scope.

Service Content

Table 2-1 Cloud Migration Service

Content	Description
Migration solution design	Evaluate service systems, databases, and stored data; provide migration solutions, including network planning on the cloud, basic environment deployment, application server migration, database migration, and data migration; and help you design service switchover solutions.
Networking deployment	Provide private lines, Virtual Private Networks (VPNs), Virtual Private Clouds (VPCs), security groups, and access control lists (ACLs) required by your services networking communication.
Infrastructure deployment	Provide infrastructure, such as ECS and RDS instances you have purchased or requested.
Server migration	Migrate servers to Huawei Cloud.
Database migration	Migrate full and incremental data in your databases to Huawei Cloud.
Storage data migration	Migrate on-premises full and incremental data to Huawei Cloud and verify the migration result.
Stress testing	For web-based applications, perform high-concurrency stress testing through concurrent website logins, information queries, and other operations.Provide metric values such as the number of concurrent requests, operation success rate, response delay, and TPS, and offer suggestions to address bottlenecks.
Service switchover assurance	Ensure stable infrastructure so that the services migrated to Huawei Cloud run properly.

Service Process

Kickoff meeting -> Project survey -> Planning and design -> Migration -> Project acceptance

Responsibility Division

The following table describes the responsibility division involved in each phase of cloud migration. S stands for Support, and R stands for Responsibility.

Table 2-2 Responsibility division of cloud migration

Phase	Task	Huawei Cloud	Customer
Project initiation	Team building	R	R

Phase	Task	Huawei Cloud	Customer
	Project planning	R	R
Assessment and analysis	Requirement analysis	R	R
	Migration risk assessment	R	S
	Migration policy	R	S
Solution design	Migration process planning	R	S
	Solution design	R	S
	Emergency plan	R	S
	Technical preparation	R	S
Implementation and verification	Implementation workshop	R	R
	Migration drills	R	R
	Migration implementation	R	S
	Service verification	S	R
	Service switchover	S	R
Migration acceptance	Acceptance solution development	R	R
	Performance monitoring	S	R
	Acceptance and confirmation	S	R

- Shared responsibilities

  Negotiate and confirm the service scope and objectives, build a team, analyze requirements, design plans, and perform migration drills.

- Responsibilities of customers
  - Assign a project owner to coordinate and manage issues and build a project team
  - Provide source information and authorization required by migration solution design and implementation.
  - Coordinate with third-party software vendors (if any) and help Huawei Cloud solve problems during the project.
  - Verify, switch, and monitor services, and accept the project.
- Responsibilities of Huawei Cloud

- – Help customers collect source information, plan and design cloud migration solutions, and verify the solutions.

- – Evaluate migration risks, formulate migration policies, design migration solutions, and output *XX Project Migration Solution*.

- – Perform migration drills and migrate services based on *XX Project Migration Solution*.

- – Output *XX Migration Project Acceptance Report* and submit it to customers for acceptance.

- Disclaimer

  - – Huawei Cloud takes no responsibility for failures of any third-party devices or systems caused by the reasons not attributable to Huawei Cloud.

  - – Customers shall ensure that the installed operating systems and application software do not infringe the intellectual property rights or other rights of any third party. If a third party claim is caused by the breach of this disclaimer, customers shall bear all the responsibilities.

Acceptance Criteria

The project acceptance can be started when the following conditions are met:

- Huawei Cloud has submitted the *XX Project Migration Solution*.

- Huawei Cloud has designed a migration solution and migrated the specified applications, and the applications have been running properly for 5 consecutive working days.

- Huawei Cloud has submitted the *XX Project Migration Acceptance Report*.

After the *XX Project Migration Acceptance Report* is submitted, the customer needs to accept the project and sign the report within 5 working days.

Project Completion

After the customer has signed the *XX Project Migration Acceptance Report* (hand-written or digital) or accepted the project on the Huawei Cloud website, the project is completed.

2.2 Cloud Video Delivery Service

2.2.1 Statement of Work (SOW)

Overview

The service provides digital content production for digital content innovation. Professional delivery teams provide high-quality production services to enable businesses to go digital.

Service Content

Category	Service Description
Virtual avatar video production (basic edition)	Based on customers' requirements, composite the existing 2D virtual avatar images and voices with the text or voice content provided by customers into a video. The video background can be a default image, or a customized image, video, or PPT. The virtual avatar actions in the video are generated based on the virtual avatar image and are not customized. The video does not include animation effects. Supports third-party preset timbres in languages other than English and Chinese. Maximum resolution: **1080p @ 30 FPS** Customers are charged by video duration. The minimum billable duration is 5 minutes. If the duration is less than 5 minutes, billing is based on a 5-minute video. The value of the fee is rounded up. An output video can be modified for up to 3 times. Remote delivery is adopted.
Virtual avatar video production (advanced edition)	Based on customers' requirements, composite the existing 2D virtual avatar images and voices with the text or voice content provided by customers into a video. The video background can be a default image, or a customized image, video, or PPT. The virtual avatar actions in the video are generated based on the virtual avatar image, including action orchestration. The video does not include animation effects. Supports third-party preset timbres in languages other than English and Chinese. Maximum resolution: **4K @ 30 FPS** Customers are charged by video duration. The minimum billable duration is 5 minutes. If the duration is less than 5 minutes, billing is based on a 5-minute video. The value of the fee is rounded up. An output video can be modified for up to 3 times. Remote delivery is adopted.
Virtual avatar image modeling (basic edition)	Collects video data (within 5 minutes) for a specified real-life image (any race) as required and reproduces the image (full body), including hairstyles, images, clothing, facial expressions, and actions, to generate a 1080p image model. The image model is used in scenarios such as video production. The image model moves naturally with good lip sync. This service adopts one-off charge.
Virtual avatar image modeling (advanced edition)	Collects video data (within 10 minutes) for a specified real-life image (any race) as required and reproduces the image (full body), including hairstyles, images, clothing, facial expressions, and actions, to generate a 4K image model. Action orchestration is supported. The image model is used in scenarios such as video production. The image model moves naturally with good lip sync. This service adopts one-off charge.

Category	Service Description
Virtual avatar voice modeling (Chinese/English)	Based on customer requirements and specified collection requirements, collect audio data (100 sentences) of a human voice (including Chinese and English) and reproduce the voice to create the voice of virtual avatars. The mean opinion score (MOS) is greater than 4. It can be used in scenarios such as video production. This service is charged by the number of voice models.
Virtual avatar voice modeling (Non-Chinese/English)	Based on customer requirements and specified collection requirements, collect audio data (100 sentences) of a human voice (including French, Portuguese, Japanese, Korean, Spanish, Malay, Thai, Finnish, Turkish, and Arabic) and reproduce the voice to create the voice of virtual avatars. The mean opinion score (MOS) is greater than 4.2. It can be used in scenarios such as video production. This service is charged by the number of voice models.

Prerequisites

1. The customer shall submit a service request at least 10 working days in advance so Huawei can evaluate customer requirements and assign experts in virtual human models.
2. The customer and Huawei Cloud must reach an agreement on the requirements and objectives of the service and sign a contract about them.

Service Scope

1. Services Covered

    Modeling of virtual humans, and virtual human videos, and support English, Mandarin, French, Portuguese, Japanese, Korean, Spanish, Malay, Thai, Finnish, Turkish, and Arabic.

2. Services Not Covered

    Huawei engineers will only deliver the services specified in this statement of work (SOW). If the customer demands the delivery of services not specified in this SOW, additional fees may be charged. The services that are not covered include but are not limited to the following:

    a. Traveling to other cities for work. Additional expenses for travel, accommodation, and communications will be billed.
    b. Working beyond normal working days and working hours as required by the customer (Note: Fees include overtime pay and subsidies.)
    c. Purchasing products from other companies or individuals.

Service Process

1. Service request submission

    The customer submits a service request.

2. Communication and confirmation on requirements

    –   Huawei organizes experts to learn about and evaluate the customer's requirements.

    –   Huawei confirms the service scope and delivery objectives with the customer.

3. Service order confirmation

    –   Huawei proposes a solution based on the customer's requirements.

    –   Huawei confirms the proposal with the customer and then proposes an official service delivery plan.

4. Consulting & implementation

    –   The project is officially initiated.

    –   Huawei prepares project acceptance materials and deliverables.

5. Service acceptance

    –   The customer signs the *Cloud Video Delivery Service Acceptance Report* or clicks the acceptance link on the official website.

    –   The project has been accepted.

Service Deliverables

Category	Service	Deliverable
Digital content delivery & implementation service	Virtual avatar video production (basic edition)	1080p virtual avatar video
	Virtual avatar video production (advanced edition)	4K virtual avatar video
	Virtual avatar image modeling (basic edition)	Virtual avatar model
	Virtual avatar image modeling (advanced edition)	Virtual avatar model (advanced edition)
	Virtual avatar voice modeling (Chinese/English)	Virtual avatar voice model (Chinese/English)
	Virtual avatar voice modeling (Non-Chinese/English)	Virtual avatar voice model (non-Chinese/English)

☐ NOTE

When planning the project, Huawei must negotiate with the customer on the final deliverables, which should be project-specific.

Responsibilities

1. Shared responsibilities

   – Negotiating and confirming the virtual human service scope and objectives

   – Signing a contract

2. Customer responsibilities

   – Providing accurate information about requirements and scenarios

   – Registering with Huawei Cloud and topping up the account (with at least CNY5,000) for purchasing cloud products and resources used for virtual human models

   – Reviewing and confirming the guidance plan and deliverables provided by Huawei

3. Huawei responsibilities

   – Before modeling: submitting a development plan and a BOQ to the customer for confirmation

   – During modeling: developing a model for the specified customer as scheduled, and confirming the modeling results phase by phase

   – After modeling: formulating service items based on the selected model and providing the deliverable list

4. Responsibility matrix

The following responsibility matrix is for reference only and can be modified based on project requirements.

R: Responsible; S: Support

Delivery Item	Phase	Activity	Huawei	Customer
Pre-sales support	Commercial involvement	Business negotiation	R	S
	Pre-sales survey	Business issue identification	S	R
		Business understanding	S	R
Model definition	Application scenarios and characteristics of the virtual human model	Business understanding and model building	S	R

Delivery Item	Phase	Activity	Huawei	Customer
Modeling	Modeling based on information provided by the customer	Modeling	R	S
Acceptance	Model delivery	Deployment summary and documentation handover	R	S
	Confirmation	Deployment acceptance by the customer and handover	S	R

Acceptance Criteria

The deliverables of each sub-service must be submitted in compliance with the following criteria. If the customer accepts the deliverables, they sign or seal the deliverables or click the acceptance link on the official website.

2.2.2 FAQs

2.2.2.1 About the Service

2.2.2.1.1 What Is the Cloud Video Delivery & Implementation Service?

The digital content industry blends information technologies with cultural creativity. It covers digital games, interactive entertainment, movies and animations, stereoscopic images, and digital performances, and provides content needed for emerging technologies and industries such as cloud computing and metaverse.

2.2.2.1.2 How Long Is the Validity Period of an Order for the Cloud Video Delivery & Implementation Service?

The validity period of a service order is one year starting from the day when you purchase the cloud video delivery & implementation service.

2.2.2.2 About Service Purchase

2.2.2.2.1 How Is the Cloud Video Delivery & Implementation Service Charged?

The cloud video delivery & implementation service adopts one-off charge.

2.2.2.2.2 Is the Service Refundable?

The cloud video delivery & implementation service adopts once-off charge. Refund and unsubscription are supported only before the service is used. When deciding to order these services, make the appropriate choices based on your own service needs.

2.2.2.3 About Service Delivery

2.2.2.3.1 Can the Service Be Delivered On Site?

This service can only be delivered remotely.

2.2.3 Billing

Overview

This section describes the billing policy for the cloud video delivery service, including billing items, modes, and renewal.

Billing Items

Category	Billing Item	Sales Unit	Price (USD)
Digital content delivery & implementation service	Virtual avatar video production (basic edition)	Minute	10
	Virtual avatar video production (advanced edition)	Minute	20
	Virtual avatar image modeling (basic edition)	Model	3,600
	Virtual avatar image modeling (advanced edition)	Model	10,000
	Virtual avatar voice modeling (Chinese/ English)	Model	2,000
	Virtual avatar voice modeling (Non-Chinese/ English)	Model	30,000

Billing Modes

The digital content delivery & implementation service adopts one-off charge.

Changing the Billing Mode

Once-off charge is the only billing mode for the digital content delivery & implementation service. Unsubscription is supported only before the service is used. When deciding to order these services, make the appropriate choices based on your own service needs.

Renewal

The digital content delivery & implementation service adopt once-off charge and cannot be renewed. Buy the service again if you want to use it after the original one expires.

Expiration and Overdue Payment

The digital content delivery & implementation service is valid for one year from the day of purchase. Buy the service again if you want to use it after the original one expires.

2.3 Database Migration Service

2.3.1 Statement of Work (SOW)

Service Overview

Database Migration Service provides user, role, permission, schema, and data migration and verification, service tests, performance tuning, and rollout and cutover, all customized to customer requirements. The process is broken down into phases: migration evaluation, solution design, technical verification, migration drill, migration implementation, and acceptance. This process makes it easier for the customer to smoothly migrate their source databases to destination databases.

Service Scope

1. **Service Items Covered**

   Huawei will evaluate and clarify migration details, solution design, and data migration, including an evaluation of the workloads involved and the data to be migrated.

2. **Non-Covered Service Items**
   – Installation and deployment of application software and databases
   – Connectivity components required for migration
   – Business-related migration performed by the customer, and technical support provided by Huawei

Prerequisites

The customer must submit a request at least 5 working days in advance so that Huawei Cloud can evaluate customer requirements and arrange for the technical experts accordingly.

Service Content

Phase	Description
Migration evaluation	Obtain source database details with customer approval. Assess the feasibility, risks, and resource requirements of database migration.
Planning and design	Verify the hardware devices, network conditions, service requirements, migration plans, and migration/rollback solutions of the database migration based on the collected information, and create a solution that will ultimately be used.
Delivery	Migrate the workloads from the source database to the destination database and optimize performance, ensuring minimal impact on existing applications. After the migration is complete, make sure all applications are running properly.
Acceptance	After the database migration is complete, invite the customer to accept the database migration service.

Scenarios

Category	Source DB Engine	Data Flow
Homogeneous migration	MySQL	MySQL -> MySQL/GaussDB(for MySQL)/DDM DDM/DRDS -> DDM DDM -> MySQL
	PostgreSQL	PostgreSQL -> PostgreSQL PostgreSQL -> GaussDB primary/standby and distributed GaussDB primary/standby -> GaussDB primary/ standby GaussDB primary/standby -> GaussDB distributed GaussDB distributed -> GaussDB distributed
	MongoDB	MongoDB -> Huawei DDS (compatible with MongoDB) (Replica set to replica set, replica set to cluster, and cluster to cluster) MongoDB -> GaussDB(for Mongo)
	SQL Server	SQL Server -> SQL Server
	Redis	Redis ->GaussDB(for Redis)

Category	Source DB Engine	Data Flow
Heterogeneous migration	Oracle	Oracle -> MySQL /GaussDB(for MySQL)/DDM Oracle -> GaussDB primary/standby and distributed Oracle -> PostgreSQL
	MySQL	MySQL/GaussDB(for MySQL)/DDM -> Oracle MySQL -> PostgreSQL MySQL -> GaussDB distributed
	PostgreSQL	GaussDB distributed -> MySQL GaussDB primary/standby and distributed -> Oracle

Service Process

This service can be roughly divided into four parts: migration evaluation, planning and design, delivery, and acceptance.
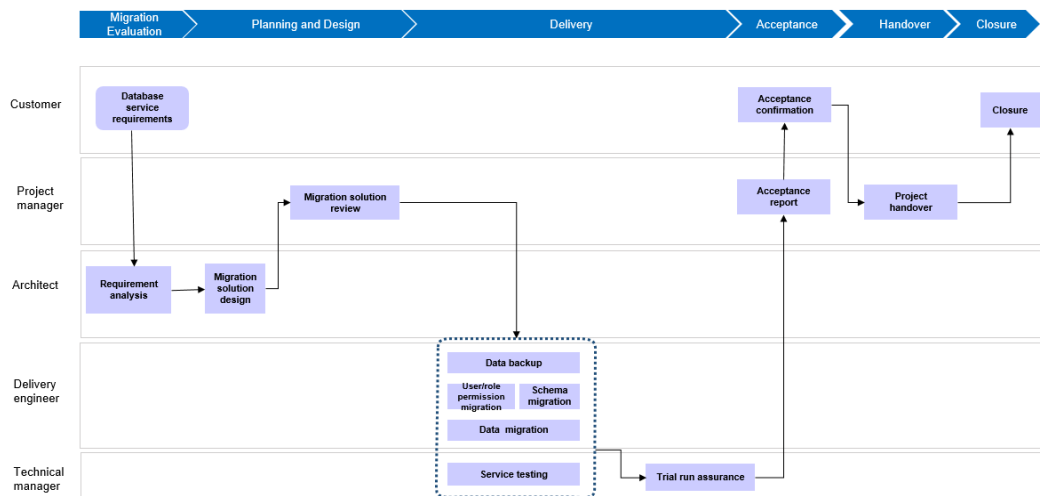
Responsibilities

No.	Phase		Huawei	Customer
1	Project initiation	Initial preparations	S	R
		Project kick-off meeting	S	R
2	Migration evaluation	Business system survey	R	S
		Source database survey	R	S

No.	Phase		Huawei	Customer
		Network status	R	S
		IT O&M status	R	S
		Feasibility assessment	R	S
3	Planning and design	Database migration team setup	S	R
		Formulation of an overall database migration plan	S	R
		Design of an overall database migration solution	R	S
		Design of a database migration implementation solution	R	S
		Solution verification	R	S
		Risk mitigation plan	R	S
4	Delivery	Migration drills	R	S
		Data backup	S	R
		User, role, and permission migration	R	S
		Schema migration	R	S
		Data migration	R	R
		Service logic migration	S	R
		Application migration and rewriting	S	R
		Data validation	R	S
		Service testing	S	R
		Performance tuning	R	S
		Rollout and cutover	S	R
5	Acceptance	Trial run assurance	R	S
		Output of deliverables	R	S
		Project acceptance report	S	R

R: Responsibility; S: Support

1. **Shared responsibilities**
   – Huawei and the customer come together to determine the objectives and scope of Huawei Cloud Database Migration Service.

2. **The customer:**

   – Provides detailed and accurate information about requirements, scenarios, and involved business systems.

   – Focuses on meeting project delivery requirements and gathering feedback from management personnel and key service departments.

   – Arranges project principals to attend project meetings, interviews, and seminars.

   – Provides a workplace for Huawei experts and the needed development environments, including the computers and networks.

   – Creates and tops up a Huawei Cloud account for project implementation.

   – Reviews and confirms the service plan and deliverables provided by Huawei.

   – Coordinates with third-party vendors to help Huawei Cloud solve problems encountered during project implementation.

3. **Huawei:**

   – After receiving the customer's application, coordinates experts to provide consulting services remotely or on site.

   – Before providing services, prepares a service plan and a BOQ for the customer to confirm.

   – Provides services based on the service plan and creates the deliverables needed.

   – Provides the list of deliverables after services are all complete.

4. **Disclaimer**

   – Huawei Cloud takes no responsibility for failure of any third-party device or system caused by the reasons not attributable to Huawei Cloud.

   – The customer shall ensure that the installed operating systems and application software do not infringe on the intellectual property rights or other rights of any third party. If a third party claim is caused by the breach of provisions, the customer shall bear full responsibility.

Acceptance Criteria

1. **Acceptance items:**

   Project acceptance starts when the following items have been produced:

   – *Database Migration Checklist*

   – *Database Migration Implementation Runbook*

   – *Database Migration Solution Design*

2. **Acceptance process**

   – Huawei produces project deliverables and performs a self-check. After the deliverables pass the check, Huawei submits an acceptance application.

   – The customer reviews and signs for all deliverables that meet requirements. If the deliverables do not meet requirements, Huawei modifies them based on comments provided and then resubmits for acceptance.

- Huawei modifies and resubmits deliverables to the customer for acceptance within five working days when review comments were received.

- The customer reports the comments to Huawei within five working days when the new deliverables were received. The review can only be executed up to three times. If Huawei does not receive any written comments from the customer within five working days of submission, the deliverables are deemed to have been accepted.

Project Completion

After the acceptance, the customer shall sign the *XXX Database Migration Service Report* (including its electronic copy) or confirm the acceptance on the official website to finalize the project.

2.3.2 FAQs

2.3.2.1 Service Consultation

2.3.2.1.1 What Is Database Migration Service?

Database Migration Service provides user, role, permission, schema, and data migration and verification, service tests, performance tuning, and rollout and cutover, all customized to customer requirements. The process is broken down into phases: migration evaluation, solution design, technical verification, migration drill, migration implementation, and acceptance. This process makes it easier for the customer to smoothly migrate their source databases to destination databases.

2.3.2.1.2 What Services Items Are Included in Database Migration Service?

There are migration evaluation, planning and design, delivery, and acceptance.

- Migration evaluation: Obtain source database details with customer approval. Assess the feasibility, risks, and resource requirements of database migration.

- Planning and design: Verify the hardware devices, network conditions, service requirements, migration plan, and migration/rollback solutions of the database migration based on the collected information, and create a solution that will ultimately be used.

- Delivery: Migrate the workloads from the source database to the destination database and optimize performance, ensuring minimal impact on existing applications. After the migration is complete, make sure all applications are running properly.

- Acceptance: After the database migration is complete, invite the customer to accept the database migration service.

2.3.2.1.3 What Are the Service Content and Scenarios?

There are homogeneous and heterogeneous database migrations. The following table lists the service content and typical application scenarios. You choose the service category that best fits your needs.

Category	Content	Scenario
Homogeneous migration	Migration between databases of the same schema. It provides user, role, and permission migration, schema migration, data migration, data verification and test, performance tuning, and rollout and cutover.	Self-managed database cloud migration and database architecture evolution
Heterogeneous migration	Migration between databases with different schemas. It provides user, role, and permission migration, schema migration, data migration, data verification and test, performance tuning, and rollout and cutover.	Self-managed database cloud migration, database architecture evolution, and Oracle database replacement

2.3.2.1.4 What Are the Advantages of the Service?

- Huawei has a team of more than 100 veteran database experts with a wealth of experience in the financial sector. The team provides services such as database evaluation, building, reconstruction, and migration
- Huawei's in-house database tools enable automatic, efficient, and reliable migration of full data and incremental data.
- Huawei's experts can provide faster responses to troubleshoot faults, resolve issues, and develop services to ensure excellent end-to-end experience.

2.3.2.1.5 How Long Is My Order Valid For?

One year. After placing an order, you need to contact the delivery personnel as soon as possible.

2.3.2.1.6 Can I Use the Service from Sites off Huawei Cloud?

Database Migration Service supports migrations from source database to destination databases. The following table lists the supported databases and migration types. For other information, contact the customer manager.

Category	Source DB Engine	Data Flow
Homogeneous migration	MySQL	MySQL -> MySQL/GaussDB(for MySQL)/DDM DDM/DRDS->DDM DDM -> MySQL

Category	Source DB Engine	Data Flow
	PostgreSQL	PostgreSQL -> PostgreSQL
		PostgreSQL -> GaussDB primary/standby and distributed
		GaussDB primary/standby -> GaussDB primary/standby
		GaussDB primary/standby -> GaussDB distributed
		GaussDB distributed -> GaussDB distributed
	MongoDB	MongoDB -> Huawei DDS (compatible with MongoDB)
		(Replica set to replica set, replica set to cluster, and cluster to cluster)
		MongoDB -> GaussDB(for Mongo)
	SQL Server	SQL Server -> SQL Server
	Redis	Redis ->GaussDB(for Redis)
Heterogene ous migration	Oracle	Oracle -> MySQL /GaussDB(for MySQL)/DDM
		Oracle -> GaussDB primary/standby and distributed
		Oracle -> PostgreSQL
	MySQL	MySQL/GaussDB(for MySQL)/DDM -> Oracle
		MySQL -> PostgreSQL
		MySQL -> GaussDB distributed
	PostgreSQL	GaussDB distributed -> MySQL
		GaussDB primary/standby and distributed -> Oracle

2.3.2.1.7 How Do I Contact Huawei Cloud to Learn More About the Service?

You can **leave us a message**, dial our hotline (+852-800-931-122), or sent emails to intlsales@huawei.com.

2.3.2.1.8 How Long Will I Get Responded to in a Remote Consulting Service?

We will reply to you within 3 working days.

2.3.2.2 Service Purchase

2.3.2.2.1 How Do I Order the Service?

You can place an order on the official website. Before using this service, contact your customer manager to evaluate your migration needs.

2.3.2.2.2 Is There a Limit on How Many Times I Can Order the Service?

No.

2.3.2.2.3 Do I Need to Purchase Other Services in Order to Use the Service?

No. But this service does not provide destination databases, so you need to purchase or prepare your destination database.

2.3.2.2.4 How Is the Service Billed?

Database Migration Service is one-off purchase. For pricing details, see the product page.

2.3.2.2.5 Can I Change or Unsubscribe from the Service?

No.

2.3.2.2.6 Is the Service Refundable?

No refunds are allowed after you purchase this service. In the event of force majeure or other accidents, if both parties agree to cancel the service, you can apply for a refund.

2.3.2.3 Service Delivery

2.3.2.3.1 Can the Service Be Delivered on Site?

Yes. The service can be delivered on site or remotely.

2.3.2.3.2 How Long Does It Take for Service Delivery After the Order Is Placed?

The delivery period depends on your actual database conditions.

2.3.2.3.3 What Are the Working Days?

From Monday to Friday (5 x 8 hours), except for official holidays.

2.3.2.3.4 What Are the Final Deliverables from the Service?

Deliverables include: *Database Migration Checklist*, *Database Migration Implementation Runbook*, and *Database Migration Solution Design*. The deliverables can be adjusted as required.

2.3.2.3.5 Is the Service Available Outside China?

Consult with the customer manager and make a decision after evaluation.

2.3.2.3.6 How Do I Use Database Migration Service?

After purchasing the service, contact the customer manager to apply for delivery.

2.3.2.3.7 Is the Service Refundable During Its Delivery?

No refunds are allowed after you purchase this service. In the event of force majeure or other accidents, if both parties agree to cancel the service, you can apply for a refund.

2.3.3 Billing

This section describes the billing policy for Database Migration Service, including billing items, modes, and renewal.

Billing Items

Billing description

Billing Item	Description	Price per Package (USD)
Homogeneous migration: basic packages	2 TB data per package. If the data in your source database is not greater than 2 TB, you only need to buy a basic package.	72,858.00
Homogeneous migration: incremental packages	1 TB data per package. If the data in your source database is greater than 2 TB, you need to buy a basic package and one or more incremental packages.	8,743.00
Heterogeneous migration: basic packages	2 TB data per package. If the data in your source database is not greater than 2 TB, you only need to buy a basic package.	121,429.00
Heterogeneous migration: incremental packages	1 TB data per package. If the data in your source database is greater than 2 TB, you need to buy a basic package and one or more incremental packages.	13,115.00

Billing Mode

Database Migration Service is one-off purchase.

Billing Mode Change

Database Migration Service is one-off purchase and cannot be unsubscribed from.

Renewal

Database Migration Service is one-off purchase and cannot be renewed. You can purchase new service packages as required.

Expiration and Overdue Payment

Database Migration Service does not have a validity period. After you accept the service, the service will be unavailable.

FAQs

For more billing FAQs, see **FAQs**.

2.4 Data Element Integration and Implementation

Service Overview

Data Element Integration and Implementation (DEII) is designed based on Huawei's data management methodology and Huawei Cloud's data enablement solution to provide professional data services covering the entire data lifecycle, including planning, design, integration, governance, implementation, and O&M. The service drives business operations with data and helps companies improve operations efficiency during digital transformation.

Service Scope

- Data management maturity diagnosis: Diagnose and evaluate the maturity of company data management, design a technical route, and plan for maturity improvement.

- 4A architecture planning and design for data enablement: Conduct as-is survey based on the enterprise's strategic goals, and plan and design business, information, technical, and application architectures, to support the implementation of data management.

- Integration and implementation of the data enablement technology platform: Design the technical platform solution, enable and deploy the platform, and import IT and OT data into the data lake.

- Design and implementation of the data enablement solution: Design and implement data models, standards, metrics, and quality.

- Design and implementation of data application integration: Design and implement scenarios and solutions of data visualization applications.

Prerequisites

- You need to apply for DMIS **30 days** in advance so we can evaluate your goals and schedules.

- **Contract** authorization is required to provide DMIS services.

Service Content

1. **Data Management Maturity Diagnosis**

   Data management maturity diagnosis helps you to improve data management capabilities with the maturity model framework and Data Management Capability Maturity Assessment Model (DCMM). It is a process of building and developing data management capabilities based on Huawei's experience. Data management maturity model defines maturity levels by

describing the capability characteristics of each phase. The maturity level can be assessed and an improvement solution can be designed when the maturity capabilities meet the certain requirements. Your company can develop and improve under the instruction of the assessment. The higher the maturity level is, the more consistent, predictable, and reliable the assessment is.

The management maturity is assessed in nine capability domains, including data policy and process, data organization, data standard, data architecture, data application, data quality, main data, metadata management, and data security. Under the nine capability domains, there are 28 sub-domains. Each assessment item has five levels. By calculating the average value, the overall data management maturity is evaluated and *Enterprise Data Management Maturity Report* is generated.

Companies can use the report to identify the current data management shortages, develop data management optimization measures from dimensions such as organization, system, platform, and data, improve data management, and support business strategic goals.

2. **Business Architecture Design**

   The business architecture describes how organizations use key business elements to achieve strategic goals. It aims to provide companies with a specific business plan, ensures that the business architecture is in line with companies' duties and visions, and supports the achievement of strategic and operations goals.

   a. Requirement survey

      Interview and communicate with stakeholders and owners of your company to understand business requirements, pain points, and objectives, and collect data and information about business scenarios, processes, and organizations.

   b. Content design

      - Business value stream: Understand and optimize the whole process from requirement generation to value realization, eventually, effectively create value for customers and the company.

      - Business process: Sort out existing business processes and reconstruct or optimize them based on business objectives and scenario planning to realize the efficient operations of organizational architecture.

      - Business scenario: Develop a business overview based on business objectives and requirements, plan business scenarios for the next three to five years, and match the business scenarios with the project implementation plan.

      - Business metric: Based on business operations requirements, sort out key business metrics, unify the business language, standardize metric calculation rules, measure business operations results and performance, and measure business with key performance indicators (KPIs).

3. **Information Architecture Design**

   The information architecture describes the information and their relationships required during business running and management decision making, that is, structured specifications of the whole set of components. System surveys are

conducted based on business requirements, and IT system data exploration are performed to guarantee the management and consumption of future data assets through the data governance center.

a. Requirement survey

- Information collection: Based on the project requirement scope of the current period, collect business documents, system architecture documents, and data dictionary, including business processes and analysis metric systems.

- Survey and analysis: Clarify business requirements through interviews and analysis of related documents, understand the target business information architecture, and estimate the expected output.

b. Content design

- Data asset catalog design: Analyze business data by referring to the existing information architecture and industry's best practices. Design the data asset catalog in a top-down and bottom-up manner (The following describes the directory scope. L1: subject area group, L2: subject area, and L3: data object).

- Logical model design: Based on business scenarios, output logical entities and business attributes that support business objects (L4: logical data entity and L5: business attributes).

- Data standard establishment: Design and establish data standards (business attributes) for the important attributes in catalog L5, and specify the names, definitions, business domains, and data owners.

4. **Technical Architecture Design**

The technical architecture describes the panorama of recent technical solutions from the technical perspective to support the implementation of the business architecture and information architecture.

a. Technical architecture planning: Plan the technical platform architecture that meets service requirements in the next three to five years in terms of functions, performance, security, reliability, and scalability.

b. Integration architecture design: Based on the technical architecture planning, design the technical platform integration architecture of current projects. Design the integration relationships of cloud services in all directions and the parameter configuration of each service on the technical platform.

c. Network architecture design: Plan the networking architecture of the technical platform, design the network solution for data storage, computing, and consumption in the data lake (VPN, private line, and Internet), design the VPC and subnet solutions of the technical platform based on the enterprise network IP address planning, and design security group rules based on the principle of least privilege (PoLP).

d. Deployment architecture design: Based on the integration architecture, design the detailed specifications and quantity of each cloud service on the technical platform that can support service requirements to guide the implementation of technical platform integration.

e. Security architecture design: Plan the overall security protection architecture from the perspective of the data lifecycle of collection,

storage, computing, management, and use, and design a security solution that meets the requirements of the current project and covers all data processing phases.

f. Data integration solution design: Design the batch data solution and real-time data integration solution based on the timeliness requirements of service access and data features (database tables, APIs, messages, and timestamps).

5. **Application Architecture Design**

The application architecture describes the applications that support business architectures and process a wide range of data defined by the information and data architectures. Designed based on business requirements and scenarios, the overall application architecture includes components and modules from the frontend, backend, and databases, and the interaction and relationships between the components and modules.

a. Requirement collection and analysis: Hold meetings and discussions with customers to deeply understand application requirements, functions, and problems, and specify the core objectives of application architecture design.

b. Technology selection and evaluation: Evaluate different technology options, select a technology stack that meets project requirements, and consider factors such as performance, scalability, and security.

c. User interface (UI): Design the user interface, including the interface layout, interactions, and visual effects, to provide good user experience.

d. Frontend and backend architecture: Design the frontend and backend architectures, including the page structure, APIs, and data flow.

e. Database: Design the database structure, data model, and relationship to ensure effective data storage and management.

f. UI and function interaction: Design the interaction mode between the user interface and application functions to ensure that users can operate and use applications smoothly.

g. Application integration solution: Design the solution for integrating the application with other systems and services to ensure that the application can collaborate with external systems.

6. **Technical Platform Integration Implementation**

In the implementation phase, the technical platform is deployed and data is imported.

a. Technical platform integration: Based on the technical architecture design, configure the integration relationships of services between platforms, and enable and deploy the technical platform.

b. IT data ingestion: Based on the IT data integration solution, use data collection tools such as Huawei Cloud CDM and DRS to import workloads such as database tables, APIs, messages, and files into the data lake in batches or in real time, and complete data cleaning, conversion, and job configuration.

c. OT data ingestion: Based on the OT data integration solution, use the IIoT platform to collect edge data and ingest central data into the data lake.

7. **Data Enablement Solution Design**

   a. Data model design: Output the physical model design solution of the data enablement platform, layered design solution of the data enablement platform SDI, DWI, DWR, and DM, and job scheduling solution of each layer, based on the data asset catalog and logical model output by the information architecture design.

   b. Data standard establishment: Standardize each row of data and the specific values of each field based on existing national, industrial, and enterprise-level standards, to monitor data quality and improve data availability.

   c. Data quality monitoring: Design data quality evaluation rules based on the six dimensions of data quality, helping users detect data quality problems in a timely manner.

   d. Data metric development: Guide the development of technical metrics based on the service metric specifications output by the service architecture design, and generate the related calculation logics and data dependencies.

   e. Data service design: Design RESTful data service APIs (including input parameters and authentication parameters) based on data access requirements.

8. **Data Enablement Solution Implementation**

   a. Data model: Import the asset catalog of the information architecture to the data governance center for UI-based development of logical model and physical model, script and job development, job scheduling, and O&M monitoring.

   b. Data standard: Configure the data generated in the design phase to the data governance center and associate the data with fields in specific physical models.

   c. Data quality: Configure data quality check rules and produce data quality jobs and reports.

   d. Data metric: Configure technical metric calculation rules in the data governance center, associate dimension tables at the report layer with fact tables, and generate mart-layer metrics on UI pages.

   e. Data service: Based on the data service design, technical metrics are encapsulated into data APIs for consumption on the application side.

9. **Data Application Integration Design and Implementation**

   Data application integration aims to build an application system for data visualization, analysis, and decision-making. It also collaborates with the production system to provide real-time services.

   a. Application scenario: Design story lines and page prototypes to meet service requirements.

   b. Technology stack: Based on the application architecture, select and design the technology stack that covers visual BI data applications, low-code development applications, and high-code microservice development applications.

   c. Application development and integration: Release data applications through tool integration and code development based on the selected

technology stack to meet requirements collected from the application scenarios.

Service Process

Phase	Milestone
Startup	1. Hold a project kick-off meeting and set up a project team. 2. Communicate with related personnel, determine project objectives and acceptance criteria, and provide baseline documents. 3. Develop the project's organizational structure and operating mechanism. 4. Develop the SOW and project plan.
Planning	1. Obtain business requirements, identify missing and incomplete requirements, and define requirement types. 2. Analyze requirements through the prototype, service survey, difference analysis, and function matching. 3. Design the architecture of new systems with clear requirements. Use various types of design methods to determine the product application architecture, technical architecture, data architecture, integration architecture, and physical deployment architecture based on design principles and quality and security requirements, and properly allocate internal and external requirements to each subsystem or module. 4. Use specified design methods and technologies to perform the high-level design (which must contain the data model design) based on requirements, output the project solution, perform peer review if necessary, and provide a baseline solution and its documents.
Implementation	1. Based on the project solution, the implementation engineer uses the selected design methods, technologies, and security specifications to perform the detailed design. 2. The implementation engineer writes code and related documents according to the development and security specifications. 3. Test development units and software package configurations through defined tasks, record and fix defects, and end the test when quality requirements are met. 4. Set up a QC team to review the code, related documents, implementation guide, user manuals, and O&M manuals. 5. Formulate and provide the project test plan based on the project plan, including the test scheme, schedule, and rounds. 6. Design integration verification scenarios and use cases based on the requirement specifications, project solution, and product architecture design if necessary.

Phase	Milestone
Verification	1. Organize users and related engineers to check and verify that the platform and data meet requirements. 2. Record and verify defect rectification. 3. Deliver an acceptance test report.
Trial run	1. Develop a trial run plan and confirm the plan with relevant parties. 2. Organize a trial run. 3. Prepare the trial run report.
Closure	1. Create a satisfaction questionnaire after the trial run. The project manager collects the survey targets and organizes the satisfaction survey. 2. The project manager prepares the project summary report according to the template. 3. The project manager convenes the project closure meeting, archives the project data and documents, and releases resources. If resources have been purchased, related personnel must leave. For the projects in specific regions, the regional IT representatives share project experience, collect project documents and summary reports, and share them within the region. 4. Review the project completion status based on the project activities and delivery status. 5. Publish project closure information.

Service Deliverables

Service	Deliverable
Requirement survey	*Requirement Analysis Report*
Asset catalog design	1. *Data Asset Catalogs (L1–L5)* (Excel) 2. *Data Standards* (Excel) 3. *Business Metric Design* (Excel) 4. *Data Mapping Table* (Excel) 5. *Logical Model Design* (including the ER diagram of the logical model)
Business metric design	
Data lake design and implementation	*Data Governance Implementation Solution HLD* *IT System Data Survey Form* *Huawei Cloud Service Configuration Description*
Data integration survey	

Service	Deliverable
Data integration design	
Data integration implementation	
Data modeling design	*Data Governance Implementation Solution HLD*
Data standard establishment	
Data quality monitoring	
Data metric development	
Data service design	*Data Governance Implementation Solution HLD* (including data governance design)
Data modeling implementation	*Data Governance Implementation Guide* *Development Specifications* *ETL Script or Code* *User Guide* *O&M Guide*
Data standard implementation	
Data quality implementation	
Data metric implementation	
Data service implementation	
Data application integration implementation	*Data Governance Implementation Solution HLD* (including application scenario design) *Acceptance Test Cases* *Acceptance Report*

Responsibility Matrix

1. Shared Responsibilities

   a. Negotiate and confirm specific requirements and objectives.

   b. Negotiate and confirm project management plans.

   c. Negotiate, confirm, and review solutions.

   d. Sign a contract.

2. Huawei Responsibilities

a. Specify a service owner for this project and notify the customer of any personnel changes three working days in advance until the project is accepted.

b. Provide the service within the agreed service scope (customer collaboration required).

c. Perform operations required for the service implementation with the customer's Huawei Cloud account only after being authorized by the customer.

3. Customer Responsibilities

The customer shall assign a project owner to assist Huawei Cloud in service implementation. The owner is responsible for coordination between the two parties, such as survey assistance, third-party resource coordination, authorization management, and service acceptance.

a. Provide information about the source service system, including but not limited to the requirement information in the survey table.

b. Negotiate with the third-party vendor to assist Huawei Cloud in solving problems if the source system uses third-party software and third-party support.

c. Authorize Huawei Cloud to perform operations related to data governance.

4. Matrix

This table provides an example responsibility matrix and can be modified as needed.

R: Responsibility

S: Support

No.	Process	Task	Huawei	Customer
1	Project kick-off	Organize a kick-off meeting and formulate the project plan.	R	S
2	Requirement analysis	Conduct a requirement survey and a data survey.	R	S
3	Solution design	Design the information architecture, data integration, data architecture, and data governance.	R	S
4	Resource deployment	Deploy Huawei Cloud resources.	R	S
5	Development	Implement data integration, data governance, and data application integration.	R	S

No.	Process	Task	Huawei	Customer
6	Acceptance Test	Design the acceptance test scheme and cases and verify the functions and performance of the data platform.	S	R

Acceptance Criteria

- Acceptance Items

  The customer checks the service authenticity based on the service deliverables provided by Huawei. After both parties confirm that the service content, the customer signs the service acceptance report.

- Acceptance Process
  - Huawei produces project deliverables and performs a self-check. After the deliverables pass the check, Huawei submits an acceptance application.
  - The customer reviews and signs for all deliverables that meet the requirements. If the deliverables do not meet requirements, Huawei modifies the deliverables based on the review comments and resubmits the deliverables for acceptance.
  - Huawei modifies the deliverables within five working days when review comments were received and then submits new deliverables to customers for acceptance.
  - The customer reports the comments to Huawei within five working days when the new deliverables were received. The customer and Huawei Cloud each has up to three chances to submit reviews and modify the deliverables. If Huawei does not receive any written comments from the customer within five working days, the deliverables are deemed to have been accepted.

- Project Completion

  If the acceptance is confirmed and the customer has signed and sealed the acceptance report, the service is complete.

2.5 Landing Zone Design and Implementation

2.5.1 Statement of Work (SOW)

Service Overview

As more and more enterprises gradually appreciate the cloud advantages in security, stability, service quality, operation efficiency, and others, they keep migrating their service systems to the cloud. In the all-cloud era, to avoid possible risks in cloud management and security, Huawei Cloud launches the Landing Zone solution to provide unified IT governance of people, finances, resources, permissions, and security compliance. This solution helps comprehensively and

effectively manage business units, users, permissions, cloud resources, data, applications, and security for better cloud security and efficiency.

Service Content

Service	Subservice	Service Content	Application Scenario
Basic Scenarios – Design and Implementation	Landing Zone Design for Basic Scenarios – Medium Scale	Based on the customer requirement survey, detailed solutions are designed for organizational accounts, identity and permissions, network planning, security protection, and compliance audit.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They need scalable, efficient cloud governance, in terms of organizational accounts, identity and permissions, networks, security, and compliance audit.
	Landing Zone Design for Basic Scenarios – Large Scale		
	Landing Zone Design for Basic Scenarios – Ultra-Large Scale		
	Landing Zone Implementation for Basic Scenarios – Medium Scale	A cloud environment is deployed for basic scenarios as designed. This helps enable resources, create accounts, deploy the cloud infrastructure, set up multi-account and authorization systems, and provide cloud network and security protection.	
	Landing Zone Implementation for Basic Scenarios – Large Scale		
	Landing Zone Implementation for Basic Scenarios – Ultra-Large Scale		
Advanced Scenarios – Data Perimeter Management	Data Perimeter Management Design	Service control policies (SCPs), VPC endpoint policies, resource-based policies are configured to serve as guardrails, blocking unexpected access paths.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They need their data privacy and core data being strictly protected.
	Data Perimeter Management Implementation	Data perimeter management is implemented for enterprises as the best practices.	

Service	Subservice	Service Content	Application Scenario
Advanced Scenarios – Cloud Financial Management	Cloud Financial Management Design	Hierarchical financial management is designed to match master-member account associations based on the organizational structure of your landing zone.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They need to manage finances in a hierarchical manner.
	Cloud Financial Management Implementation	Financial management is implemented for enterprises.	
Advanced Scenarios – O&M Management	O&M Management Design	Resource management, event management, and logs of all member accounts are monitored based on the organizational structure of your landing zone.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They want to monitor and maintain their accounts and resources on a regular basis.
	O&M Management Implementation	O&M management is implemented for enterprises.	

◻ **NOTE**

- Medium scale: <= 10 accounts, <= 3 VPCs, and same-region deployment
- Large scale: <= 100 accounts and <= 10 VPCs (provided that "Landing Zone Design for Basic Scenarios – Medium Scale" is not applicable)
- Ultra-large scale: > 100 accounts or > 10 VPCs (provided that "Landing Zone Design for Basic Scenarios – Large Scale" is not applicable)

Prerequisites

- Customers need to apply for the Landing Zone design and implementation services 15 days in advance so that Huawei Cloud can evaluate the business objectives and project delivery plan.

- When deploying Landing Zone, if access to customers' service environment is needed, authorization from the customer must be obtained before the service content can be fulfilled. In addition, the cooperation of customers' personnel is required to survey the service status, collect requirements, design and review the solution, and accept the solution.

Service Scope

1. Applicable Scope

Phase	Activity	Description
Survey and evaluation on cloud IT governance	Survey and evaluation on IT governance	Huawei Cloud learns customers' IT governance status, collects their IT governance specifications (for example, on security, network, account management, billing, and bill splitting), analyzes the current IT governance architecture, and collects their requirements for cloud IT governance.
Design and implementation for basic scenarios	Resource organization	Based on the business structure and IT management mode, Huawei Cloud designs resource grouping in a single account or for multiple accounts to separate responsibilities based on permissions.
	Identity and permissions	• Huawei Cloud designs the cloud identity federation with identity providers (for example, Active Directory or Google) so that existing credentials can be used to access Huawei Cloud. • Huawei Cloud designs users and user groups, authorization management, and credential security, and configure permission sets for a single account or multiple accounts. • Huawei Cloud designs permission boundaries and organization-level guardrail policies for users, user groups, and application identities.
	Network planning	• Huawei Cloud designs public network access, including access via the NAT gateway, elastic IP address (EIP), and proxy servers. • Huawei Cloud designs multi-region connections between cloud and on-premises data centers or on the same cloud, as well as the connection with third-party clouds. • Huawei Cloud designs VPC division for service deployment, inter-cloud VPC interconnection, and networks for public services, file systems, and Object Storage Service (OBS) buckets in the file management area.
	Compliance audit	• Huawei Cloud checks the compliance of resource configurations for cloud asset operations, O&M, security, and reliability as the best practices. • Huawei Cloud audits operation logs and permanently stores logs about operations and resource changes.

Phase	Activity	Description
	Security protection	• Host security: Huawei Cloud designs protection solutions against vulnerabilities, threats, and attacks to hosts. • Data security: Huawei Cloud designs solutions for key management, database protection policies, and storage access control.
Advanced scenarios	Data perimeter	• Huawei Cloud designs security control policies for network and intranet boundaries. Routing tables, ACLs, and security groups are managed based on different permissions. This aims to minimize exposure to network risks. • Huawei Cloud configures SCPs and guardrail policies for VPC endpoints and resources to block all unexpected access paths based on principles of separation of duty (SOD). This ensures that data and resources can be accessed only by specified users on specified networks or environments. Analysis tools are provided to prove the validity of policy configurations. This way, Huawei Cloud can eliminate data leakage risks caused by privilege credential disclosure or incorrect configurations.
	Cloud financial managem ent	• Hierarchical financial management is designed based on the organizational structure of Landing Zone and master-member account associations. • Resources in each member account can be logically grouped by cost tag and costs can be split by cost tag.
	O&M managem ent	• The resource and event management of all member accounts can be viewed and operated in a unified manner. • The management account centrally manages the log monitoring of other accounts in an organization with multiple accounts.
Technical testing	Technical testing for IT governanc e solutions	Technical tests are performed for the Landing Zone IT governance architecture in the customer's test or pre-production environment. The tests cover the multi-account system, single sign-on (SSO), user permissions, identity management, network connectivity, and operation audit.

Phase	Activity	Description
Solution implementation	Implementation of IT governance solutions	All IT governance solutions of Landing Zone are implemented in customers' production environment.

2. Inapplicable Scope

– Software design, reconstruction, installation, and deployment that are beyond the Landing Zone design scope, such as third-party security, application, and network software purchased by customers

– Cloud services that are used for Landing Zone testing and implementation, such as Enterprise Router, Direct Connect, Virtual Private Network (VPN), Cloud Firewall (CFW), and Web Application Firewall (WAF)

– Services that are beyond the Landing Zone scope, such as SecMaster, disaster recovery (DR) and backup design, and resource planning for cloud services (such as big data and database)

3. Regions

Asia Pacific, Middle East, and Latin America (Brazil not included).

Service Process

Service Deliverables

L6 Service Name	Deliverable
Landing Zone Design for Basic Scenarios – Medium Scale	*Landing Zone Design and Implementation for XX Project*
Landing Zone Design for Basic Scenarios – Large Scale	
Landing Zone Design for Basic Scenarios – Ultra-Large Scale	
Landing Zone Implementation for Basic Scenarios – Medium Scale	
Landing Zone Implementation for Basic Scenarios – Large Scale	
Landing Zone Implementation for Basic Scenarios – Ultra-Large Scale	

L6 Service Name	Deliverable
Advanced Scenarios – Data Perimeter Management	
Advanced Scenarios – Cloud Financial Management	
Advanced Scenarios – O&M Management	

Responsibility Matrix

1. Shared Responsibilities
   - Negotiate and confirm specific IT governance requirements and objectives.
   - Negotiate and confirm project management plans.
   - Negotiate, confirm, and review Landing Zone contents.
   - Sign a contract.
2. Huawei Responsibilities
   - Designate a project owner and notify the customer of any personnel changes three working days in advance until the project is accepted.
   - Use the authorized data only for Landing Zone services and not use the data for any other purposes.
3. Customer Responsibilities
   - Assign a project owner to assist Huawei Cloud in implementing Landing Zone design and implementation services. The project owner is responsible for coordinating and managing personnel and resources between the two parties. The owner also reviews and accepts the services provided by Huawei Cloud.
   - Provide the service system information, including but not limited to the application architecture, deployment architecture, network architecture, and security requirements.
4. Responsibility Details
   - "R" represents the responsible party.
   - "S" represents the supporting party.

No.	Service Process	Content	Huawei	Customer
1	Survey and evaluation on cloud IT governance	Survey and evaluation on IT governance	R	S

No.	Service Process	Content	Huawei	Customer
2	Design and implementation for basic scenarios	Resource organization	R	S
3		Identity and permissions	R	S
4		Network planning	R	S
5		Compliance audit	R	S
6		Security protection	R	S
7	Advanced scenarios	Data perimeter	R	S
8		Cloud financial management	R	S
9		O&M management	R	S
10	Technical testing	Technical testing for IT governance solutions	S	R
11	Solution implementation	Implementation of IT governance solutions	S	R

☐ **NOTE**

> If a customer has purchased the Landing Zone implementation service, Huawei Cloud is responsible for implementing the solution.

Acceptance Criteria

- Supported acceptance modes: online acceptance and offline acceptance.

- The deliverables of each subservice must be submitted in compliance with the criteria. If customers accept the deliverables, they need to sign and seal the *Acceptance Report of Huawei Cloud Landing Zone Design and Implementation* or click the acceptance link on the Huawei Cloud official website.

2.5.2 FAQs

2.5.2.1 About the Service

2.5.2.1.1 What Is Landing Zone Design and Implementation?

Huawei Cloud Landing Zone design and implementation enables IT governance of people, finances, resources, permissions, and security compliance. It helps comprehensively and effectively manage organizations, users, permissions, cloud resources, data, applications, and security for better compliance and efficiency.

2.5.2.1.2 What Services Does Landing Zone Design and Implementation Provide?

Huawei Cloud Landing Zone provides design and implementation services in resource organization, identity and permissions, data perimeter, network planning, security protection, cloud financial management, compliance audit, and O&M management.

2.5.2.1.3 What Are the Service Contents and Scenarios of Landing Zone Design and Implementation?

Huawei Cloud Landing Zone design and implementation provides services for medium, large, and ultra-large scales in basic scenarios. It also provides services for advanced scenarios, such as data perimeter, cloud financial management, and O&M management services. The following table lists the service contents and typical application scenarios. You can choose any combination of services that best fit your needs.

Service	Subservice	Service Content	Application Scenario
Basic Scenarios – Design and Implementation	Landing Zone Design for Basic Scenarios – Medium Scale	Based on the customer requirement survey, detailed solutions are designed for organizational accounts, identity and permissions, network planning, security protection, and compliance audit.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They need scalable, efficient cloud governance, in terms of organizational accounts, identity and permissions, networks, security, and compliance audit.
	Landing Zone Design for Basic Scenarios – Large Scale		
	Landing Zone Design for Basic Scenarios – Ultra-Large Scale		
	Landing Zone Implementation for Basic Scenarios – Medium Scale	A cloud environment is deployed for basic scenarios as designed. This helps enable resources, create accounts, deploy the cloud infrastructure, set up multi-account and authorization systems, and provide cloud network and security protection.	
	Landing Zone Implementation for Basic Scenarios – Large Scale		
	Landing Zone Implementation for Basic Scenarios – Ultra-Large Scale		

Service	Subservice	Service Content	Application Scenario
Advanced Scenarios – Data Perimeter Management	Data Perimeter Management Design	Service control policies (SCPs), VPC endpoint policies, resource-based policies are configured to serve as guardrails, blocking unexpected access paths.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They need their data privacy and core data being strictly protected.
	Data Perimeter Management Implementation	Data perimeter management is implemented for enterprises as the best practices.	
Advanced Scenarios – Cloud Financial Management	Cloud Financial Management Design	Hierarchical financial management is designed to match master-member account associations based on the organizational structure of your landing zone.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They need to manage finances in a hierarchical manner.
	Cloud Financial Management Implementation	Financial management is implemented for enterprises.	
Advanced Scenarios – O&M Management	O&M Management Design	Resource management, event management, and logs of all member accounts are monitored based on the organizational structure of your landing zone.	Medium- and large-sized enterprises are migrating services to Huawei Cloud. They want to monitor and maintain their accounts and resources on a regular basis.
	O&M Management Implementation	O&M management is implemented for enterprises.	

◫ NOTE

- Medium scale: <= 10 accounts, <= 3 VPCs, and same-region deployment
- Large scale: <= 100 accounts and <= 10 VPCs (provided that "Landing Zone Design for Basic Scenarios – Medium Scale" is not applicable)
- Ultra-large scale: > 100 accounts or > 10 VPCs (provided that "Landing Zone Design for Basic Scenarios – Large Scale" is not applicable)

2.5.2.1.4 What Are the Advantages of Landing Zone Design and Implementation?

Advantage	Description
Comprehensive IT governance solutions	These solutions have been developed based on Huawei Cloud's IT governance of people, finances, resources, permissions, and security compliance. They cover eight domains, such as account management, network planning, security protection, and compliance audit. They make it easier to smoothly migrate services to the cloud.
Extensive industry-specific best practices	Best practices for complex service scenarios have been developed based on delivery experience in a wide range of industries, such as carrier business, retail, automotive, finance, and Internet. This helps us quickly customize cloud IT governance solutions to your specific needs.
Professional teams	Expert support is available for industry applications, networks, security, compliance, O&M, and more. We can help you with enterprise requirements, from the top-level design to the implementation.

2.5.2.1.5 How Long Is the Validity Period of a Landing Zone Service Order?

The validity period is one year.

2.5.2.1.6 Can I Use This Service for Sites Not on Huawei Cloud?

No. It is available only on Huawei Cloud.

2.5.2.1.7 How Can I Learn More About This Service?

Call the Huawei Cloud customer service at 4000-955-988 or 950808 and dial 1 (7 x 8 hours support), or click **Contact Us** on the Huawei Cloud official website.

2.5.2.1.8 How Long Will I Get Responses in a Remote Consulting?

Within three working days.

2.5.2.2 About Service Purchase

2.5.2.2.1 How Do I Place an Order?

Place an order on the Huawei Cloud official website. For any questions, you can contact customer service.

2.5.2.2.2 How Many Times Can I Purchase This Service?

No limit.

2.5.2.2.3 Do I Need to Purchase Other Related Services Before Purchasing This Service?

You can buy the design services only. If you want to buy the implementation services, you need to buy the matching design services.

2.5.2.2.4 How Is This Service Billed?

Landing Zone uses the pay-per-use billing and should be paid at one time.

2.5.2.2.5 Can I Modify the Service Configuration?

No. You cannot modify the service configuration.

2.5.2.2.6 Is This Service Refundable?

No. It is not refundable once the order is placed.

2.5.2.3 About Service Delivery

2.5.2.3.1 Is This Service Delivered Onsite?

Landing Zone supports both onsite and remote deliveries.

2.5.2.3.2 How Long Does the Delivery Take After an Order Is Placed?

The delivery cycle depends on the start time of delivery and customer requirements. Factors such as service volume and service complexity may affect the delivery.

2.5.2.3.3 What Are the Working Hours of Delivery Personnel?

Delivery personnel work for 8 hours each day from Monday to Friday.

2.5.2.3.4 What Are the Final Deliverables of This Service?

L6 Service Name	Deliverable
Landing Zone Design for Basic Scenarios – Medium Scale	*Landing Zone Design and Implementation for XX Project*
Landing Zone Design for Basic Scenarios – Large Scale	
Landing Zone Design for Basic Scenarios – Ultra-Large Scale	
Landing Zone Implementation for Basic Scenarios – Medium Scale	
Landing Zone Implementation for Basic Scenarios – Large Scale	
Landing Zone Implementation for Basic Scenarios – Ultra-Large Scale	

L6 Service Name	Deliverable
Advanced Scenarios – Data Perimeter Management	
Advanced Scenarios – Cloud Financial Management	
Advanced Scenarios – O&M Management	

2.5.2.3.5 How Do I Use This Service?

You need to prepay for this service and activate it. Then, Huawei Cloud will start the delivery.

2.5.2.3.6 Can I Apply for A Refund During the Delivery?

No. The service is not refundable once the order is placed.

2.5.3 Billing

This document describes the billing of Huawei Cloud Landing Zone services, including billing items, billing modes, and renewal.

Billing Items

Service	Subservice	Billing Description	Unit Price (USD)	Pricing Unit
Basic Scenarios – Design and Implementation	Landing Zone Design for Basic Scenarios – Medium Scale	You are billed based on the number of basic design services you have purchased.	32,900	Suite
	Landing Zone Design for Basic Scenarios – Large Scale	You are billed based on the number of basic design services you have purchased.	84,600	Suite
	Landing Zone Design for Basic Scenarios – Ultra-Large Scale	You are billed based on the number of basic design services you have purchased.	141,000	Suite
	Landing Zone Implementation for Basic Scenarios – Medium Scale	You are billed based on the number of basic implementation services you have purchased.	12,720	Suite

Service	Subservice	Billing Description	Unit Price (USD)	Pricing Unit
	Landing Zone Implementation for Basic Scenarios – Large Scale	You are billed based on the number of basic implementation services you have purchased.	16,160	Suite
	Landing Zone Implementation for Basic Scenarios – Ultra-Large Scale	You are billed based on the number of basic implementation services you have purchased.	32,480	Suite
Advanced Scenarios – Data Perimeter Management	Data Perimeter Management Design	You are billed based on the number of data perimeter design services you have purchased.	32,900	Suite
	Data Perimeter Management Implementation	You are billed based on the number of data perimeter implementation services you have purchased.	8,080	Suite
Advanced Scenarios – Cloud Financial Management	Cloud Financial Management Design	You are billed based on the number of financial management design services you have purchased.	23,500	Suite
	Cloud Financial Management Implementation	You are billed based on the number of financial management implementation services you have purchased.	6,400	Suite
Advanced Scenarios – O&M Management	O&M Management Design	You are billed based on the number of O&M management design services you have purchased.	23,500	Suite

Service	Subservice	Billing Description	Unit Price (USD)	Pricing Unit
	O&M Management Implementation	You are billed based on the number of O&M management implementation services you have purchased.	6,400	Suite

📖 **NOTE**

- Medium scale: <= 10 accounts, <= 3 VPCs, and same-region deployment
- Large scale: <= 100 accounts and <= 10 VPCs (provided that "Landing Zone Design for Basic Scenarios – Medium Scale" is not applicable)
- Ultra-large scale: > 100 accounts or > 10 VPCs (provided that "Landing Zone Design for Basic Scenarios – Large Scale" is not applicable)

Billing Mode

Landing Zone uses the pay-per-use billing and should be paid at one time.

Configuration Changes

Unsubscription is not supported for Landing Zone services. You are advised to make appropriate purchases based on your own service needs or after confirmation with your account managers.

Renewals

Landing Zone is a one-off consumption and cannot be renewed. After expiration, you need to purchase a new one.

Expiration and Overdue Payment

The validity period of the Landing Zone service is one year. You can only use the Landing Zone service within the validity period. After expiration, you need to purchase a new one.

2.6 Cloud Backup and Disaster Recovery Delivery Service

2.6.1 Statement of Work (SOW)

Service Overview

As various industries are migrating their services to the cloud, they have increasingly high requirements for data security and service continuity on the

cloud. These industries are represented by financial sector, government organizations, telecommunications, and manufacturing. Their investments in cloud backup and disaster recovery (DR) have been growing year by year. However, establishing a cloud backup and DR system requires advanced technologies and expertise with a large-scale investment. In addition, the system implementation involves software from many vendors, which makes it complex to perform integration, verification, compatibility check, and more. After the system is established, it is difficult to ensure that the system is effective, service data is secure, and services are continuous.

To address these issues, Huawei Cloud rolls out an implementation service to help customers set up a cloud backup and DR system. This service provides implementation plans and solutions to integrate and deploy services, accept the system, and conduct backup and DR drills. It aims to help customers build an effective backup and DR system and make good use of it to continuously protect data and services.

Service Content

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenarios
Cloud Backup and Disaster Recovery Delivery Service	Cloud Backup and Disaster Recovery Integration Implementation	Cloud Backup Integration Implementation	Provides customers with solutions to establish the backup system as designed and based on the delivery personnel. Helps customers test, implement, and accept the integration to establish the system.	Enterprises have purchased technical support in integrating and interconnecting the cloud backup and DR system, conducting backup and DR drills and technical trainings, and troubleshooting.
		Cloud Disaster Recovery Integration Implementation	Provides customers with solutions to establish the DR system as designed and based on the delivery personnel. Helps customers test, implement, and accept the integration to establish the system.	

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenarios
	Cloud Backup and Disaster Recovery Drill and Technical Support	Cloud Backup and Disaster Recovery Drill	Provides customers with strategies and solutions to conduct DR drills in the cloud backup and DR system as required. Verifies the system effectiveness and availability, strengthens disaster preparedness and recovery capabilities to keep services and data secure.	
		Cloud Backup and Disaster Recovery Technical Support	Provides technologies to help customers use the cloud backup and DR system in terms of onsite assurance, troubleshooting, and technical training.	

Prerequisites

- Customers have requirements for integrating and deploying backup and DR for service system and conducting drills.
- Customers are highly cooperative. The owner takes the lead and assigns personnel to conduct related activities.
- Customers designate a dedicated team responsible for onsite delivery.
- Customers and Huawei Cloud negotiate and confirm the solution and sign a contract.

Service Scope

1. Applicable Scope

- **Delivery solution design**: Huawei Cloud designs a delivery solution or runbook based on the overall technical architecture and selected services to guide implementation.

- **Solution integration verification:** Huawei Cloud verifies the integration solution based on the delivery solution and requirements to ensure that the solution is feasible, accurate, and compatible with multiple software. Huawei Cloud identifies possible defects and reports and rectifies the defects in a timely manner.

- **Solution implementation:** Huawei Cloud works with related personnel to deploy the system, sets and tests configurations, and rolls out the system as planned based on the delivery strategies, solutions, and related system/software implementation guides. Huawei Cloud helps customers to complete acceptance.

- **Backup and DR drill strategies:** Huawei Cloud formulates overall strategies, plans, and objectives for conducting backup and DR drills according to supervision and O&M requirements. Huawei Cloud specifies whether they are simulations or production switchovers.

- **Backup and DR drill plans:** Huawei Cloud formulates a specific drill plan, including the organizations, personnel, preparations, switchover manuals, operation process, success criteria, and rollback solutions.

- **Backup and DR drill support:** Huawei Cloud helps customers' organizations to carry out technical and other drills in each process based on the drill strategies and plans. Huawei Cloud records the drill process, problems, and results in a timely manner to ensure that the drills are successful and the backup and DR system is reliable and available.

- **Backup and DR summary:** Huawei Cloud reviews and summarizes the drills. Huawei Cloud identifies technical optimizations, such as in technical manuals and operation processes, and other optimizations, such as in the decision-making organization architecture, emergency response procedure, event evaluation, and announcement procedure. Huawei Cloud strengthens customers' emergency response to disasters.

- **Onsite assurance:** Huawei Cloud designates backup and DR experts to work onsite to guarantee that major conferences and activities are successful.

- **Technical training:** Huawei Cloud conducts technical trainings to improve customer capabilities in cloud backup and DR.

- **Other technical support:** Huawei Cloud provides technical support for alarm reporting in the system, service emergency response, and script development in cloud backup and DR.

2. Inapplicable Scope

   Services outside the contract, such as the cloud infrastructure design, installation of software not for backup and DR, application performance optimization, and system upgrade of the customers' existing software.

3. Regions

   Global

Service Process

Service process:
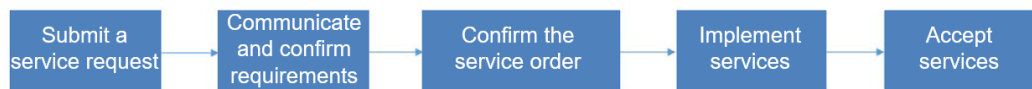
1. Submit a service request: Customers submit a request for implementing the Cloud backup and DR.

2. Communicate and confirm requirements: Huawei engineers accept the service request and negotiate with the customers about the service scope and objectives.

3. Review and confirm the service order: Huawei submits the project solution, statement of work (SOW), and quotation. The customers confirm the service order.

4. Implement services: Huawei engineers are designated to deliver the service onsite or remotely in phases based on the SOW.

5. Accept services: Huawei completes the delivery, outputs an acceptance report, and confirms the acceptance and payment.

Service Deliverables

L4 Service Name	L4.5 Service Name	L6 Service Name	Deliverable	Deliverable Template
Cloud Backup and Disaster Recovery Delivery Service	Cloud Backup and Disaster Recovery Integration Implementation	Cloud Backup Integration Implementation	*Cloud Backup and Disaster Recovery Construction Implementation Solution*	For details, see the *05 Deliverable Templates*.
		Cloud Disaster Recovery Integration Implementation		
	Cloud Backup and Disaster Recovery Drill and Technical Support	Cloud Backup and Disaster Recovery Drill	*Cloud Backup and Disaster Recovery Drill Solution* *Cloud Backup and Disaster Recovery Drill Summary Report*	
		Cloud Backup and Disaster Recovery Technical Support	*Cloud Backup and Disaster Recovery Technical Support Activity Records*	

Responsibility Matrix

1. Shared responsibility
   - Negotiate and confirm the objectives and scope of the backup and DR delivery service.
   - Negotiate and confirm the project delivery plan.
   - Negotiate, confirm, and review the solution.
   - Sign a contract.
2. Huawei Responsibilities
   - Receive customer requirements and designate experts to help implement and guarantee the service delivery onsite or remotely.
   - Develop a service plan and quotation based on the service items for customers to review and confirm.
   - Implement the service as planned and compile deliverables.
   - Output a list of deliverables based on the selected service items.
   - Designate a project owner and notify the customer of any personnel changes three working days in advance until the project is accepted.
   - Use the authorized data only for this service and not for any other purposes.
3. Customer Responsibilities
   - Assign a project owner to assist Huawei Cloud in implementing the service. The project owner is responsible for coordinating and managing personnel and resources between the two parties. The owner also reviews and accepts the service provided by Huawei Cloud.
   - Provide accurate service information, including but not limited to the current backup and DR status, related service scope and documentations, and supporting organizations.
4. Responsibility Details

   R: responsible; S: supportive.

No.	Process	Content	Huawei	Customer
1	Solution and objective alignment	Aligns the existing plans with implementation objectives.	R	S
2		Formulates the delivery plan.	R	S
3	Delivery implementation	Integrates and deploys the service based on the SOW and site requirements.	R	S
4		Conducts technical activities such as backup and DR drills based on the SOW and site requirements.	R	S

No.	Process	Content	Hua wei	Cust ome r
5		Provides technical services such as technical trainings and onsite implementation based on the SOW and site requirements.	R	S
6	Service acceptance	Accepts the service solution.	S	R
7		Delivers the service.	R	S

Acceptance Criteria

The deliverables of each service item must be submitted in compliance with the following criteria:

Huawei submits standard deliverables based on service sub-items. The customer clicks the acceptance button on the HUAWEI CLOUD console, or signs and seals on the *Acceptance Report of Cloud Backup and Disaster Recovery Delivery Service for XX Project* offline as the basis for service acceptance.

L4 Service Name	L4.5 Service Name	L6 Service Name	Deliverable	Acceptance Report
Cloud Backup and Disaster Recovery Delivery Service	Cloud Backup and Disaster Recovery Integration Implementati on	Cloud Backup Integration Implementati on	*Cloud Backup and Disaster Recovery Construction Implementati on Solution*	*Acceptance Report for Cloud Backup and Disaster Recovery Delivery for XX Project*
		Cloud Disaster Recovery Integration Implementati on		
	Cloud Backup and Disaster Recovery Drill and Technical Support	Cloud Backup and Disaster Recovery Drill	*Cloud Backup and Disaster Recovery Drill Solution* *Cloud Backup and Disaster Recovery Drill Summary Report*	

L4 Service Name	L4.5 Service Name	L6 Service Name	Deliverable	Acceptance Report
		Cloud Backup and Disaster Recovery Technical Support	*Cloud Backup and Disaster Recovery Technical Support Activity Records*	

2.6.2 FAQs

2.6.2.1 About the Service

2.6.2.1.1 What Is the Cloud Disaster Recovery Delivery Implementation Service?

Huawei cloud delivery implementation service provides technical support services, such as delivery implementation plans and solutions, product interconnection and deployment, system acceptance, and DR drills, for customers to build and use the DR system and provide stable protection mechanisms for data and services.

2.6.2.1.2 Which of the following services can be provided by the cloud DR delivery implementation service?

The cloud DR delivery implementation service includes cloud backup integration implementation, cloud DR integration implementation, cloud DR drill, and cloud DR technical support.

2.6.2.1.3 Can I provide services for sites outside HUAWEI CLOUD?

Do not provide services for sites outside HUAWEI CLOUD.

2.6.2.2 About Service Purchase

2.6.2.2.1 How do I place an order for services?

It is recommended that you consult the service manager before placing an order.

2.6.2.2.2 Do you need to buy other supporting services first to buy this service?

The cloud DR planning and design service package must be purchased for cloud backup and cloud DR integration implementation.

Cloud DR drill and DR technical support services are not bundled.

2.6.2.3 About Service Delivery

2.6.2.3.1 Is on-site service available?

Cloud DR and backup delivery implementation service support onsite service.

2.6.2.3.2 How long can the service be completed after the order is placed?

Depending on the complexity of the customer's system and the project schedule requirements.

2.6.2.3.3 What are the final deliverables obtained by the cloud DR and backup delivery implementation service?

Service name	Deliverables
Cloud backup integration implementation	Disaster Recovery Construction Implementation Plan
Cloud DR integration implementation	Disaster Recovery Construction Implementation Plan
Cloud DR drill	Disaster Recovery Drill Solution DR Drill Summary Report
Cloud DR and backup technical support	Disaster Recovery Technical Support Activity Record

2.6.3 Billing

This document describes the billing of cloud backup and disaster recovery (DR) delivery service, including billing items, billing modes, and renewal.

Billing Items

L4 Service Name	L4.5 Service Name	L6 Service Name	Pricing Unit	Unit Price-Outside China1: Asia Pacific, Russia, Latin America (excluding Brazil) (USD)	Unit Price-Outside China2: Europe, Africa, Brazil, Middle East (USD)
Cloud Backup and Disaster Recovery Delivery Service	Cloud Backup and Disaster Recovery Integration Implementation	Cloud Backup Integration Implementation	TB	267.3	400.9
		Cloud Disaster Recovery Integration Implementation	Per VM	477.3	715.9
	Cloud Backup and Disaster Recovery Drill and Technical Support	Cloud Backup and Disaster Recovery Drill	Per VM	1,152	1,728
		Cloud Backup and Disaster Recovery Technical Support	Times purchased	11,520	17,280

Billing Mode

For L4.5 services:

- Cloud Backup and Disaster Recovery Integration Implementation
    - Cloud Backup Integration Implementation: billed by TB
    - Cloud Disaster Recovery Integration Implementation: billed by the number of virtual machines (VMs)
- Cloud Backup and Disaster Recovery Drill and Technical Support
    - Cloud Backup and Disaster Recovery Drill: billed by the number of VMs
    - Cloud Backup and Disaster Recovery Technical Support: billed by the number of times it was purchased

Configuration Change

You are advised to make appropriate purchases by referring to the service descriptions or based on your own service needs. Once purchased, they cannot be unsubscribed from, and their configurations cannot be changed.

Renewal

Cloud Backup and Disaster Recovery Delivery Service requires one-off payment. Renewals or arrears are not involved.

FAQ

For details, see **FAQs**.

2.7 Data Cloudification Design and Implementation Service

2.7.1 Statement of Work (SOW)

Service Overview

As cloud migration and cloud use are becoming more and more mature, enterprises choose to use cloud storage and migrate their data to cloud. This cloud migration process involves the planning and design, migration implementation, and continuous optimization. For storage services already running on the cloud, enterprises still have requirements on performance optimization, security configuration, backup and disaster recovery, cost analysis, collaboration between public and private clouds, and others.

To fit such needs, Huawei Cloud launches **Data Cloudification Design and Implementation Service**. This service is based on Huawei Cloud storage services and solutions and consists of the following packages: **planning and design, migration implementation, and technical support**. All these services can simplify cloud migration and speed up data migration, helping customers migrate their data to cloud in a secure, reliable, and efficient way.

Service Content

This service provides the following packages:

- Data Cloudification-Planning and Design Package: survey and evaluation of cloud migration and solution design for cloud migration and storage

- Data Cloudification-Migration Implementation Package: migration design and implementation

- Data Cloudification-Technical Support Package: storage application integration consultation and support for cloud migration

Prerequisites

- Customers should apply for this service at least 15 working days in advance, so Huawei can evaluate their business objectives and service schedule.

- Written authorization for collecting service data must be obtained from customers before providing the service.

Applicable Scope

1. Service Content Covered

    a. Survey and evaluation of cloud migration, and migration solution design and implementation

    b. Suggestions on selection, use, and optimization of cloud storage technologies

    c. Integration consultation and technical support for storage services

2. Service Content Not Covered

    a. Cloud architecture planning and design of global services and non-storage services

    b. Design or reconstruction of applications, software, and databases' logical structure, and software installation, deployment, and tuning

    c. Routine O&M support (such as installation, patch update, test, fault diagnosis, optimization, and Q&A) for third-party software

    d. Documents except those on the Huawei Cloud official website and the deliverables specified in this service

    e. Others that are not clarified in the service content covered

3. Service Regions

    Asia Pacific, Latin America (excluding Brazil), Europe, Southern Africa, and Brazil.

Service Process

The table below describes the service process.

Phase	Description
Service request	A customer submits a request for the cloud migration design and implementation service.
Requirement survey	Huawei Cloud collects the customer's storage requirements through interviews and survey forms.
Requirement evaluation	Huawei Cloud analyzes the customer's requirements and evaluates whether the Huawei Cloud storage products and solutions can meet the requirements.
Solution design	Based on the collected requirements and evaluation results, Huawei Cloud designs a storage solution, and invites the customer to review the solution together.

Phase	Description
Solution implementation	Based on the approved storage solution, Huawei Cloud formulates an implementation plan and implements cloud migration as planned.
Service acceptance	After the cloud migration is complete, Huawei Cloud creates a service acceptance list and invites the customer to accept the service.

Deliverables

The table below shows the deliverables required.

Package	Deliverables
Data Cloudification-Planning and Design Package	*Data Cloudification (Planning and Design) Survey Form (XX Project)* *Data Cloudification Proposal (XX Project)*
Data Cloudification-Migration Implementation Package	*Data Cloudification (Migration Implementation) Runbook & Plan (XX Project)*
Data Cloudification-Technical Support Package	*Data Cloudification (Technical Support) Summary Report (XX Project)*

Responsibility Division

1. Huawei Cloud and Customer
   - Negotiate and confirm specific requirements and objectives.
   - Negotiate and confirm project management plans.
   - Negotiate, confirm, and review solutions.
   - Negotiate to build teams.
   - Sign contracts.

2. Huawei Cloud
   - Assists customers in collecting source data and performing testing and verification.
   - Specifies a project owner and notifies the customer of any personnel changes three working days in advance.
   - Uses the data authorized by the customer only for stability improvement.

3. Customer
   - Designates a project owner to coordinate and manage issues and sets up a project team.
   - Provides source information and authorization required by migration solution design and implementation.

– Coordinates with third-party software vendors to help Huawei Cloud resolve problems during project implementation.

– Takes charge of the service verification, switchover, monitoring, and acceptance.

– Designates a project owner to assist Huawei Cloud in implementing services. The project owner is responsible for arranging and coordinating all affairs between both parties, and reviews and accepts the services provided by Huawei Cloud.

– Provides business system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

– Creates and tops up a Huawei Cloud account for project implementation.

4. Responsibility Matrixes

R: responsible; S: supportive.

– The following table shows the responsibility matrix during the migration planning and design.

No.	Process	Description	Huawei Cloud	Customer
1	Requirement survey	Investigate customer's cloud migration requirements through interviews and questionnaires.	R	S
2	Requirement analysis	Evaluate and analyze requirements based on the survey results and Huawei Cloud storage products and solutions.	R	S
3	Solution design	Based on the survey and analysis results, design a cloud migration solution.	R	S
4	Solution review	Jointly (Huawei Cloud and the customer) review the feasibility, risks, and improvement points of the solution.	R	S
6	Solution improvement	Optimize the solution based on the review result.	R	S
7	Solution alignment	Align the final migration solution with the customer.	R	S
8	Acceptance confirmation	Accept the deliverables provided by Huawei Cloud.	S	R

– The following table shows the responsibility matrix during the migration planning and design.

No.	Process	Description	Huawei Cloud	Customer
1	Migration plan output	Make a migration plan based on the customer's data volume and service requirements.	R	S
2	Migration tool deployment	Set up a migration test environment (compute and network resources, and tool deployment).	R	S
3	Migration test	Perform the migration test (the customer creates test resources, such as buckets or parallel file systems).	R	S
4	Migration resource expansion	Prepare resources for the formal migration.	R	S
5	Migration batch division	Determine the migration batches with the customer.	R	S
6	Full data migration	Perform full data migration in batches.	R	S
7	Service cutover	Migrate services to Huawei Cloud in batches.	S	R
8	Incremental data migration and data verification	Perform incremental data migration and data verification in batches.	R	S
9	Acceptance confirmation	Accept the deliverables provided by Huawei Cloud.	S	R

– The following table shows the responsibility matrix during the migration planning and design.

No.	Process	Description	Huawei Cloud	Customer
1	Feedback providing	Report technical problems encountered during data migration.	S	R
2	Problem analysis	Analyze and clarify the problems reported by the customer.	R	S

No.	Process	Description	Hua wei Clo ud	Cus tom er
3	Solution formulation	Based on the problem analysis result, answer questions or develop a solution for the customer.	R	S
4	Solution implementatio n	Resolve problems based on the solution provided by the professional service team.	S	R
5	Acceptance confirmation	After the service is delivered, confirm the acceptance report provided by the professional service team.	S	R

Acceptance Criteria

The deliverables of each package must be submitted in compliance with the following criteria. If the customer accepts the deliverables, they sign or seal the acceptance reports, or click the acceptance button on the official website.

2.7.2 FAQs

2.7.2.1 About the Service

2.7.2.1.1 What Is Data Cloudification Design and Implementation Service (DDI)?

This service provides the following packages:

- Data Cloudification-Planning and Design Package: survey and evaluation of cloud migration and solution design for cloud migration and storage
- Data Cloudification-Migration Implementation Package: migration design and implementation
- Data Cloudification-Technical Support Package: storage application integration consultation and support for cloud migration

2.7.2.1.2 What Does DDI Provide?

This service provides the planning and design, migration implementation, and technical support packages. For details, see the following table.

Package	Service Content	Applicable Scenarios
Data Cloudification-Planning and Design Package	• **Survey and evaluation of cloud migration:** – Investigate and analyze the customer's service status and core storage requirements through survey forms and interviews, analyze the feasibility of storage migration, and clarify the cloud migration solution and strategies. – Provide suggestions on technology selection, for example, how to choose a storage type. • **Cloud storage solution design:** Based on the survey and evaluation results, complete the cloud storage planning and design, including storage type selection, resource planning, cost analysis, as well as suggestions on data security configuration, DR configuration, application integration, and performance optimization. • **Technical solution design of data migration:** Based on the survey and evaluation results, design the solutions of full and incremental data migration and a data cutover solution, and provide suggestions on reconstructing applications to adapt to relevant storage interfaces.	1. Before migrating storage data to the cloud, the customer needs the evaluation on and planning of the cloud architecture and resources. 2. Before cloud migration, the customer required in-depth storage planning and design, including the lifecycle and permissions configuration, storage DR, and self-built big data scenarios. 3. If application integration is involved, Huawei needs to analyze existing applications, and then design adaptation solutions after cloud migration, and provide suggestions on integration, cost optimization, and performance optimization.

Package	Service Content	Applicable Scenarios
Data Cloudification-Migration Implementation Package	**Detailed cloud migration guidance for customers who cannot implement the migration themselves:** ● Create an implementation plan and a runbook, and guide the customer through completing the migration. ● Assist the customer in service migration.	This package is mainly for customers who cannot implement cloud migration themselves. Huawei takes the lead in the implementation of customer's cloud migration, for example, reconstruction of buckets with the same name.
Data Cloudification-Technical Support Package	**Technical support for customers who can implement the migration themselves:** ● Provide remote support for five consecutive working days. ● The main support content includes O&M assurance, real-time response to and handling of problems, and technical guidance during application integration.	This package is for customers or partners who can implement cloud migration themselves. During the migration, Huawei needs to: ● Guarantee the customer's key services. ● Provide technical support during the application integration.

2.7.2.1.3 What Are the Advantages of DDI?

This service has the following advantages:

● Professional teams. Our team has expertise in storage, cloud migration, and solution design. Each experienced expert can help you migrate data to the cloud.

● End-to-end support. Our one-stop solution will guide you from migration design to implementation. We can address any issues you encounter in a professional way.

● Extensive experience. We have accumulated extensive cloud migration experience from over 100 cases in the Internet, video entertainment, video surveillance, e-commerce, gene sequencing, aerospace, livestreaming, VOD, and other industries.

● Advanced migration tools and solutions. Our industry-leading migration tools and diverse solutions can help you migrate your work to the cloud with ease.

2.7.2.1.4 How Long Is a DDI Order Valid?

It is valid for one year from the day of purchase.

2.7.2.1.5 How Can I Get Consultation About DDI?

Click **Contact Us** to leave a message.

2.7.2.1.6 How Long Will I Get Responses in a Remote Consulting?

You will receive responses within three working days.

2.7.2.2 About Service Purchase

2.7.2.2.1 How Can I Place an Order?

You need to consult the account manager for placing an order.

2.7.2.2.2 Is There a Limit on How Many Orders I Can Place?

No.

2.7.2.2.3 Do I Need to Purchase Other Related Services Before Purchasing This Service?

Yes. Before purchasing this service, you need to purchase related storage services, such as Object Storage Service (OBS) or Scalable File Service (SFS).

2.7.2.2.4 How Is DDI Billed?

One-off billing based on the purchased quantity is applied.

2.7.2.2.5 Can I Change My DDI Order?

No.

2.7.2.2.6 Can My DDI Order Be Refunded?

No. Once an order is placed, it cannot be refunded.

2.7.2.3 About Service Delivery

2.7.2.3.1 Does DDI Provide Onsite Delivery?

Both on-site and remote delivery are involved.

2.7.2.3.2 How Long Does the Delivery Take After My Order Is Placed?

The delivery period depends on the start time and your requirements. Factors such as service volume and service complexity may affect the delivery.

2.7.2.3.3 What Is the Working Time of Delivery Personnel?

Delivery personnel work 8-hour shifts Monday through Friday, excluding official holidays.

2.7.2.3.4 What Are the Deliverables of DDI?

Package	Deliverables
Data Cloudification-Planning and Design Package	*Data Cloudification (Planning and Design) Survey Form (XX Project)* *Data Cloudification Proposal (XX Project)*
Data Cloudification-Migration Implementation Package	*Data Cloudification (Migration Implementation) Runbook & Plan (XX Project)*
Data Cloudification-Technical Support Package	*Data Cloudification (Technical Support) Summary Report (XX Project)*

2.7.2.3.5 Can I Apply for a Refund When DDI Is Being Delivered?

Once the delivery begins, this service is non- refundable.

2.7.3 Billing

This document describes the billing policies for Data Cloudification Design and Implementation Service, including billing items, modes, and renewal.

Billing Items

The following table shows the billing items and details.

Table 2-3 Region 1

Regions	Service	Specifications	Description	Unit Price (USD)	Sales Unit
Asia Pacific and Latin America (excluding Brazil)	Data Cloudification Design and Implementation Service	Data Cloudification-Planning and Design Package	One-off billing based on the number of purchases	46,080.00	Per purchase
		Data Cloudification-Migration Implementation Package	One-off billing based on capacity. Both a starting capacity and an increment are 1 TB.	21.00	Per TB

Regions	Service	Specifications	Description	Unit Price (USD)	Sales Unit
		Data Cloudification-Technical Support Package	One-off billing based on the number of purchases	17,280.00	Per purchase

Table 2-4 Region 2

Regions	Service	Specifications	Description	Unit Price (USD)	Sales Unit
Europe, Southern Africa, and Brazil	Data Cloudification Design and Implementation Service	Data Cloudification-Planning and Design Package	One-off billing based on the number of purchases	69,120.00	Per purchase
		Data Cloudification-Migration Implementation Package	One-off billing based on capacity. Both a starting capacity and an increment are 1 TB.	31.00	Per TB
		Data Cloudification-Technical Support Package	One-off billing based on the number of purchases	17,280.00	Per purchase

Billing Mode

You must purchase this service in a single payment when you need it.

Configuration Change

This service cannot be unsubscribed from. Before placing an order, obtain the confirmation from your account manager.

Renewal

This service cannot be renewed. When the service expires or is completed, if you want to use it again, you must repurchase the service.

Expiration and Overdue Payment

The validity periods of all products of Data Cloudification Design and Implementation Service are one year. You need to purchase those products again if they expire.

FAQ

- Does This Service Provide Onsite Delivery?

  Both on-site and remote delivery are involved.

- How Long Does the Delivery Take After My Order Is Placed?

  The delivery period depends on the start time and your requirements. Factors such as service volume and service complexity may affect the delivery.

- What Is the Working Time of Delivery Personnel?

  Delivery personnel work 8-hour shifts Monday through Friday.

- Can I Apply for a Refund When This Service Is Being Delivered?

  Once the delivery begins, this service is non- refundable.

2.8 GaussDB(DWS) Cloud Migration and Implementation Service

2.8.1 Statement of Work (SOW)

Service Overview

As data continuously grows and becomes more important, more and more enterprises need to build or reconstruct data warehouse platforms. To save money and protect data, many businesses choose to build their data warehouses on the cloud. Data warehouses typically store a large amount of data, often measured in terabytes or petabytes, and involve complex relationships between databases and tables. Moving data warehouses to the cloud presents many challenges, such as managing multiple platforms, components, and vendors. Traditional companies often lack the expertise and experience required for data warehouse transformation and cloud migration. Consequently, migrating data warehouses, upgrading architectures, and transferring data to the cloud can be difficult for them. Huawei Cloud GaussDB(DWS) provides a professional team and comprehensive migration tools to help customers smoothly, efficiently, and securely migrate their data warehouses.

Service Content

- **GaussDB(DWS) Planning and Implementation Service**

L6 Service	Content	Use Case
GaussDB(DWS) Planning and Implementation Service - Basic (Number of vCPUs ≤ 128)	Assess existing customer services, design and plan data warehouse solutions, and provision cloud services.	Within 128 vCPUs
GaussDB(DWS) Planning and Implementation Service - Incremental Package (Number of vCPUs > 128)	Assess existing customer services, design and plan data warehouse solutions, and provision cloud services.	More than 128 vCPUs

- **GaussDB(DWS) Migration Support Service**

L6 Service	Content	Use Case
GaussDB(DWS) Migration Support Service - Basic (Homogeneous) (≤ 10 TB)	Conduct migration surveys, design and plan migrations, execute data/service migrations, ensure delivery, and guarantee acceptance.	Homogeneous migration, data volume within 10 TB
GaussDB(DWS) Migration Support Service - Incremental Package (homogeneous) (per TB)	Conduct migration surveys, design and plan migrations, execute data/service migrations, ensure delivery, and guarantee acceptance.	Homogeneous migration, one incremental package per TB

Prerequisites

1. Customers should apply for professional services in advance, allowing Huawei to access their business goals and service schedule.

2. Before providing professional services for customers, Huawei Cloud must obtain customers' authorization for site survey, personnel cooperation, and material input.

Service Scope

1. Items Covered

   a. The service covers the following two types of services:

      i. GaussDB(DWS) Planning and Implementation Service

         The service includes customer current service survey, data warehouse solution design and plan, delivery implementation, and acceptance assurance.

ii. GaussDB(DWS) Migration Support Service

The service covers migration survey, migration design and plan, delivery implementation, and acceptance assurance.

b. The service includes the following three service scenarios:

i. Migrating IDCs to the cloud

You can migrate all workloads and data to the cloud data warehouse on Huawei Cloud at a time and quickly build an on-premises system based on the cloud environment to keep pace with rapid business growth. The main migration objects include:

Commercial products: Oracle, Teradata, GBase, and HANA

Open source: Greenplum, StarRocks, and Doris

ii. Migration from other clouds to Huawei Cloud

A one-stop migration platform is available for you to smoothly migrate your workloads and data from another cloud to Huawei Cloud data warehouse platform, with no downtime.

Alibaba Cloud: AnalyticDB MySQL, AnalyticDB PostgreSQL, and real-time data warehouse Hologres

Tencent Cloud: TCHouse-P, TCHouse-C, TCHouse-D

AWS: Redshift

Google Cloud: BigQuery

iii. Creating data platform on Huawei Cloud

GaussDB(DWS) Cloud Migration and Implementation Service is provided in the following scenarios:

1) Content related to data warehouse analysis platforms needs to be planned for digital transformation and data governance projects.

2) Customers plan to purchase Huawei Cloud data warehouse platform for a new site.

3) Customers plan to purchase Huawei Cloud data warehouse platform to replace their existing platforms to meet increasing service requirements.

4) Huawei Cloud data warehouse platform needs to be expanded to meet increasing service and data requirements.

2. Items Not Covered

Huawei development support engineers only provide the services specified in this document. Any services beyond the scope mentioned here will incur additional charges, which include:

a. Going to other cities for related work (Note: Fees may include, but are not limited to, traveling, accommodation, and additional communication fees.)

b. Working overtime (If necessary, the customer needs to pay for the overtime hours and subsidies.)

c. Purchasing products from other companies or individuals

Service Process

- **GaussDB(DWS) Planning and Implementation Service**

Phase	Description
Requirement survey	Survey on data applications, customer scenarios, data sources, data volume, data formats, timeliness requirements, and data governance requirements.
Solution design	Cloud service selection, compute/storage selection, cluster division, solution design, and data flow design.
Cloud service provisioning	Cloud service provisioning and deployment, compute and storage configuration, component deployment, and data link configuration, and network connection and resource provisioning assistance.

- **GaussDB(DWS) Migration Support Service**

Phase	Description
Migration survey and solution design	Review the current architecture diagram, business data flows, data warehouse cluster configuration, cloud migration needs, and customer pain points. Based on this analysis, we create a comprehensive solution, examine the business and data before migration, define the scope of data migration, devise a cut-over plan, and perform a solution review.
Inventory data migration	Estimate the migration time and set up a dedicated connection to transfer the source data in batches to GaussDB(DWS).
Incremental data migration	Synchronize the added, updated, or deleted data in the source database to the target database in real time.
Service migration	Migrate jobs, users, and permissions, complete service interconnection (ensuring smooth migration to the cloud/ DataArts), and configure permissions on the live network.
Data consistency check	Confirm the comparison scope and run the data verification tool.
Task verification and adaptation	Perform cutover drill/dual-write verification, complete service interconnection, and verify service system functions.
Parallel running and cutover	Provide service system cutover and rollout assurance.

Service Deliverables

- **GaussDB(DWS) Planning and Implementation Service**

No.	Service Activity	Deliverable
1	Project requirement survey	*XX Customer GaussDB(DWS) Requirement Survey Form (Public Cloud)*
2	Platform solution	*XX Customer GaussDB(DWS) Provisioning List*
3	Cloud service provisioning	*XX Customer GaussDB(DWS) Consulting Report Template*
		XX Customer Data Warehouse Solution Design

- **GaussDB(DWS) Migration Support Service**

No.	Service Activity	Deliverable
1	Business survey	*XX Customer Data Warehouse Requirement Survey Form (Public Cloud)*
2	Migration solution design	*XX Customer Data Warehouse Service Provisioning List*
3	Environment setup and configuration	*XX Customer Data Warehouse Consulting Report Template*
4	Data service migration Performance and stability tests	*XX Customer Data Warehouse Solution Design*
5	Service verification Cutover and rollout	*XX Customer Data Warehouse Migration Service Survey Form (Public Cloud)*
		XX Project GaussDB(DWS) Delivery Checklist
		XX Project GaussDB(DWS) Migration Work Plan
		XX Project GaussDB(DWS) Cluster Key Assurance Checklist
		XX Project GaussDB(DWS) Cutover Runbook
		XX GaussDB(DWS) Migration Project - Migration and Cutover Solution

Responsibility Matrix

1. Shared Responsibilities

   – Negotiate and confirm requirements and objectives.

   – Negotiate and confirm project management plans.

- – Negotiate, confirm, and review solutions.
- – Sign contracts.

2. Huawei Responsibilities

- – Huawei Cloud must clarify the project owner and notify the customer of any personnel changes three working days in advance until project acceptance.
- – Huawei Cloud can only use the authorized data for the GaussDB(DWS) Cloud Migration and Implementation Service.

3. Customer's Responsibilities

- – Assign a project owner to help Huawei Cloud implement services. The project owner is responsible for coordination between the two parties and for reviewing and accepting the services provided by Huawei Cloud.
- – Provide service system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Matrices

The following table provides responsibility matrix examples and can be modified as needed.

R: responsible; S: supportive.

- – **GaussDB(DWS) Planning and Implementation Service**

No.	Process	Content	Huawei	Customer
1	Project initiation	Set up a project team.	R	S
		Explain the project content.	R	S
2	Project survey	Make a survey plan.	R	S
		Conduct a survey.	S	R
		Evaluate the status.	R	S
		Generate the status diagnosis report.	R	S
		Perform a phased acceptance of the status diagnosis report.	S	R
3	Solution design	Service and HA architecture design of the target data warehouse platform.	R	S
		Develop a design solution.	R	S
		Perform a phased acceptance of the design plan.	S	R
4	Migration solution verification	Set up the verification environment.	R	S

No.	Process	Content	Hua wei	Cus tom er
		Verify migration tools and methods.	R	S
5	Project acceptance	Accept the project, and sign and seal the acceptance report.	S	R

– **GaussDB(DWS) Migration Support Service**

No.	Process	Content	Hua wei	Cus tom er
1	Migration survey	Survey the customer's data warehouse platform, third-party tools, and network environment.	R	S
2	Solution design	Create an overall migration solution and verify the test cluster.	R	S
3	GaussDB(DWS) installation and deployment	Prepare the network environment and install and deploy GaussDB(DWS).	R	S
4	Tool adaptation and deployment	Prepare the tools for data migration and data comparison.	R	S
5	Migration script development	Identify syntax differences and reconstruct DDL and service SQL statements.	R	S
6	Metadata/Job migration	Migrate metadata and initialize the GaussDB(DWS) database. Deploy and schedule jobs to ensure smooth data migration.	R	S
7	Data migration	Migrate inventory data.	R	S
		Incremental data migration.	R	S
		Service data migration.	R	S
8	Service verification	Data consistency check.	R	S
		Task verification and adaptation.	S	R
9	Performance tuning	Perform pressure tests on service SQL statements to identify performance bottlenecks and make optimizations accordingly.	R	S

No.	Process	Content	Hua wei	Cus tom er
10	Parallelism and switchover	Conduct parallel running verification and data comparison.	R	S
11	Acceptance and handover	Conduct project cutover acceptance.	S	R

Acceptance Criteria

- Acceptance Criteria

    a. Online and on-site acceptance are available.

    b. Acceptance criteria: Huawei must submit standard deliverables for each service sub-item. The customer can confirm acceptance on the Huawei Cloud console or by signing and sealing the *GaussDB(DWS) Cloud Migration and Implementation Service Acceptance Report* offline.

- Service Acceptance Criteria

    – The acceptance should focus on the content of the delivered documents. If the content of the deliverables complies with this SOW, the deliverables should pass the acceptance. A few formatting or description issues should not be used as the reason for rejecting the deliverables. However, Huawei should modify the issues within a reasonable period of time as required by customers.

    – To ensure mutual understanding and expedite acceptance, it is important to discuss and review project deliverables on a daily basis throughout the project. The customer should provide timely feedback and approval for any suggestions or requirements from Huawei. Based on the actual situation of the project, some or all deliverables must be reviewed by the project team and business department and be reported to relevant leaders before being accepted and signed. The customer should organize (including coordinating consultants) and complete all internal reviews and reporting in time before the acceptance time specified in the contract.

    – Huawei shall complete deliverable modifications within 5 working days based on feedback, then submit the final version for customer acceptance.

    – After receiving the final version, the customer has 5 working days to provide feedback. Huawei should submit modified deliverables within 5 working days of receiving feedback. This process should not exceed 2 rounds (i.e., a maximum of 3 submissions). Deliverable acceptance should be completed within 15 working days from the customer receiving the final version. The customer should accept and sign the project deliverables within this period. If no written feedback is received from the customer within 5 working days of submission, the deliverables are deemed accepted as final.

    – If more time is needed due to factors other than Huawei, the project team will apply for a change request to extend the timeline and obtain corresponding payment.

- – If acceptance is not completed after 3 submission rounds within 15 working days, both parties should evaluate the impact on subsequent work and negotiate further modifications and acceptance.

- – After the deliverables are accepted and signed, any additions or deletions to the deliverables will be evaluated for complexity and risk (impact on fees, schedule, and resources), with changes executed upon agreement by both parties.

- – Once milestone deliverables are accepted, the person in charge will authorize the signing of the milestone acceptance report. Completion of tasks outside Huawei's scope should not affect milestone acceptance.

2.8.2 FAQs

2.8.2.1 About the Service

2.8.2.1.1 What is GaussDB(DWS) Cloud Migration and Implementation Service?

As data continuously grows and becomes more important, more and more enterprises need to build or reconstruct data warehouse platforms. To save money and protect data, many businesses choose to build their data warehouses on the cloud. Data warehouses typically store a large amount of data, often measured in terabytes or petabytes, and involve complex relationships between databases and tables. Moving data warehouses to the cloud presents many challenges, such as managing multiple platforms, components, and vendors. Traditional companies often lack the expertise and experience required for data warehouse transformation and cloud migration. Consequently, migrating data warehouses, upgrading architectures, and transferring data to the cloud can be difficult for them. Huawei Cloud GaussDB(DWS) provides a professional team and comprehensive migration tools to help customers smoothly, efficiently, and securely migrate their data warehouses.

2.8.2.1.2 What services does GaussDB(DWS) Cloud Migration and Implementation Service provide?

1. GaussDB(DWS) Planning and Implementation Service

   a. GaussDB(DWS) Planning and Implementation Service - Basic (Number of vCPUs ≤ 128)

   b. GaussDB(DWS) Planning and Implementation Service - Incremental Package (Number of vCPUs > 128)

2. GaussDB(DWS) Migration Support Service

   a. GaussDB(DWS) Migration Support Service - Basic (Homogeneous) (≤ 10 TB)

   b. GaussDB(DWS) Migration Support Service - Incremental Package (homogeneous) (per TB)

2.8.2.1.3 What are the advantages of GaussDB(DWS) Cloud Migration and Implementation Service?

Efficient migration tool: CDM streamlines the integration of multiple data sources into data warehouses, facilitating smooth migration to the cloud and simplifying

transitions from other vendors to Huawei Cloud. DSC converts various data warehouse services into compatible service code for Huawei Cloud, reducing the effort needed to reconstruct services. The data check tool ensures data consistency throughout the migration process, enhancing efficiency.

Mature migration capability: We provide a standard migration process, methodology, template, implementation guide, and data verification guide, as well as a comprehensive risk control solution. They can help you migrate your data to the cloud in the shortest time and with the minimum impact on your applications.

Professional data warehouse experts: We provide comprehensive support during the migration process, including optimizing architecture design, creating migration solutions, making adjustments during parallel running, and offering post-cutover key assurances.

Powerful service team: We have a support system consisting of the professional service engineers, site reliability engineers (SREs), and product R&D engineers. They provide 24/7 end-to-end consultation, migration, and optimization services for you.

Abundant successful stories: We have served more than 3,000 enterprises, such as ICBC, CMB, CEB, and KingMed Diagnostics, and have accumulated a large number of feasible solutions and tools.

2.8.2.1.4 Can I use these services from sites off Huawei Cloud?

Yes. Huawei Cloud and partner clouds are supported.

2.8.2.2 About Service Purchase

2.8.2.2.1 How do I place an order?

Place orders on customers' behalf.

2.8.2.2.2 Do I need to purchase other related services before purchasing these services?

Make necessary consultations and acquire a GaussDB(DWS) cluster first before buying the data warehouse migration support service

2.8.2.3 About Service Delivery

2.8.2.3.1 Can these services be delivered onsite?

Yes. It supports both onsite and remote delivery based on the requirements in different phases.

2.8.2.3.2 How long does the delivery take after an order is placed?

It varies depending on the project.

2.8.3 Billing

This document describes the billing policy for the GaussDB(DWS) Cloud Migration and Implementation service, including billing items, modes, changes, renewal, and arrear.

Billing Items

Sub-service	Service	Unit	Unit Price of Outside China 1 (USD)	Unit Price of Outside China 2 (USD)
GaussDB(DWS) Planning and Implementation Service	GaussDB(DWS) Planning and Implementation Service - Basic (Number of vCPUs ≤ 128)	Set	$57,200	$85,600
	GaussDB(DWS) Planning and Implementation Service - Incremental Package (Number of vCPUs > 128)	vCPU	$130 USD for up to 640 vCPUs, and $78 USD for over 640 vCPUs.	$145 USD for up to 640 vCPUs, and $87 USD for over 640 vCPUs.
GaussDB(DWS) Migration Support Service	GaussDB(DWS) Migration Support Service - Basic (Homogeneous) (≤ 10 TB)	Set	$108,000	$162,000
	GaussDB(DWS) Migration Support Service - Incremental Package (homogeneous) (per TB)	TB	> 10 TB: $3,750	> 10 TB: $6,350

 📖 NOTE

- Outside China 1: Asia Pacific/Russia/Latin America (Excluding Brazil)
- Outside China 2: Europe/South Africa/Brazil/Middle East

Billing Mode

Huawei Cloud GaussDB(DWS) Cloud Migration and Implementation uses one-off billing.

Configuration Change

This service does not support configuration changes or unsubscription. You can purchase services of different specifications based on your specific application scenarios and service requirements.

Renewal

Huawei Cloud GaussDB(DWS) Cloud Migration and Implementation Service uses one-off billing and cannot be renewed. To use the service after it has expired, purchase it again.

Expiration and Overdue Payment

Huawei Cloud GaussDB(DWS) Cloud Migration and Implementation Service is one-off and has a valid period. After expiration, you need to buy it again to continue the service.

3 O&M and Management

3.1 Huawei Cloud O&M Service

Huawei Cloud O&M Service takes full advantages of Huawei Cloud best practices to identify potential risks to and problems of cloud services so that customers can take preventive and hardening measures in advance. It helps customers operate and manage cloud resources to reduce O&M costs and risks and comprehensively optimizes cloud services, improving service security and stability. It can also provide key event assurance to ensure that customers' services run stably during peak hours.

Huawei Cloud O&M service consists of four sub-services: Health Check Service, Cloud Operation Support Service, Stability Improvement Service, and Key Event On-Duty Service.

3.1.1 Health Check Service

Overview

Health Check Service performs health check on service systems, analyzes system metrics, evaluates the efficiency, robustness, and security of the system, and provides professional suggestions for risks and problems.

Service Content

Service Item	Service Content
Elastic computing architecture	The health check for customers' cloud compute resources covers Elastic Cloud Server (ECS), Bare Metal Server (BMS), Auto Scaling (AS), and other services. It evaluates customers' requirements, and identifies threats to high availability (HA), deployment, and usage restrictions based on Huawei Cloud best practices. The efficiency, robustness, and security of existing services are all evaluated and optimization recommendations are provided accordingly.

Service Item	Service Content
Network architecture	The health check for customers' cloud networking resources covers Virtual Private Cloud (VPC), Elastic Load Balance (ELB), Elastic IP (EIP), Virtual Private Network (VPN), and other services. It evaluates customers' requirements, and identifies threats to high availability (HA), deployment, and usage restrictions based on Huawei Cloud best practices. The efficiency, robustness, and security of existing services are all evaluated and optimization recommendations are provided accordingly.
Storage architecture	The health check for customers' cloud storage resources covers Elastic Volume Service (EVS), Object Storage Service (OBS), Scalable File Service (SFS), and other services. It evaluates customers' requirements, and identifies threats to high availability (HA), deployment, and usage restrictions based on Huawei Cloud best practices. The efficiency, robustness, and security of existing services are all evaluated and optimization recommendations are provided accordingly.
Database architecture	The health check for customers' cloud database resources covers cloud databases, such as Relational Database Service (RDS) and Gauss DB, Document Database Service (DDS), Data Replication Service (DRS), and other services. It evaluates customers' requirements, and identifies threats to high availability (HA), deployment, and usage restrictions based on Huawei Cloud best practices. The efficiency, robustness, and security of existing services are all evaluated and optimization recommendations are provided accordingly.
Middleware architecture	The health check for customers' cloud middleware resources covers Distributed Cache Service (DCS), including DCS for Redis and DCS for Memcached, Distributed Message Queue (DMQ), including DMQ for Kafka and DMQ for RabbitMQ, and other services. It evaluates customers' requirements, and identifies threats to high availability (HA), deployment, and usage restrictions based on Huawei Cloud best practices. The efficiency, robustness, and security of existing services are all evaluated and optimization recommendations are provided accordingly.
Security architecture	The health check for customers' cloud security resources covers Anti-DDoS, Web Application Firewall (WAF), Host Security Service (HSS), and other services. It evaluates customers' requirements, identifies security policy and security management risks at the access layer, application layer, and data storage layer of customers' compute, networking, storage, middleware, and database resources and other products on the cloud. The effectiveness of customers' security services and security configurations is reviewed, and optimization recommendations are provided accordingly.

Prerequisites

1. Customers shall apply for the Health Check Service 10 working days in advance so Huawei Cloud can assess the service feasibility.

2. Customers shall authorize Huawei Cloud to view and analyze their cloud resources.

3. Customers shall not deny the recommendations or solutions confirmed by both parties without justified reasons.

4. Customers take on major responsibilities for the O&M and need to perform related work.

Service Scope

1. Service Items covered

   a. Based on customers' service status and objectives, an expert team will conduct business and technical research, obtain system information (configuration and architecture), analyze historical faults, conduct health check for the system architecture, and provide solutions for detected problems.

   b. Architecture health check covers system infrastructure components, including compute, network, storage, middleware, database, and security, analyzes their running parameters and metrics based on best practices, and outputs a summary report.

2. Service Items not covered

   a. Designing and O&M of application systems, including but not limited to customer application development, test, deployment, migration, and fault diagnosis

   b. Installation, configuration, patch update, test, fault diagnosis, and optimization of third-party software

   c. Internet Data Center (IDC) and hardware maintenance, including inspections, replacements, and diagnosis of network devices, servers, and storage devices

Service Process

1	2	3	4	5
Submit an Application Day N	Confirm Requirements Day N+3	Confirm an Order Day N+10	Deliver Services	Accept

"N" indicates the time when the service application is submitted. "Day" indicates a working day.

Both Huawei Cloud and customers should participate in the requirement confirmation. The two parties shall clarify service contents and results. If the two parties cannot reach an agreement, the service cannot be provided.

Service Deliverables

Health Check Report

Responsibility Division

1. Shared responsibilities

   a. Negotiate and confirm the service content and objectives.

   b. Sign the contract.

2. Huawei responsibilities

   a. Huawei Cloud shall appoint a dedicated project owner. If there is a personnel change due to special reasons, Huawei Cloud shall notify customers three working days in advance.

   b. Huawei Cloud can only use the authorized data for health checks and shall not use the data for any other purposes.

3. Customer responsibilities

   a. Customers appoint a project owner to assist Huawei Cloud in implementing, coordinating, managing, reviewing, and accepting the services provided.

   b. Customers provide system information, including but not limited to the application architecture, deployment architecture, and resource information.

   c. Customers provide necessary authorization for Huawei Cloud.

Acceptance Criteria

When Huawei Cloud has provided the *Health Check Report* and the customer has signed and sealed the *Acceptance Report*, or has completed online acceptance on the console, the service is accepted.

3.1.2 Cloud Operation Support Service

Overview

Cloud Operation Support Service provides customers with O&M support based on Huawei Cloud best practices to ensure service continuity.

Service Content

1. Service Specifications

Service Content	8/5 Onsite O&M	24/7 Onsite O&M
Service model	Onsite support	Onsite support
Service time	9:00–17:00 on workdays	0:00-23:59 every day
Response SLA	< 10 minutes	< 10 minutes
Resource inspection	Once per working day	Once per day
Risk management	√	√
Change support	√	√

Service Content	8/5 Onsite O&M	24/7 Onsite O&M
Technical support	√	√
Emergency handling	√	√
Monitoring and alerts	√	√
Backup management	√	√
Requirement management	√	√
Asset management	√	√
Cost analysis	√	√
Service report	Monthly	Weekly

2. Service Content

Service Item	Service Content
Service time	8/5 onsite O&M: 9:00–17:00 on workdays 24/7 onsite O&M: 0:00–23:59 every day
Response time	Less than 10 minutes during service time
Resource inspection	Periodically inspects Huawei Cloud resources to identify risks in advance.
Risk management	Identifies reliability, performance, and security risks of Huawei Cloud services and provides optimization recommendations.
Change support	Assists customers in capacity management, including purchasing, releasing, expanding, and upgrading or downgrading Huawei Cloud services.
Technical support	Provides technical support such as consulting, configuration guidance, and troubleshooting for Huawei Cloud services.
Emergency handling	Coordinates experts and resources to promote quick fault locating and recovery.
Monitoring and alerts	Assists customers in improving monitoring systems on the Huawei Cloud platform to handle alarms more proactively without delay.
Backup management	Provides backup suggestions based on customer requirements and periodically checks the validity of backup tasks.

Service Item	Service Content
Requirement management	Promotes the rollout of reasonable requirements on Huawei Cloud product functions, performance, and experience based on customer demands.
Asset management	Assists customers in sorting Huawei Cloud IT assets.
Cost analysis	Provides cost analysis and recommendations on the resource usage of Huawei Cloud services.
Service report	Periodically provides a service fulfillment summary report that contains optimization recommendations.

Prerequisites

1. Cloud Operation Support Service is only available after the purchase of the Enterprise support plan.

2. Customers shall apply for the Health Check Service 10 working days in advance so Huawei Cloud can assess the service feasibility.

3. Customers shall authorize Huawei Cloud to monitor and analyze cloud resources.

4. Customers shall provide necessary access channels and authorization to assist Huawei Cloud in performing the Cloud Operation Support Service.

5. Customers shall get the preparation work done before the service starts, including entry permit, office facilities (desks and chairs), and network access.

Service Scope

1. Service Items covered

   a. Huawei Cloud product usage consulting, problem handling, and configuration guide

   b. Technical guidance of Huawei Cloud product usage

   c. Routine inspection of Huawei Cloud resources, cloud asset sorting, and expense analysis

2. Service Items not covered

   a. Designing and O&M of application systems, including but not limited to customer application development, test, deployment, migration, and fault diagnosis

   b. Installation, configuration, patch update, test, fault diagnosis, and optimization of third-party software

   c. Internet Data Center (IDC) and hardware maintenance, including inspections, replacements, and diagnosis of network devices, servers, and storage devices

Service Process
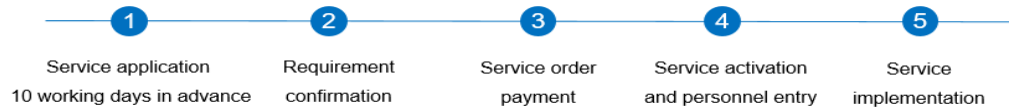
Service Deliverables

Cloud Operation Support Service Report

Responsibility Division

1. Shared responsibilities

    a. Negotiate and confirm the service content and objectives.

    b. Sign the contract.

2. Huawei responsibilities

    a. Huawei Cloud shall appoint a dedicated project owner. If there is a personnel change due to special reasons, Huawei Cloud shall notify customers three working days in advance.

    b. Huawei Cloud can only use the authorized data for the Cloud Operation Support Service and shall not use the data for any other purposes.

3. Customer responsibilities

    a. Customers appoint a project owner to assist Huawei Cloud in implementing, coordinating, managing, reviewing, and accepting the services provided.

    b. If a third-party software problem occurs during the service, the customer needs to negotiate with the third-party vendor to solve the problems.

Acceptance Criteria

The service starts from the arrival of personnel or equipment of Huawei Cloud and ends when Huawei Cloud meets the service time commitment according to the contract/order. The service automatically passes the acceptance after it expires.

3.1.3 Stability Improvement Service

Overview

Stability Improvement Service conducts overall analysis of customer service status and provides optimization recommendations based on Huawei Cloud best practices.

Service Content

1. Service Specifications

Service Item	Standard Edition	Premium Edition
Architecture stability	√	√
Capacity	√	√
Security	√	√
Monitoring and alerts	√	√
High availability	√	√
Switchover drill		√
Performance		√

2. Service Content

Service Item	Service Content
Architecture stability	Identifies problems and provides optimization recommendations based on the analysis of services, application architecture, and technical architecture. Problems identified and optimization will cover: 1. Service performance and scalability, including dynamic and static separation, traffic distribution, isolation and decoupling, traffic limiting, and downgrading 2. Data access speed, including cache and database optimization 3. Single point of failure (SPOF) and no data backup
Capacity	1. Provides capacity optimization recommendations based on customer service analysis and the expected peak traffic. 2. Provides support in adjusting the number of clusters deployed and the specifications of cloud services.
Security	Conducts security assessment and provides optimization recommendations from four dimensions (access security, application security, data storage security, and management security) based on customer services.
Monitoring and alerts	Checks the alarms, resource load, and health status of Huawei Cloud services, analyzes service architecture, scenarios, and historical faults, and provides monitoring optimization recommendations based on Huawei Cloud monitoring configuration best practices.

Service Item	Service Content
High availability	Assesses the fault impact and recoverability and balances key metrics, including RTO, RPO and TCO to provide recommendations for AZ-level high availability deployment.
Switchover drill	Performs switchover drills for the cloud environment, system architecture, system performance, and emergency plans through active/standby switchovers, cluster HA, and backup and recovery, to verify the stability of service systems, identify risks in advance, and provide optimization recommendations.
Performance	Performs concurrency testing for various web application scenarios, including login, overview, and query, to identify customer system bottlenecks and provides optimization recommendations based on metrics in the CPTS report, such as the number of concurrent requests, transaction success rate, and response latency. Note: This service item applies only to stress tests supported by CPTS and does not include the fees (for VUM packages, test clusters, bandwidth, and EIP) generated by using CPTS during tests.

Prerequisites

1. Customers shall apply for the Health Check Service 10 working days in advance so Huawei Cloud can assess the service feasibility.

2. Customers shall authorize Huawei Cloud to monitor and analyze their cloud resources.

3. Customers need to purchase resources for pressure tests.

4. Customers shall not deny the recommendations or solutions confirmed by both parties without justified reasons.

5. Customers take on major responsibilities for the O&M and need to perform related work.

Service Scope

1. Service Items covered

   Huawei Cloud provides the consultation, usage, and configuration best practices on the cloud architecture, capacity, security, and monitoring.

2. Service Items not covered

   a. Designing and O&M of application systems, including but not limited to customer application development, test, deployment, migration, and fault diagnosis

   b. Installation, configuration, patch update, test, fault diagnosis, and optimization of third-party software

c. Internet Data Center (IDC) and hardware maintenance, including inspections, replacements, and diagnosis of network devices, servers, and storage devices

Service Process

"N" indicates the time when the service application is submitted. "Day" indicates a working day.

Both Huawei Cloud and customers should participate in the requirement confirmation. The two parties shall clarify service contents and results. If the two parties cannot reach an agreement, the service cannot be provided.

Service Deliverables

Improvement Proposal

Responsibilities

1. Shared responsibilities

    a. Negotiate and confirm the service content and objectives.

    b. Sign the contract.

2. Huawei responsibilities

    a. Huawei Cloud shall appoint a dedicated project owner. If there is a personnel change due to special reasons, Huawei Cloud shall notify customers three working days in advance.

    b. Huawei Cloud can only use the authorized data for the Stability Improvement Service and shall not use the data for any other purposes.

3. Customer responsibilities

    a. Customers appoint a project owner to assist Huawei Cloud in implementing, coordinating, managing, reviewing, and accepting the services provided.

    b. Customers provide system information, including but not limited to the application architecture, deployment architecture, and resource information.

    c. Customers provide necessary authorization for Huawei Cloud.

Acceptance Criteria

When Huawei Cloud has provided the *Improvement Proposal* and the customer has signed and sealed the *Acceptance Report*, or has completed online acceptance on the console, the service is accepted.

3.1.4 Key Event On-Duty Service

Overview

Key Event On-Duty Service safeguards customer services during peak hours or key events, such as promotions, holidays, service rollouts, and cloud exhibitions.

Service Content

1. Service Specifications

Phase	Service Item	Basic Edition	Standard Edition
Pre-assurance	Requirement survey	√	√
	Solution	√	√
	Risk inspection	√	√
	Security evaluation		√
	Capacity evaluation		√
	Performance test		√
During-assurance	On-duty team	√	√
Post-assurance	Assurance summary	√	√

2. Service Content

Phase	Service Item	Service Content
Pre-assurance	Requirement survey	Communicates with customers on assurance scenarios, time, service scope, and objectives.
	Solution	Provides assurance solutions according to customer requirements and objectives.
	Risk inspection	Performs routine inspections to identify risks, and provides recommendations.
	Security evaluation	Checks cloud service security configurations and provides optimization recommendations.
	Capacity evaluation	Provides optimization recommendations based on service status and predicted peak provided by the customer.

Phase	Service Item	Service Content
	Performance test	Conducts performance tests based on customers' performance requirements and workload features to identify customer system bottlenecks. Note: This service item applies only to performance tests supported by CPTS and does not include the fees (for VUM packages, test clusters, bandwidth, and EIP) generated by using CPTS during tests.
During-assurance	Assurance team	24/7 support, Technical Account Manager (TAM), and War Room experts
Post-assurance	Assurance summary	Summarizes the work before and during the assurance and provides a summary report.

Note:

– By default, Key Event On-Duty Service provides remote assurance. If onsite support is required, additional pricing applies.

– The Key Event On-Duty Service has two editions (basic edition and standard edition), with each provides a one-day remote assurance. If the actual remote assurance period is longer than one day, additional payment is required.

– Security assessment checks risks based on security services provided by Huawei Cloud and provides optimization recommendations based on best practices. If attack-defense drills, security penetration tests, and graded protection certification are required, customers can purchase the Management Detection and Response (MDR) service.

– Service items such as pre-service checks, drills, and tests, require customers' cooperation. If customers do not cooperate, Huawei Cloud is not responsible for and does not refund fees for any single service items. The on-duty team is not responsible for any service problems that occur because customers do not rectify the risks in timely manner after the on-duty team detects and notifies the customer of the risks.

– The performance test mainly applies to web scenarios where the number of concurrent requests is less than 1 million. In other scenarios, the usage of the performance test needs to be evaluated based on the project. The CPTS need to be purchased separately.

Prerequisites

1. Customers shall apply for the service 10 working days in advance so that Huawei Cloud can assess the service feasibility.

2. Customers shall authorize Huawei Cloud to monitor and analyze cloud resources.

3. Customers shall not deny the recommendations or solutions confirmed by both parties without justified reasons.

Service Scope

1. Service Items covered

    a. Pre-assurance: Confirms the service scope and objectives, identifies risks, optimizes the service in terms of: capacity, security, and performance, and provides an assurance plan.

    b. During-assurance: Sets up a professional team to conduct resource inspections and an expert team to provide on-duty service.

    c. Post-assurance: Provides a summary report.

2. Service Items not covered

    a. Designing and O&M of application systems, including but not limited to customer application development, test, deployment, migration, and fault diagnosis

    b. Installation, configuration, patch update, test, fault diagnosis, and optimization of third-party software

    c. Internet Data Center (IDC) and hardware maintenance, including inspections, replacements, and diagnosis of network devices, servers, and storage devices

Service Process

"N" indicates the time when the service application is submitted. "Day" indicates a working day.

Both Huawei Cloud and customers should participate in the requirement confirmation. The two parties clarify service contents and results. If the two parties cannot reach an agreement, corresponding service contents cannot be provided.

Service Deliverables

Key Event Assurance Solution, *Key Event On-Duty Service Summary*

Responsibilities

1. Shared responsibilities

    a. Negotiate and confirm the service content and objectives.

    b. Sign the contract.

2. Huawei responsibilities

    a. Huawei Cloud accepts customers' applications and sets up an expert team for the service.

b. Huawei Cloud provides service solutions based on the service status and peak traffics provided by the customer.

c. Before assurance, Huawei Cloud performs pre-checks and proactive checks according to the service solution, and provides optimization recommendations.

d. During assurance, Huawei Cloud works with customers to perform service system maintenance.

e. During the assurance, Huawei Cloud arranges the expert team to ensure 24/7 emergency response and performs assurance according to the solution.

f. After assurance, Huawei Cloud provides a summary report of the service.

3. Customer responsibilities

a. Customers provide detailed and accurate information of assurance works and service objectives (such as work duration, service deployment, service rollout, and predicted peaks).

b. Customers provide required facilities and authorization for Huawei Cloud.

c. Customers review and confirm the service plan provided by Huawei Cloud, and implements optimization measures based on the recommendations provided.

d. Customers take on major responsibilities for the assurance and need to perform related work.

Acceptance Criteria

When Huawei Cloud has provided the *Key Event Assurance Solution* and *Key Event On-Duty Service Summary*, and the customer has signed and sealed the *Acceptance Report*, or has completed online acceptance on the console, the service is accepted.

3.1.5 Billing

This section describes the billing of the Huawei Cloud O&M Service (International Website) billing policy, including billing items, billing modes, changes, renewals, and arrears.

Billing Items

Service	Specifications	Billing	Unit Price (USD)	Pricing Basis
Health Check Service	Health Check Service	One-off payment based on the number of resources	Number of resources ≤ 10: 10,000 (startup price) 10 < Number of resources ≤ 1,000: 10 per resource Number of resources > 1,000: 8 per resource	Per order

Service	Specifications	Billing	Unit Price (USD)	Pricing Basis
Cloud Operation Support Service	8/5 onsite O&M Service	Yearly/Monthly	30,000	Per month
			360,000	Per year
	24/7 onsite O&M Service	Yearly/Monthly	130,000	Per month
			1,560,000	Per year
Stability Improvement Service	Standard Edition	One-off payment based on the number of resources	Number of resources ≤ 100: 60,000 (startup price) 100 < Number of resources ≤ 1,000: 50 per resource Number of resources > 1,000: 40 per resource	Per order
	Premium Edition	One-off payment based on the number of resources	Number of resources ≤ 100: 100,000 (startup price) 100 < Number of resources ≤ 1,000: 100 per resource Number of resources > 1,000: 80 per resource	Per order
Key Event On-Duty Service	Basic Edition	One-off payment based on the number of orders placed	10,000	Per order
	Standard Edition	One-off payment based on the number of orders placed	45,000	Per order
	Remote Assurance Support	One-off payment based on the number of days purchased	6,000	Day
	Onsite Emergency Response	One-off payment based on the number of days purchased	2,000	Day

- The number of resources is defined as follows:

  1 resource = 1 ECS/1 BMS/1 CCE cluster/1 RDS DB instance/1 GaussDB instance. Health checks of network, security, storage, and middleware resources are free.

- Cloud Operation Support Service must be sold to customers with the Enterprise support plan.

- An additional $2,000 USD per day will be charged for onsite service. The service shall be provided within the remote management period, and the onsite support days cannot exceed the number of remote support days.

- Restrictions:

  - Stability Improvement Service: The number of pressure test cases cannot exceed 10 and the number of drill scenarios cannot exceed 20. The billing items described above do not include stress test resources.

  - Key Event On-Duty Service: The number of stress test cases cannot exceed 5. The billing items described above do not include stress test resources.

Billing Modes

- Health Check Service

  One-off payment based on the number of resources.

- Cloud Operation Support Service

  Monthly or yearly payment.

- Stability Improvement Service

  One-off payment based on the number of orders and resources.

- Key Event On-Duty Service

  One-off payment based on the number of orders, and day-based payment for remote assurance and onsite emergency response.

Billing Mode Changes

- Health Check Service

  Health Check Service can be unsubscribed.

- Cloud Operation Support Service

  Cloud Operation Support Service can be unsubscribed and cannot be upgraded or downgraded.

- Stability Improvement Service

  Stability Improvement Service can be unsubscribed and cannot be upgraded or downgraded.

- Key Event On-Duty Service

  Key Event On-Duty Service can be unsubscribed and cannot be upgraded or downgraded.

Renewal

- The validity period of Health Check Service and Stability Improvement Service is one year. Make sure that you use them within the validity period. Buy again if you want to use it after the service expires.

- Cloud Operation Support Service will be stopped after it expires. To avoid unnecessary loss, renew the service in a timely manner. You can renew the service on the management console. For details, see **Renewal Management**

- Key Event On-Duty Service is a one-time service and cannot be renewed. Buy again if you want to use it again.

Expiration and Overdue Payment

- The validity period of Health Check Service and Stability Improvement Service is one year. Make sure that you use them within the validity period. Buy again if you want to use it again.

- Cloud Operation Support Service will be stopped after it expires. To avoid unnecessary loss, renew the service in a timely manner.

- Key Event On-Duty Service is a one-time service and cannot be renewed. Buy again if you want to use it again.

3.2 Deterministic SRE Support Services

3.2.1 Statement of Work (SOW)

Service Overview

Huawei Cloud Deterministic SRE Support Services provide professional O&M to improve service stability, backed by Huawei Cloud's advanced O&M technologies and extensive experience.

If you are on a tight budget, the Remote O&M Technical Support service is a great cost-effective option. It helps you manage your service tickets effectively in a timely manner and promptly handle major and urgent issues, and it immediately notifies you of key events.

The Remote O&M Technical Support service provides you with Faster Service Ticket Handling, Direct Expert Support, Dedicated Chat Group, Service Response SLA, Requirement Tracking, and Event Notifications.

Service Content

The following table describes the items of O&M Technical Support.

Service	Specifications	Item	Service Content	Application Scenario
O&M Technical Support	Remote O&M Technical Support (Monthly)	Faster Service Ticket Handling	If you need an issue handled quickly, you can send a service ticket number to the dedicated chat group. Your technical service engineer will help you and technical engineers communicate efficiently. Quota: 10 times/month. Any quota remaining at the end of the month will not be rolled over.	If you are on a tight budget and want to purchase the service by month, this service item is a cost-effective option. It helps you manage your service tickets effectively in a timely manner and promptly handle major and urgent issues, and it immediately notifies you of key events.
		Direct Expert Support	You can use a template to report urgent service faults to a dedicated chat group. Your technical service engineer will evaluate the fault impacts and contact R&D experts to address the issues as soon as possible. Quota: 5 times/month. Any quota remaining at the end of the month will not be rolled over.	
		Dedicated Chat Group	You can communicate with your technical service engineer and receive major event notifications in a dedicated chat group. If your support service expires, the group will be dismissed. Note: If you are international Chinese enterprises, use WeCom groups. If you are local enterprises, use HUAWEI CLOUD WeLink chat groups.	

Service	Specifications	Item	Service Content	Application Scenario
		Service Response SLA	The response time depends on the fault severity. Specifically, the response time for an unavailable core production system must be within 15 minutes, an unavailable production system within 30 minutes, a faulty production system within 3 hours, a faulty system within 8 hours, and general guidelines within 16 hours.	
		Requirement Tracking	If you submit any requirements for optimizing Huawei Cloud services, your technical service engineer will analyze and confirm the requirements, report them to R&D engineers, and notify you of the results. The rollout plan will be notified by Huawei pre-sales solution engineers only after the requirements are accepted. This item is available for users who purchase the Remote O&M Technical Support for more than three consecutive months.	
		Event Notifications	If there are any emergencies, such as security vulnerabilities, viruses, and backbone network faults, or if there are any Huawei Cloud changes that may affect your services, your technical service engineer will promptly notify you in a dedicated chat group.	

Service	Specifications	Item	Service Content	Application Scenario
	Faster Service Ticket Handling	Service Ticket Handling Package	If you submit a service ticket and want to speed up the processing, you can send a service ticket number to a dedicated chat group. Your technical service engineer will help you and engineers communicate efficiently. Ten urgent service tickets can be processed per month. If the monthly quota is used up or if the subscription term ends, this package automatically expires.	If you want your service tickets to be quickly processed, you can purchase this service item.
	Direct Expert Support	Service Ticket Handling Package	You can use a template to report urgent service faults to a dedicated chat group. Your technical service engineer will evaluate the fault impacts and contact R&D experts to address the issues as soon as possible. Direct Expert Support is provided 5 times per month. If the monthly quota is used up or if the subscription term ends, this package automatically expires.	Customer's requirements for remote O&M, technical support, expert, and direct service

Prerequisites

- You must apply for the Remote O&M Technical Support one working day in advance so that Huawei Cloud can arrange an appropriate technical service engineer for you.

- If you have purchased this service, it is reckoned that the service content can meet your service requirements at the phase.

- You perform O&M, and Huawei Cloud technical service engineer helps you with troubleshooting.

Service Scope

1. Applicable Scope

   – Urgent consultation or reported faults about Huawei Cloud services reported in dedicated chat groups.

- – Proactive notifications of Huawei Cloud service changes or industrial emergencies (such as security vulnerabilities, viruses, and backbone network faults).
- – Urgent issues that need to be handled by the remote technical service engineer efficiently and professionally.
- – Requirements for using Huawei Cloud services. Huawei will evaluate the requirement feasibility and rollout period based on the requirements, service plans, and design.

2. Inapplicable Scope

- – Code development.
- – Routine O&M of third-party software (including installation, patch update, testing, fault diagnosis, and optimization) and implementing suggestions on third-party software.
- – Internet Data Center (IDC) and hardware maintenance, including inspection, replacement, and diagnosis of network devices, servers, and storage devices.
- – Technical support services beyond Deterministic SRE Support Services.

3. Regions

Singapore

Service Process
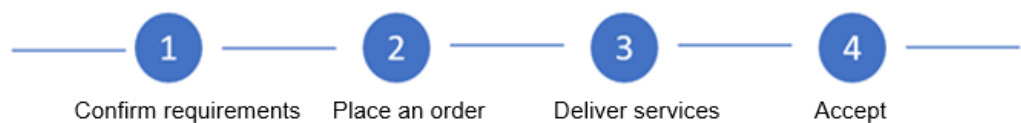
Service Phase	Service Description
Confirm requirements	1. The technical service engineer evaluates customer requirements. 2. The technical service engineer aligns service items and information with customers
Place an order	Customers place an order.
Deliver services	1. The technical service engineer assigns support personnel and creates a dedicated chat group (on the day after the order was placed). 2. Huawei Cloud delivers services as purchased.
Accept	Huawei Cloud provides the *Customer Service Ticket List* or *Customer Service Requirement List* to customers. If customers confirm the acceptance, the services are accepted.

Service Deliverables

Service	Deliverables	Acceptance report
Remote O&M Technical Support	*Customer Service Ticket List* *Customer Service Requirement List*	Huawei Cloud provides the *Customer Service Ticket List* or *Customer Service Requirement List* to customers. If customers confirm the acceptance, the services are accepted.

Responsibility Matrix

1. Shared Responsibilities
   - Confirm service content.
   - Confirm the service delivery period.
   - Verify the solution for technical issues.
   - Sign a contract.
2. Customer Responsibilities
   - Assign a project owner to help Huawei Cloud implement the services and to coordinate, manage, review, and accept the service.
   - Negotiate with the third-party vendor about its software problems during the Huawei Cloud service period.
3. Huawei Responsibilities
   - Designate a project owner and notify customers of any personnel changes at least three working days in advance.
   - Use the authorized data for the O&M Technical Support but not for any other purposes.
4. Responsibility Details

   R: responsible; S: supportive.

No.	Process	Content	Huawei	Customer
1	Service activation	Huawei Cloud helps customers place orders.	R	S
2	Service implementation	● The technical service engineer assigns support personnel and creates a dedicated chat group (on the day after the order was placed). ● Huawei Cloud delivers services as purchased.	R	S

No.	Process	Content	Hua wei	Cust ome r
3	Project acceptance	Huawei Cloud provides the *Customer Service Ticket List* or *Customer Service Requirement List* to customers. If customers confirm the acceptance, the services are accepted.	S	R

Acceptance Criteria

Huawei must submit deliverables of service items. If customers click **Accept** on the Huawei Cloud console, they have accepted the deliverables.

3.2.2 FAQs

3.2.2.1 About the Service

3.2.2.1.1 What Are Deterministic SRE Support Services?

Deterministic SRE Support Services provide professional O&M to improve service stability, backed by Huawei Cloud's advanced O&M technologies and extensive experience.

3.2.2.1.2 What Service Items Does Remote O&M Technical Support Provide?

Remote O&M Technical Support provides the following items: Faster Service Ticket Handling, Direct Expert Support, Dedicated Chat Group, Service Response SLA, Requirement Tracking, and Event Notifications.

3.2.2.1.3 What Are the Advantages of Remote O&M Technical Support?

Item	Advantage
Faster Service Ticket Handling	● **More efficient service ticket handling:** Your issues are handled effectively as soon as possible. ● **Simplified communication:** Urgent issues are prioritized, and your technical service engineer helps you more efficiently communicate with engineers in a remote meeting.

Item	Advantage
Direct Expert Support	● **Extensive troubleshooting experience:** A technical service engineer with extensive fault handling experience collects faults reported and works with product experts to address the issues as soon as possible from end to end. ● **E2E Support:** The support service is available anytime. Your issues are responded to within 15 minutes and resolved in one stop. The technical service engineer identifies root causes, provides solutions (including short-term and temporary measures and optimizations), and continuously tracks progress until all issues are resolved.
Dedicated Chat Group	● **Dedicated fault reporting channel:** Huawei Cloud provides a dedicated chat group for you to directly and efficiently communicate with O&M experts. ● **Better user experience:** Issues are handled directly in the group. You do not need to wait for the reply from the service ticket system.
Service Response SLA	**Service response SLA ensured:** The response time varies depending on the fault severity. Specifically, the response time for an unavailable core production system must be within 15 minutes, an unavailable production system within 30 minutes, a faulty production system within 3 hours, a faulty system within 8 hours, and general guidelines within 16 hours.
Requirement Tracking	● **Requirement submitting channel:** A channel is established for you to submit requirements for optimizing Huawei Cloud services. These requirements will be synchronized to product departments. ● **Requirement processing synchronization:** You can provide the requirement number in your dedicated chat group to learn the progress.
Event Notifications	**Cloud event notifications:** If there are any emergencies, such as security vulnerabilities, viruses, and backbone network faults, or if there are any Huawei Cloud changes that may affect your services, the technical service engineer will promptly notify you in a dedicated chat group. This helps you perceive and handle faults in a timely manner.

☐ NOTE

● As for dedicated chat groups, if you are international Chinese enterprises, use WeCom groups. If you are local enterprises, use HUAWEI CLOUD WeLink chat groups.

● Huawei Cloud pre-sales solution engineers continuously track requirements.

● Event Notifications are only available for V4 customers and above.

3.2.2.1.4 Can I Use This Service for Sites Not on Huawei Cloud?

No. It is available only on Huawei Cloud.

3.2.2.2 About Service Purchase

3.2.2.2.1 How Do I Place an Order?

On the Huawei Cloud official website, choose **Support** > **Professional Services** > **O&M and Management** > **Deterministic SRE Support Services** > **Operations and Maintenance Technical Support** > **Remote Operations and Maintenance Technical Support**. On the displayed page, click **Buy Now** to purchase the service or click **Contact Us** to leave a message.

3.2.2.2.2 Do I Need to Purchase Other Related Services Before Purchasing This Service?

No. You can purchase this service independently.

3.2.2.2.3 Can I Purchase the Remote O&M Technical Support, Faster Service Ticket Handling, and Direct Expert Support Separately?

Yes. You can purchase these services independently.

3.2.2.2.4 When Does the Remote O&M Technical Support Service Become Available?

The Remote O&M Technical Support service will be available within one working day after an order is placed.

3.2.2.3 About Service Delivery

3.2.2.3.1 Is the O&M Technical Support Delivered Onsite?

No. Onsite support is not provided.

3.2.2.3.2 How Long Does the Delivery Take After An Order Was Placed?

The delivery time depends on the actual delivery scope of a project.

3.2.2.3.3 What Are the Deliverables of O&M Technical Support?

Huawei Cloud provides the *Customer Service Ticket List* or *Customer Service Requirement List* to customers. If customers confirm the acceptance, the services are accepted.

3.2.3 Billing

This document describes how the Deterministic SRE Support Services are billed, including billing items, billing modes, changes, renewals, and overdue.

Billing Items

Category	Product	Service Specifications	Billing Description	Price (USD)	Price Unit
Deterministic SRE Support Services	O&M Technical Support	Remote O&M Technical Support (Monthly)	Monthly subscription billed on a monthly basis	5,000.00	Per month
		Faster Service Ticket Handling	One-time payment based on the number of packages. Ten urgent service tickets can be processed per month. If the monthly quota is used up or if the subscription term ends, this package automatically expires.	2,200.00	Per package
		Direct Expert Support	One-time payment based on the number of packages. Direct Expert Support is provided 5 times per month. If the monthly quota is used up or if the subscription term ends, this package automatically expires.	2,700.00	Per package

Billing Modes

- Remote O&M Technical Support

  Yearly or monthly subscription billed on a yearly or monthly basis.
- Faster Service Ticket Handling

  A one-time payment based on the number of packages. Ten urgent service tickets can be processed per month. If the monthly quota is used up or if the subscription term ends, this package automatically expires.
- Direct Expert Support

A one-time payment based on the number of packages. Direct Expert Support is provided 5 times per month. If the monthly quota is used up or if the subscription term ends, this package automatically expires.

Configuration Changes

- Remote O&M Technical Support

  Unsubscription is supported. Prepaid expenditures are refunded in proportion to the number of remaining days. The incremental support expenditures of the previous month are deducted at the beginning of each month. Specification upgrades or downgrades are not supported.

- Faster Service Ticket Handling

  A one-time payment. The service takes effect immediately after purchase. Unsubscription and specification upgrades or downgrades are not supported.

- Direct Expert Support

  A one-time payment. The service takes effect immediately after purchase. Unsubscription and specification upgrades or downgrades are not supported.

Renewals

After the Remote O&M Technical Support service expires, the technical support will be terminated. To avoid any unnecessary losses, renew the service in a timely manner. You can renew the service on the Huawei Cloud management console.

You can purchase multiple packages of Faster Service Ticket Handling and Direct Expert Support at a time.

Expiration and Overdue Payments

- Remote O&M Technical Support: After this service expires, the technical support will be terminated. To avoid any unnecessary losses, renew the service in a timely manner.

- Faster Service Ticket Handling and Direct Expert Support: After the service quotas are used up or services expire, the technical support will be terminated. To avoid any unnecessary losses, renew the services in a timely manner.

3.3 aPaaS Deterministic O&M

3.3.1 Statement of Work (SOW)

Service Overview

Huawei has launched the aPaaS Deterministic O&M to meet the hosting requirements of customers' applications after migration to the cloud basic environments, including self-developed applications of small- and medium-sized enterprises, and project requirements related to the aPaaS O&M support, application hosting, and governance of on-premises cloud customers. The expert technical team ensures smooth project implementation and provides remote or

onsite operations optimization services to help customers continuously operate the platform and perform adaptation optimization.

Service Content

- **aPaaS Maintenance Service**

  Huawei Cloud provides unified and professional O&M services for customers to reduce costs and improve efficiency, ensure service stability of basic application environments after migration to the cloud, and quickly detect, demarcate, and rectify faults. Managed O&M services are currently available for carriers and small- to medium-sized enterprises. Huawei Cloud deterministic operations, as a competitive and professional cloud management service, is a one-stop solution for customers to solve O&M problems, improving customer satisfaction and loyalty. In addition, it encourages customers to continuously purchase or expand Huawei Cloud services.

Service	Content	Scenario
aPaaS Technical Support Services (per 20 instances) - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide usage Q&A for aPaaS platforms and products of certain specifications (20 instances), system inspection (infrastructure, middleware, and applications), and problem handling (location, analysis, and rectification). The Q&A covers external model access (only in closed-source API mode), data engineering, knowledge engineering, application design and operation management, and service system interconnection.	The customer's O&M team is not capable enough and needs Huawei's assistance.
aPaaS Agent Hosting Service- oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide application hosting services for customers' applications during the service period. This includes 24/7 continuous monitoring using customer logs, metrics, and alarms. Respond to and handle alarms generated in the customer's production environment according to the pre-agreed contingency plan. Identify and resolve production faults while managing the entire lifecycle.	The customer hands over the cloud service to a more experienced third party for managed O&M.

Service	Content	Scenario
aPaaS high-reliability governance-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide services twice a year. Determine the high-reliability governance objectives for customer applications, identify key DFX requirements, such as high availability and resilience design, including DR fault tolerance, overload control, and grayscale release, consider maintainability design, such as deployment and capacity expansion, monitoring, and fault drill solutions, and use IT-based methods to measure the application's DFX capability implementation.	Add the version deployment function and supports a higher proactive prevention level (compared with the basic edition).
aPaaS risk governance-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide services twice a year. Build a health manager tool based on systematic monitoring and data analysis, to quickly detect and analyze risks of service running on the live network. Support visualized and measurable O&M for service improvement, reliability, maintainability, and user experience.	

Service	Content	Scenario
aPaaS security and compliance governance-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Infrastructure security: Include scanning for host vulnerabilities, completing annual OS patches, managing privileged accounts (root) for hosts and databases, and periodically changing passwords. The domain name management process is used to monitor the correct resolution of domain names and ensure that WAF protection is configured. This service is provided twice a year.	
	Trustworthy O&M operations: Use the AppStage platform for implementing changes and ensure adherence to change e-flows. The permission management system categorizes roles into personnel of hosts, databases, security, and service O&M, which can be checked through the separation of duties (SOD) permission audit view. Manage operators' permissions on the live network. If the organization structure changes, related operators' permissions are automatically revoked. Manage live network data access and extraction in the production environment through compliant processes to meet privacy requirements.	
	Application running security: Encrypt authentication credentials and sensitive configuration items for storage and invoking, preventing sensitive data leakage. Manage certificates throughout lifecycles, including application, distribution, use, deletion, and monitoring. Ensure compliance with software repository regulations to prevent unauthorized access.	
aPaaS data governance-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide basic training on data governance of aPaaS intelligent applications, and review and verify related data, meeting requirements of industry application development and training solutions, as well as training algorithms and applications.	

Service	Content	Scenario
aPaaS application O&M hosting (8/5) - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require average service availability.
aPaaS application O&M hosting (24/7) - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require high service availability.
aPaaS application hosting for incremental services (8/5) - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	8/5 incremental service package
aPaaS application hosting for incremental services (24/7) - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	24/7 incremental service package

Service	Content	Scenario
aPaaS application hosting and implementation services -oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	In this mode, resources and applications within the customer's target scope are managed by the AppStage O&M center. Up to 100 instances can be managed. The implementation services include resource management, account hosting, log collection, and monitoring configuration.	This mode is used when services are supported by the O&M platform for hosting for the first time.
aPaaS application hosting and implementation for incremental services - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	In this mode, newly deployed services or added resources are managed to meet O&M requirements.	This mode is used when incremental services are supported by the O&M platform for management.
aPaaS platform O&M indicator system optimization service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on enterprise business scenarios and IT O&M management, govern the O&M indicator system data architecture, life cycle, quality rules, security control, and application scenarios, plan the entire indicator system from top to bottom, classify and layer isolated data of each system, and determine core KPIs and support indicators at all levels. Scenario-based O&M indicators, such as pre-event prevention, in-event recovery, post-event improvement, and availability dashboards, are supported.	Customers need analysis services related to intelligent O&M.

Service	Content	Scenario
aPaaS platform O&M fault management technical support service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Includes observability, fault demarcation and locating, fault self-healing, fault prevention, and fault prediction lifecycle management. Conduct interviews and surveys on the customer's fault status, help the customer comprehensively evaluate the fault recovery maturity, and build the fault mode library and fault recovery plan.	Experience is mastered by a few O&M personnel, and there is no systematic knowledge accumulation. O&M personnel usually play the role of "fire fighting" after accidents occur, resulting in low O&M efficiency.
aPaaS platform O&M chaos drill technical support service-medium-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Fault mode library, drill fault scenarios, drill process design, drill plan, recommended drill report, and drill operation mechanism	For medium-sized enterprises, customers need to understand and improve their chaotic engineering capabilities to improve system availability.
aPaaS platform O&M chaos drill technical support service-large-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Fault mode library, drill fault scenarios, drill process design, drill plan, recommended drill report, and drill operation mechanism	For large-scale enterprises, customers need to understand and improve their chaotic engineering capabilities to improve system availability.

Service	Content	Scenario
aPaaS platform O&M release management technical support service-large-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Change risk control mechanism, change actions, and SOP, and the dimensions from which risks are controlled. Digitally measure, analyze, and evaluate the risk impact degree in terms of change solution, change process, and permission management, and take risk mitigation or mitigation measures for risks related to human, tool, and process factors during the change process. Management measures taken to ensure the success of the change and minimize the explosion radius of the problems that may be caused by the change. This item is applicable to large-scale O&M teams.	Large-scale O&M organization, with more than 50 O&M application systems
aPaaS platform O&M release management technical support service-medium-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Change risk control mechanism, change actions, and SOP, and the dimensions from which risks are controlled. Digitally measure, analyze, and evaluate the risk impact degree in terms of change solution, change process, and permission management, and take risk mitigation or mitigation measures for risks related to human, tool, and process factors during the change process. The management measures taken to ensure the success of the change and minimize the explosion radius of the problems that may be caused by the change. This item is applicable to large-scale O&M teams.	Medium-scale O&M organization with 20 to 50 O&M application systems
aPaaS platform O&M observability technical support service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the survey on the customer's observability status, fully identify the problems and requirements in the customer's observability construction, plan and design the observability, and help the customer improve the observability capability, ensure system stability, improve user experience, enhance system and data security, and optimize resource utilization. Enable other O&M methods.	This mode is applicable to the scenario where the O&M is poor in observability and alarm and fault detection and fault locating are slow.

Service	Content	Scenario
aPaaS platform O&M production readiness review technical support service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Huawei provides consulting services to focus on service availability. Before the open beta test (OBT) or commercial use, the production readiness review phase is set to identify O&M problems and risks after the product goes live in advance and reduce production accidents.	This document is applicable to the scenario where problems frequently occur after service rollout and change. The version release quality needs to be improved.
aPaaS platform O&M running-state risk assessment technical support service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	To improve the stability and reliability of the customer's service system, Huawei provides the running-state risk assessment service. This includes: advanced theory, rich practical experience, perfect process, all running instances and full quality elements oriented to the running state, identifying live network running risks, evaluating live network health in real time through the problem management process and establishing a live network risk measurement system, and driving the orderly and quick closure of live network risks. Continuously improve the live network quality.	Applies to the scenario where problems or risks need to be detected and identified in a timely manner.
aPaaS platform O&M service availability measurement technical support service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	By surveying the service availability status, we can find the weakness of the customer's service system availability, plan the service system availability monitoring, evaluate the reasonableness of the availability measurement indicators, and form the monitoring baseline for the service system availability. Through the availability monitoring review process, we can help the service and O&M go-live. Service availability monitoring is complete for each service system to ensure that the service system availability is monitored on the live network after the service system goes live.	This mode is applicable to the scenario where the service system availability is low and the service quality is poor.

Service	Content	Scenario
aPaaS platform O&M chaos engineering drill service - Oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Help users verify potential risks of the system online and build the system capability of chaos engineering by identifying and constructing fault patterns, analyzing and controlling risks, developing emergency plans, injecting faults, recovering faults, and rechecking. Construct the failure mode library and weapon library to verify the effectiveness of the emergency plan.	The customer needs to improve their chaotic engineering drill capability and assist the customer in completing the drill.
aPaaS platform O&M fault management managed service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on HUAWEI CLOUD expert experience and best practices of cloud service O&M, fault trees are sorted out and emergency plans are developed for core applications that have pain points. Chaos drills and verification are performed to help customers improve fault recovery efficiency and ensure stable service running.	Customer service faults occur frequently and the fault management process is not standard.
aPaaS Platform O&M Release Management Optimization Implementation Service - Oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Analyze process risks based on a single change scenario, such as software change and configuration change, sort out the corresponding standardized SOP, and provide optimization suggestions.	1. The customer's change management system is insufficient. 2. The customer has some standardized operation capabilities and needs to advance the risk control for deterministic changes.

Service	Content	Scenario
aPaaS Platform O&M Release Management Onsite Support Service-Basic Package-Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Be responsible for change review management, change backtracking, change knowledge summary, major change support, and change project management.	
aPaaS Platform O&M Release Management Onsite Support Service - Incremental Package - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	The service content is the same as that of the basic package. It is mainly used for applications beyond the basic package. Each incremental package contains a maximum of 20 applications.	
aPaaS Platform Production Readiness Review Governance Service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the O&M tool, provide the production readiness review service for customers, develop the corresponding review process, and formulate the review sub-items, content description, and evaluation criteria related to the PRR review. Automatically implement online review related development work, perform PRR review test on actual services, and provide review results.	This document is applicable to the scenario where Huawei experts are required to review the actual production readiness for the customer and perform actual drills.

Service	Content	Scenario
aPaaS Platform Runtime Risk Assessment Governance Service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the running-state risk assessment service and O&M tools, customize the standard process for customer running-state risk assessment, and customize the information and detection standards for risk assessment sub-items. Automatically implement part of the assessment, evaluate the risks of actual services, and provide the assessment results.	This document is applicable to the drills and operations that require Huawei experts to perform the actual running-state risk assessment service for customers.
aPaaS Platform Service Availability Measurement Governance Service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the SLO/SLI usability design service and the actual services and O&M tools of the customer, formulate the SLO of the customer's product, develop the corresponding SLI indicators and baseline data, and monitor the SLO/SLI indicators of the service.	This document is applicable to the drills and operations that require Huawei experts to perform the actual availability measurement service for customers.
aPaaS Platform O&M Tool Governance Service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on customer requirements, Huawei provides O&M tools for customers tO&Monitor service applications and resources, collect and report service alarms, and perform routine O&M management.	Applicable to scenarios where customers require Huawei intelligent O&M tools. Yearly package

Service	Content	Scenario
aPaaS platform O&M tool governance service incremental package - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on customer requirements, Huawei provides O&M tools for customers tO&Monitor service applications and resources, collect and report service alarms, and perform routine O&M management.	Applicable to the scenario where customers require Huawei intelligent O&M tools. The incremental package is monthly.
aPaaS Technical Support Services (per 20 instances) - oversea 2 - Europe, Africa, Brazil, Middle East	Provide usage Q&A for aPaaS platforms and products of certain specifications (20 instances), system inspection (infrastructure, middleware, and applications), and problem handling (location, analysis, and rectification). The Q&A covers external model access (only in closed-source API mode), data engineering, knowledge engineering, application design and operation management, and service system interconnection.	The customer's O&M team is not capable enough and needs Huawei's assistance.
aPaaS Agent Hosting Service- oversea 2 - Europe, Africa, Brazil, Middle East	Provide application hosting services for customers' applications during the service period. This includes 24/7 continuous monitoring using customer logs, metrics, and alarms. Respond to and handle alarms generated in the customer's production environment according to the pre-agreed contingency plan. Identify and resolve production faults while managing the entire lifecycle.	The customer hands over the cloud service to a more experienced third party for managed O&M.

Service	Content	Scenario
aPaaS high-reliability governance-oversea 2 - Europe, Africa, Brazil, Middle East	Provide services twice a year. Determine the high-reliability governance objectives for customer applications, identify key DFX requirements, such as high availability and resilience design, including DR fault tolerance, overload control, and grayscale release, consider maintainability design, such as deployment and capacity expansion, monitoring, and fault drill solutions, and use IT-based methods to measure the application's DFX capability implementation.	Add the version deployment function and supports a higher proactive prevention level (compared with the basic edition).
aPaaS risk governance-oversea 2 - Europe, Africa, Brazil, Middle East	Provide services twice a year. Build a health manager tool based on systematic monitoring and data analysis, to quickly detect and analyze risks of service running on the live network. Support visualized and measurable O&M for service improvement, reliability, maintainability, and user experience.	

Service	Content	Scenario
aPaaS security and compliance governance-oversea 2 - Europe, Africa, Brazil, Middle East	Infrastructure security: Include scanning for host vulnerabilities, completing annual OS patches, managing privileged accounts (root) for hosts and databases, and periodically changing passwords. The domain name management process is used to monitor the correct resolution of domain names and ensure that WAF protection is configured. This service is provided twice a year. Trustworthy O&M operations: Use the AppStage platform for implementing changes and ensure adherence to change e-flows. The permission management system categorizes roles into personnel of hosts, databases, security, and service O&M, which can be checked through the separation of duties (SOD) permission audit view. Manage operators' permissions on the live network. If the organization structure changes, related operators' permissions are automatically revoked. Manage live network data access and extraction in the production environment through compliant processes to meet privacy requirements. Application running security: Encrypt authentication credentials and sensitive configuration items for storage and invoking, preventing sensitive data leakage. Manage certificates throughout lifecycles, including application, distribution, use, deletion, and monitoring. Ensure compliance with software repository regulations to prevent unauthorized access.	
aPaaS data governance-oversea 2 - Europe, Africa, Brazil, Middle East	Provide basic training on data governance of aPaaS intelligent applications, and review and verify related data, meeting requirements of industry application development and training solutions, as well as training algorithms and applications.	

Service	Content	Scenario
aPaaS application O&M hosting (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require average service availability.
aPaaS application O&M hosting (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require high service availability.
aPaaS application hosting for incremental services (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	8/5 incremental service package
aPaaS application hosting for incremental services (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	24/7 incremental service package

Service	Content	Scenario
aPaaS application hosting and implementation services-oversea 2 - Europe, Africa, Brazil, Middle East	In this mode, resources and applications within the customer's target scope are managed by the AppStage O&M center. Up to 100 instances can be managed. The implementation services include resource management, account hosting, log collection, and monitoring configuration.	This mode is used when services are supported by the O&M platform for hosting for the first time.
aPaaS application hosting and implementation for incremental services-oversea 2 - Europe, Africa, Brazil, Middle East	In this mode, newly deployed services or added resources are managed to meet O&M requirements.	This mode is used when incremental services are supported by the O&M platform for management.
aPaaS platform O&M indicator system optimization service - Oversea 2 - Europe, Africa, Brazil, Middle East	Based on enterprise business scenarios and IT O&M management, govern the O&M indicator system data architecture, life cycle, quality rules, security control, and application scenarios, plan the entire indicator system from top to bottom, classify and layer isolated data of each system, and determine core KPIs and support indicators at all levels. O&M indicators, such as pre-event prevention, in-event recovery, post-event improvement, and availability dashboard, are scenario-based.	Customers need analysis services related to intelligent O&M.

Service	Content	Scenario
aPaaS Platform O&M Fault Management Technical Support Service - Oversea 2 - Europe, Africa, Brazil, Middle East	Includes observability, fault demarcation and locating, fault self-healing, fault prevention, and fault prediction lifecycle management. Conduct interviews and surveys on the customer's fault status, help the customer comprehensively evaluate the fault recovery maturity, and build the fault mode library and fault recovery plan.	Experience is mastered by a few O&M personnel, and there is no systematic knowledge accumulation. O&M personnel usually play the role of "fire fighting" after the incident occurs and handle the incident only after the incident occurs, resulting in low O&M efficiency.
aPaaS platform O&M chaos drill technical support service-medium-oversea 2 - Europe, Africa, Brazil, Middle East	Fault mode library, drill fault scenarios, drill process design, drill plan, recommended drill report, and drill operation mechanism	For medium-sized enterprises, customers need to understand and improve their chaotic engineering capabilities to improve system availability.
aPaaS platform O&M chaos drill technical support service-large-oversea 2 - Europe, Africa, Brazil, Middle East	Fault mode library, drill fault scenarios, drill process design, drill plan, recommended drill report, and drill operation mechanism	For large-scale enterprises, customers need to understand and improve their chaotic engineering capabilities to improve system availability.

Service	Content	Scenario
aPaaS platform O&M release management technical support service-large-oversea 2 - Europe, Africa, Brazil, Middle East	Change risk control mechanism, change actions, and SOPs, from which dimensions risks are controlled, analyze and evaluate the risk impact degree by digital measurement of risks in terms of change solution, change process, and permission management, and take risk mitigation or mitigation measures for risks related to personnel, tools, and process factors during the change process. Management measures taken to ensure the success of the change and minimize the explosion radius of the problems that may be caused by the change. This item is applicable to large-scale O&M teams.	Large-scale O&M organization, with more than 50 O&M application systems
aPaaS Platform O&M Release Management Technical Support Service-Medium-Oversea 2 - Europe, Africa, Brazil, Middle East	Change risk control mechanism, change actions, and SOP, and the dimensions from which risks are controlled. Digitally measure, analyze, and evaluate the risk impact degree in terms of change solution, change process, and permission management, and take risk mitigation or mitigation measures for risks related to human, tool, and process factors during the change process. The management measures taken to ensure the success of the change and minimize the explosion radius of the problems that may be caused by the change. This item is applicable to large-scale O&M teams.	Medium-scale O&M organization, 20 to 50 O&M application systems
aPaaS platform O&M observability technical support service - Oversea 2 - Europe, Africa, Brazil, Middle East	Based on the survey on the customer's observability status, fully identify the problems and requirements in the customer's observability construction, plan and design the observability, and help the customer improve the observability capability, ensure system stability, improve user experience, enhance system and data security, and optimize resource utilization. Enable other O&M methods.	This mode is applicable to the scenario where the O&M is poor in observability and alarm and fault detection and locating are slow.

Service	Content	Scenario
aPaaS platform O&M production readiness review technical support service - Oversea 2 - Europe, Africa, Brazil, Middle East	Huawei provides consulting services to focus on service availability. Before the open beta test (OBT) or commercial use, the production readiness review phase is set to identify O&M problems and risks after the product goes live in advance and reduce production accidents.	This document is applicable to the scenario where problems frequently occur after service rollout and change, and the version release quality needs to be improved.
aPaaS platform O&M running status risk assessment technical support service- Overseas 2- Europe, Africa, Brazil, Middle East	To improve the stability and reliability of the customer's service system, Huawei provides the running-state risk assessment service. This includes advanced theories, rich practical experience, perfect processes, all running instances and full quality elements, identifying live network running risks, evaluating live network health in real time through the problem management process and the establishment of a live network risk measurement system, and driving the orderly and quick closure of live network risks. Continuously improve the live network quality.	Apply to the scenario where problems or risks need to be detected and identified in a timely manner.
aPaaS Platform O&M Service Availability Measurement Technical Support Service - Oversea 2 - Europe, Africa, Brazil, Middle East	By surveying the service availability status, we can find the weakness in the availability of the customer's service system, plan the availability monitoring of the service system, evaluate the reasonableness of the availability measurement indicators, and form the monitoring baseline for the availability of the service system. Through the availability monitoring review process, we can help the service and O&M after the service system goes live. Service availability monitoring is complete for each service system to ensure that the service system availability is monitored on the live network after the service system goes live.	This mode is applicable to the scenario where the service system availability is low and the service quality is poor.

Service	Content	Scenario
aPaaS platform O&M chaos engineering drill service - Oversea 2 -Europe, Africa, Brazil, Middle East	Help users verify potential risks of the system online and build the system capability of chaos engineering by identifying and constructing fault patterns, analyzing and controlling risks, developing emergency plans, injecting faults, recovering faults, and rechecking. Construct the failure mode library and weapon library to verify the effectiveness of the emergency plan.	The customer needs to improve the drill capability of chaos engineering and assist the customer in completing the drill.
aPaaS platform O&M fault management managed service - Oversea 2 - Europe, Africa, Brazil, Middle East	Based on HUAWEI CLOUD expert experience and best practices of cloud service O&M, fault trees are sorted out and emergency plans are developed for core applications that have pain points. Chaos drills and verification are performed to help customers improve fault recovery efficiency and ensure stable service running.	Customer service faults occur frequently, and the fault management process is not standard.
aPaaS Platform O&M Release Management Optimization Implementation Service - Oversea 2 -Europe, Africa, Brazil, Middle East	Analyze process risks based on a single change scenario, such as software change and configuration change, sort out the corresponding standardized SOP, and provide optimization suggestions.	1. The customer's change management system is insufficient. 2. The customer has some standardized operation capabilities and needs to advance the risk control for deterministic changes.

Service	Content	Scenario
aPaaS Platform O&M Release Management Onsite Support Service - Basic Package - Oversea 2 - Europe, Africa, Brazil, Middle East	Be responsible for change review management, change backtracking, change knowledge summary, major change support, and change project management.	
aPaaS Platform O&M Release Management Onsite Support Service - Incremental Package - Oversea 2 - Europe, Africa, Brazil, Middle East	The service content is the same as that of the basic package. It is mainly used for applications beyond the basic package. Each incremental package contains a maximum of 20 applications.	
aPaaS Platform Production Readiness Review Governance Service - Overseas 2 - Europe, Africa, Brazil, Middle East	Based on the O&M tool, provide the production readiness review service for customers, develop the corresponding review process, and formulate the review sub-items, content description, and evaluation criteria related to the PRR review. Automatically implement online review related development work, perform PRR review test on actual services, and provide review results.	This document is applicable to the scenario where Huawei experts review the actual production readiness for customers and drills.

Service	Content	Scenario
aPaaS Platform Runtime Risk Assessment Governance Service - Oversea 2 - Europe, Africa, Brazil, Middle East	Based on the running-state risk assessment service and O&M tools, customize the standard process for customer running-state risk assessment, and customize the information and detection standards related to risk assessment sub-items. Automatically implement part of the assessment, evaluate the risks of actual services, and provide the assessment results.	This document is applicable to the drills and operations that require Huawei experts to perform the actual running-state risk assessment service for customers.
aPaaS Platform Service Availability Measurement Governance Service - Oversea 2 - Europe, Africa, Brazil, Middle East	Based on the SLO/SLI usability design service and the actual services and O&M tools of the customer, formulate the SLO of the customer's product, develop the corresponding SLI indicators and baseline data, and monitor the SLO/SLI indicators of the service.	This document is applicable to the drills and operations that require Huawei experts to perform the actual availability measurement service for customers.
aPaaS Platform O&M Tool Governance Service - Oversea 2 - Europe, Africa, Brazil, Middle East	Based on customer requirements, Huawei provides O&M tools for customers tO&Monitor service applications and resources, collect and report service alarms, and perform routine O&M management.	Applicable to scenarios where customers require Huawei intelligent O&M tools. Yearly package
aPaaS platform O&M tool governance service incremental package - Oversea 2 - Europe, Africa, Brazil, Middle East	Based on customer requirements, Huawei provides O&M tools for customers tO&Monitor service applications and resources, collect and report service alarms, and perform routine O&M management.	Applicable to the scenario where customers require Huawei intelligent O&M tools. The incremental package is monthly.

- **aPaaS Operation Service**

  Huawei Cloud provides customers with comprehensive aPaaS Operation Service. Module optimization provides model access, optimization, and evaluation. Application development support assists developers in development, such as model inference acceleration, knowledge engineering, application orchestration, and deployment. Scenario-specific application incubation helps customers build and incubate intelligent applications from start to finish. aPaaS operations services support user, data, resource, application. In addition, application adaption and optimization are also supported.

Service	Content	Scenario
aPaaS Agent Development Support Service-Senior Expert - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide basic development support, including SDK/API usage support and demo display, development environment setup guide, and application development guide. Assist customers in data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, application deployment, and application integration, helping customers develop intelligent applications on the platform.	The customer needs Huawei Cloud professional services for operations optimization.
aPaaS Agent Development Support Service-Senior Consultant - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide development support for migrating, adapting, and reconstructing applications or data on aPaaS. The content includes migration evaluation and solution design of AI applications and matching models, reconstruction and commissioning of AI applications and model inference scripts, performance optimization of single-node and distributed systems, and fine-tuning, training script reconstruction, and performance debugging of foundation models.	

Service	Content	Scenario
aPaaS Agent Development Support Service-Senior Managing Consultant - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provide development support services for customers to develop common components on aPaaS, including the following scenarios: interconnection with third-party closed-source models; introduction of open-source models; incremental pre-training; scenario-based optimization of open-source models; model assessment solution, including the assessment policies, assessment datasets, and execution process (Objective content: automatically completed by the accelerator; subjective content: manual execution); data preparation, including data access, governance (cleansing, deduplication, and normalization), and dataset generation; knowledge base building; prompt projects; dynamic knowledge injection (retrieval-augmented generation); knowledge base access.	
aPaaS Agent Development Support Service-Senior Managing Principal - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	● Provide customers with professional development support services during application development, including requirement survey and solution design support for the overall application solution based on customers' application scenarios, including but not limited to planning for compute, storage, and networking, data preparation design, large model selection and evaluation, and solutions for model orchestration and software platform integration. ● Provide development support based on the existing application design solution. This includes data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, and deployment.	

Service	Content	Scenario
aPaaS Platform User Operation Service - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on service characteristics, design key metrics (such as success rate, latency, and download speed) for service performance experience, collect and display metric data, perform analysis and drill-down, and provide optimization tools and methods for key metric performance and better user experience.	
aPaaS Platform Data Operation Service - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	• Service delivery (SD) O&M change management: Optimize the change duration, improve the automation rate, and improve the Infrastructure as Code (IaC) change access rate. • Issue To Resolution (ITR) O&M event issue management: Reduce the number of O&M events, shorten the average event recovery duration, and improve the event alarm coverage. • Business Continuity Management (BCM) fault drill management: Improve the completion rate of BCM contingency plans, increase the BCM automatic execution rate, and cover more fault scenarios. • O&M and capability assessment: Measure and govern maintainability design, O&M quality design, O&M security, and global O&M capabilities.	
aPaaS Platform Resource Operation Service - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	• Develop cloud infrastructure capabilities, including budget management, cost optimization, and resource management. • Use in-depth data analysis and potential exploration to guide compliant and reasonable resource utilization, continuously improving efficiency.	

Service	Content	Scenario
aPaaS Agent Operation Service - oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	• Provide technical support for operations center issues, such as configuration guide, O&M implementation, troubleshooting, delivery training, and environment configuration. • Build an operations system for data operations metric analysis, scenario-specific data models, and operations dashboard configuration guide. • Provide data collection solution consulting, metric system establishment and configuration, data ingestion and integration development, tracing point collection, and metadata import guide.	
aPaaS platform O&M digital diagnosis service-basic edition-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Conduct interviews and surveys based on the customer's O&M status quo, integrate multiple domain standards, models, and industry SRE practices, perform targeted diagnosis, propose optimization policies, and output survey and diagnosis reports.	This document is mainly applicable to customers' IT departments with nO&More than 50 employees and related business departments with nO&More than 10 employees. The complexity and uncertainty of O&M keep increasing. The O&M capability cannot meet the increasing availability requirements of enterprises' digital transformation. Therefore, basic diagnosis services are required.

Service	Content	Scenario
aPaaS platform O&M digital diagnosis service-Professional edition-Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the customer's O&M status, evaluate the maturity, diagnose the fault based on multiple domain standards, models, and industry SRE practices, propose optimization policies, and output survey reports, maturity assessment reports, and diagnosis reports.	This document is mainly applicable to customers' IT departments with nO&More than 50 employees and related business departments with nO&More than 10 employees. The O&M complexity and uncertainty of customers keep increasing. The O&M capability cannot meet the increasing availability requirements of enterprises' digital transformation. Professional diagnosis services are required.
aPaaS platform O&M digital assessment and planning service-medium-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the O&M digital diagnosis report and enterprise development strategy, align the O&M transformation objectives with executives, analyze the gaps, and provide improvement suggestions, output the overall O&M transformation plan and evolution roadmap, and customize a definite O&M system for customers.	This document mainly applies to customers with 20 to 50 IT department employees and 10 related business departments. The customer's O&M system does not have strictly defined process roles and responsibilities. The O&M system relies on personal experience and is passively driven by events. Some siloed tools are built, resulting in low overall efficiency.

Service	Content	Scenario
aPaaS platform O&M digital assessment and planning service-large-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the O&M digital diagnosis report and enterprise development strategy, align the O&M transformation objectives with executives, analyze gaps, and provide improvement suggestions, output the overall O&M transformation plan and evolution roadmap, and customize a definite O&M system for customers.	This document is mainly intended for customers with more than 50 IT personnel and more than 10 related business departments. The customer's O&M system does not have strictly defined process roles and responsibilities. The O&M system relies on personal experience and is passively driven by events. Some siloed tools are built, resulting in low overall efficiency.
aPaaS platform O&M organization optimization service-medium-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the As-Is Survey and Diagnosis Analysis Report and the Overall Planning and Evolution Roadmap of Deterministic O&M, help customers design organizational structures and job responsibilities suitable for enterprises and facilitate the implementation of deterministic O&M capabilities.	The customer IT department has 20 to 50 employees and 10 related business departments. Based on the output of the basic package and customer requirements, the customer needs to purchase the basic package and then the incremental package. It is mainly to help enterprises design organizational structure and job responsibilities, and optimize organization and culture.

Service	Content	Scenario
aPaaS platform O&M organization optimization service-large-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Based on the As-Is Survey and Diagnosis Analysis Report and the Overall Planning and Evolution Roadmap of Deterministic O&M, help customers design organizational structures and job responsibilities suitable for enterprises and facilitate the implementation of deterministic O&M capabilities.	Customers have more than 50 IT department employees and more than 10 related business departments. Based on the output content of the basic package and customer requirements, customers need to purchase the basic package and then the incremental package. It is mainly to help enterprises design organizational structure and job responsibilities, and optimize organization and culture.
aPaaS platform O&M tool consulting and planning service - Oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides consulting and planning services for the O&M tool system, including requirement insight, precise model selection, blueprint drawing, and strategic planning. Help enterprises plan an end-to-end integrated O&M tool platform to improve O&M efficiency and quality.	The customer needs to plan or improve technical capabilities, such as ITSM tools, automatic O&M platform, end-to-end service monitoring and alarm reporting, log management, and visualized large screen.

Service	Content	Scenario
aPaaS platform O&M process optimization service–medium-outside China1–Asia Pacific, Russia, Latin America (excluding Brazil)	The detailed design is based on the seven O&M processes and specifications that meet the customer's business requirements. The seven O&M processes and specifications are as follows: (Change management, alarm monitoring, including on-call management, event management, including WarRoom, backtracking and improvement management, problem management, capacity management, and delivery-to-maintenance)	This document is mainly applicable to customers' IT department with 20 to 50 employees. If the number of related business departments is less than 10, you need to purchase the basic package and then the incremental package. Help enterprises design seven sets of standardized O&M processes and specifications.
aPaaS platform O&M process optimization service-large-oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	The detailed design is based on the seven O&M processes and specifications that meet the customer's service requirements. The seven O&M processes and specifications include: (Change management, alarm monitoring, including on-call management, event management, including WarRoom, backtracking and improvement management, problem management, capacity management, and delivery-to-maintenance)	This scenario applies to customers who have more than 50 IT personnel and more than 10 related business departments and need to purchase the basic package and then the incremental package. Help enterprises design seven sets of standardized O&M processes and specifications.

Service	Content	Scenario
aPaaS Agent Development Support Service-Senior Expert-oversea 2 - Europe, Africa, Brazil, Middle East	Provide basic development support, including SDK/API usage support and demo display, development environment setup guide, and application development guide. Assist customers in data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, application deployment, and application integration, helping customers develop intelligent applications on the platform.	The customer needs Huawei Cloud professional services for operations optimization.
aPaaS Agent Development Support Service-Senior Consultant-oversea 2 - Europe, Africa, Brazil, Middle East Brazil)	Provide development support for migrating, adapting, and reconstructing applications or data on aPaaS. The content includes migration evaluation and solution design of AI applications and matching models, reconstruction and commissioning of AI applications and model inference scripts, performance optimization of single-node and distributed systems, and fine-tuning, training script reconstruction, and performance debugging of foundation models.	
aPaaS Agent Development Support Service-Senior Managing Consultant-oversea 2 - Europe, Africa, Brazil, Middle East	Provide development support services for customers to develop common components on aPaaS, including the following scenarios: interconnection with third-party closed-source models; introduction of open-source models; incremental pre-training; scenario-based optimization of open-source models; model assessment solution, including the assessment policies, assessment datasets, and execution process (Objective content: automatically completed by the accelerator; subjective content: manual execution); data preparation, including data access, governance (cleansing, deduplication, and normalization), and dataset generation; knowledge base building; prompt projects; dynamic knowledge injection (retrieval-augmented generation); knowledge base access.	

Service	Content	Scenario
aPaaS Agent Development Support Service-Senior Managing Principal-oversea 2 - Europe, Africa, Brazil, Middle East	• Provide customers with professional development support services during application development, including requirement survey and solution design support for the overall application solution based on customers' application scenarios, including but not limited to planning for compute, storage, and networking, data preparation design, large model selection and evaluation, and solutions for model orchestration and software platform integration. • Provide development support based on the existing application design solution. This includes data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, and deployment.	
aPaaS Platform User Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	Based on service characteristics, design key metrics (such as success rate, latency, and download speed) for service performance experience, collect and display metric data, perform analysis and drill-down, and provide optimization tools and methods for key metric performance and better user experience.	

Service	Content	Scenario
aPaaS Platform Data Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	• Service delivery (SD) O&M change management: Optimize the change duration, improve the automation rate, and improve the Infrastructure as Code (IaC) change access rate. • Issue To Resolution (ITR) O&M event issue management: Reduce the number of O&M events, shorten the average event recovery duration, and improve the event alarm coverage. • Business Continuity Management (BCM) fault drill management: Improve the completion rate of BCM contingency plans, increase the BCM automatic execution rate, and cover more fault scenarios. • O&M and capability assessment: Measure and govern maintainability design, O&M quality design, O&M security, and global O&M capabilities.	
aPaaS Platform Resource Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	• Develop cloud infrastructure capabilities, including budget management, cost optimization, and resource management. • Use in-depth data analysis and potential exploration to guide compliant and reasonable resource utilization, continuously improving efficiency.	

Service	Content	Scenario
aPaaS Agent Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	• Provide technical support for operations center issues, such as configuration guide, O&M implementation, troubleshooting, delivery training, and environment configuration. • Build an operations system for data operations metric analysis, scenario-specific data models, and operations dashboard configuration guide. • Provide data collection solution consulting, metric system establishment and configuration, data ingestion and integration development, tracing point collection, and metadata import guide.	
aPaaS platform O&M digital diagnosis service-basic edition-oversea 2 - Europe, Africa, Brazil, Middle East	Conduct interviews and surveys based on the customer's O&M status, integrate standards, models, and industry SRE practices in multiple fields, perform targeted diagnosis, propose optimization policies, and output survey and diagnosis reports.	This document is mainly applicable to customers' IT departments with nO&More than 50 employees and related business departments with nO&More than 10 employees. The complexity and uncertainty of O&M keep increasing. The O&M capability cannot meet the increasing availability requirements of enterprises' digital transformation. Therefore, basic diagnosis services are required.

Service	Content	Scenario
aPaaS platform O&M digital diagnosis service-Professional edition-Oversea 2 - Europe, Africa, Brazil, Middle East	Based on the customer's O&M status, evaluate the maturity, diagnose the fault based on multiple domain standards, models, and industry SRE practices, propose optimization policies, and output survey reports, maturity assessment reports, and diagnosis reports.	This document is mainly applicable to customers' IT departments with nO&More than 50 employees and related business departments with nO&More than 10 employees. The O&M complexity and uncertainty of customers keep increasing. The O&M capability cannot meet the increasing availability requirements of enterprises' digital transformation. Professional diagnosis services are required.
aPaaS platform O&M digital assessment and planning service-medium-oversea 2 - Europe, Africa, Brazil, Middle East	Based on the O&M digital diagnosis report and enterprise development strategy, align the O&M transformation objectives with executives, analyze gaps, and provide improvement suggestions, output the overall O&M transformation plan and evolution roadmap, and customize a definite O&M system for customers.	This document mainly applies to customers with 20 to 50 IT department employees and 10 related business departments. The customer's O&M system does not have strictly defined process roles and responsibilities. It relies on personal experience and passive O&M driven by events. Some siloed tools are built, resulting in low overall efficiency.

Service	Content	Scenario
aPaaS platform O&M digital assessment and planning service-large-oversea 2 - Europe, Africa, Brazil, Middle East	Based on the O&M digital diagnosis report and enterprise development strategy, align with the O&M transformation objectives with executives, analyze gaps, and provide improvement suggestions, output the overall O&M transformation plan and evolution roadmap, and customize a definite O&M system for customers.	This document is mainly intended for customers with more than 50 IT personnel and more than 10 related business departments. The customer's O&M system does not have strictly defined process roles and responsibilities. It relies on personal experience and passive O&M driven by events. Some siloed tools are built, resulting in low overall efficiency.
aPaaS platform O&M organization optimization service-medium-oversea 2 - Europe, Africa, Brazil, Middle East	Based on the As-Is Survey and Diagnosis Analysis Report and the Overall Planning and Evolution Roadmap of Deterministic O&M, Huawei helps customers design organizational structures and job responsibilities suitable for enterprises and facilitates the implementation of deterministic O&M capabilities.	The customer IT department has 20 to 50 employees and 10 related business departments. Based on the output of the basic package and customer requirements, the customer needs to purchase the basic package and then the incremental package. It is mainly to help enterprises design organizational structure and job responsibilities, and optimize organization and culture.

Service	Content	Scenario
aPaaS platform O&M organization optimization service-large-oversea 2 - Europe, Africa, Brazil, Middle East	Based on the As-Is Survey and Diagnosis Analysis Report and the Overall Planning and Evolution Roadmap of Deterministic O&M, help customers design organizational structures and job responsibilities suitable for enterprises and facilitate the implementation of deterministic O&M capabilities.	The customer has more than 50 IT department employees and more than 10 related business departments. Based on the output content of the basic package and customer requirements, the customer needs to purchase the basic package and then the incremental package. It is mainly to help enterprises design organizational structure and job responsibilities, and optimize organization and culture.
aPaaS platform O&M tool consulting and planning service-Oversea 2 - Europe, Africa, Brazil, Middle East	Provides consulting and planning services for the O&M tool system, including requirement insight, precise model selection, blueprint drawing, and strategic planning. Help enterprises plan an end-to-end integrated O&M tool platform to improve O&M efficiency and quality.	The customer needs to plan or improve technical capabilities, such as ITSM tools, automatic O&M platform, E2E service monitoring and alarm reporting, log management, and visualized large screen.

Service	Content	Scenario
aPaaS Platform O&M Process Optimization Service-Medium-Oversea 2 - Europe, Africa, Brazil, Middle East	The detailed design is based on the seven O&M processes and specifications that meet the customer's business requirements. The seven O&M processes and specifications are as follows: (Change management, monitoring alarm management, including on-call management, event management, including WarRoom, backtracking and improvement management, problem management, capacity management, and delivery-to-maintenance)	This document is mainly applicable to customers' IT department with 20 to 50 employees. If the number of related business departments is less than 10, you need to purchase the basic package first and then the incremental package. Help enterprises design seven sets of standardized O&M processes and specifications.
aPaaS platform O&M process optimization service-large-oversea 2 - Europe, Africa, Brazil, Middle East	The detailed design is based on the seven O&M processes and specifications that meet the customer's business requirements. (Change management, monitoring alarm management, including on-call management, event management, including WarRoom, backtracking and improvement management, problem management, capacity management, and delivery-to-maintenance)	Customers with more than 50 IT personnel and more than 10 related business departments need to purchase the basic package and then the incremental package. Help enterprises design seven sets of standardized O&M processes and specifications.

Prerequisites

- The customer has either purchased or intends to use Huawei Cloud aPaaS and its related products.
- The customer has granted Huawei Cloud permission to process relevant data in their system during service delivery.
- The customer has designated a team to work with Huawei Cloud service team to complete O&M services.
- The customer and Huawei Cloud have confirmed the migration solution and signed a contract.

Service Scope

1. Applicable Scope

   – aPaaS O&M

     ▪ Cloud service applications running on or managed through aPaaS.

     ▪ Underlying modules of Huawei Cloud that are integrated into and sold through aPaaS.

   – aPaaS Operation Service

     ▪ Cloud service applications running on or managed through aPaaS.

     ▪ Underlying modules of Huawei Cloud that are integrated into and sold through aPaaS.

2. Inapplicable Scope

   – aPaaS O&M

     ▪ Third-party applications introduced by customers.

     ▪ Underlying modules of Huawei Cloud that are not integrated into or sold by aPaaS.

     ▪ The reconstruction fee of the customer's system architecture generated during the O&M service is not covered and needs to be purchased separately. If the customer's resources are inadequate or do not meet the service's security redundancy design (found during inspection), the customer needs to pay for the reconstruction.

   – aPaaS Operation Service

     ▪ Third-party applications introduced by customers.

     ▪ Underlying modules of Huawei Cloud that are not integrated into or sold by aPaaS.

     ▪ Extra resources required during operations are not covered. For example, extra storage and computing resources are required for data analysis, and the customer needs to pay extra fees.

3. Regions

   Outside the Chinese mainland.

Service Process

- **One-off Services (aPaaS Operation Service and aPaaS Maintenance Service)**

Stage	Description
Requirement survey	Fully communicate with the customer on their requirements.
Solution design	Clarify the existing problems and provide corresponding solutions through in-depth communication with the customer.

Stage	Description
Solution output	Generate the *XXX Customer _____ Solution Proposal* based on the project objective, which must be reviewed and approved by the customer.
Implementation	Construct the project according to the service content.
Summary	Summarize the project achievements, analyze the problems in the construction, and make a summary report.

- **Yearly/Monthly Services (aPaaS Maintenance Service)**

Stage	Content	Description
Preparations	Requirement communication	Huawei fully communicates with the customer about the specific requirements of O&M personnel, such as the service type, service duration, and engineer level.
	Requirement confirmation	Huawei collects customer requirements, evaluates resources, and confirms the customer's O&M service requirements.
	Contract signing	Huawei provides the O&M service quotation and discusses with the customer about the contract. Both parties sign the contract after reaching an agreement.
Implementation	Personnel selection	Huawei provides O&M engineers that meet the contract requirements and confirms the personnel with the customer.
	Personnel induction	O&M engineers enter the site according to the customer's requirements. (remote O&M not involved).
	Personnel training	O&M engineers provide training on industry specifications based on customer requirements. (remote O&M not involved).
	Routine O&M	O&M engineers provide routine O&M services specified in the contract and output documents such as weekly and monthly O&M reports, and delivery quality assessments as required.
End	Service end or renewal negotiation	Huawei reminds the customer one month before the service time specified in the contract expires. The two parties communicate with each other about whether to renew the service.

Stage	Content	Description
	Personnel exit	O&M engineers hand over documents and accounts and leave the site on time. The service process ends.

Service Deliverables

- **aPaaS Maintenance Service**

Service	Deliverable	Acceptance Report
aPaaS Technical Support Services (per 20 instances) -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS Support Report	Not involved
aPaaS Agent Hosting Service- oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Proactive O&M Inspection Report (on-demand) Troubleshooting Report (on-demand) Monthly Project O&M Report	Not involved
aPaaS High Reliability Governance Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS High-reliability Management Report	Not involved
aPaaS Risk Governance Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS Risk Governance Report	Not involved
aPaaS Security Compliance Governance Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS Security and Compliance Governance Report	Not involved

Service	Deliverable	Acceptance Report
aPaaS Data Governance Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS Data Governance Report	Not involved
aPaaS application O&M hosting (8/5) -oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved
aPaaS application O&M hosting (24/7) -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved
aPaaS application hosting for incremental services (8/5) - oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved
aPaaS application hosting for incremental services (24/7) - oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved
aPaaS application hosting and implementation services -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Application Access Implementation Report Application Access Implementation Solution	aPaaS platform application hosting &implementation Acceptance Report

Service	Deliverable	Acceptance Report
aPaaS application hosting and implementation for incremental services -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Application Access Implementation Report Application Access Implementation Solution	aPaaS platform application hosting &implementation Acceptance Report
aPaaS platform O&M indicator system optimization service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX O&M Indicator System Governance Solution	Acceptance Report on the Optimization Service of the aPaaS Platform O&M Indicator System for the XX Project
aPaaS platform O&M fault management technical support service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Fault Recovery Maturity Assessment Report Design Scheme for Fault Recovery Process Specifications Pilot Fault Recovery Capability Development in X Application Scenarios	Acceptance Report of the aPaaS Platform O&M Fault Management Technical Support Service for the XX Project
aPaaS Platform O&M Chaos Drill Technical Support Service - Medium oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Investigation Form of Chaos Engineering Capability Status Chaos Engineering Capability Diagnosis Report Chaos Engineering Capability Building Solution	Acceptance Report on Technical Support Service for Chaos Drilling on the aPaaS Platform of the XX Project
aPaaS Platform O&M Chaos Drill Technical Support Service - Large oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Investigation Form of Chaos Engineering Capability Status Chaos Engineering Capability Diagnosis Report Chaos Engineering Capability Building Solution	Acceptance Report on Technical Support Service for Chaos Drilling on the aPaaS Platform of the XX Project

Service	Deliverable	Acceptance Report
aPaaS Platform O&M Release Management Technical Support Service - Large oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Change Risk Control Planning and Design XXX Change Risk Control Tool Design Suggestions XXX Change Risk Control Process Regulations XXX Change Risk Control Technical Specifications	Acceptance Report on the aPaaS Platform O&M, Release, Management, and Technical Support Service for Project XX
aPaaS Platform O&M Release Management Technical Support Service - Medium oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Change Risk Control Planning and Design XXX Change Risk Control Tool Design Suggestions XXX Change Risk Control Process Regulations XXX Change Risk Control Technical Specifications	Acceptance Report on the aPaaS Platform O&M, Release, Management, and Technical Support Service for Project XX
aPaaS platform O&M observability technical support service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX (Customer Name) Observability As-Is Survey and Capability Building Solution Report	Technical Support Service Acceptance Report for the aPaaS Platform O&M Observability of the XX Project
aPaaS platform O&M production readiness review technical support service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	PRR Implementation Guide PRR O&M Process Guide PRR Baseline Design Checklist	Technical Support Service Acceptance Report for the Review of the Production Readiness of the aPaaS Platform for the XX Project

Service	Deliverable	Acceptance Report
aPaaS platform O&M running-state risk assessment technical support service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Running-state risk assessment capability diagnosis report Runtime Risk Assessment Solution Regulations on Risk Assessment Process in Running State Runtime Risk Assessment Baseline	Project XX aPaaS Platform O&M Running Status Risk Assessment Technical Support Service Acceptance Report
aPaaS platform O&M service availability measurement technical support service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	SLO/SLI Usability Assessment Capability Diagnosis Report Management Regulations on SLO/SLI UsabilityAssessment Schemes and Standards SLO/SLI Usability Monitoring Review Baseline Operation Guide to SLO/SLI Usability Review	Project XX aPaaS Platform O&M Service Availability Measurement Technical Support Service Acceptance Report
aPaaS platform O&M chaos engineering drill service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Drill Risk Analysis Report Exercise Emergency Plan Exercise Runbook Drill Plan Drill Summary Report Drill Acceptance Report	Acceptance Report on Chaos Engineering Drilling Service of the aPaaS Platform O&M on the XX Project
aPaaS platform O&M fault management managed service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Application Fault Tree XXX Application Fault Mode Library XXX Application Fault Mode Library Drill Report	Acceptance Report of the aPaaS Platform O&M Fault Management Agent Maintenance Service for Project XX

Service	Deliverable	Acceptance Report
aPaaS Platform O&M Release Management Optimization Implementation Service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Change Standard SOP Design for XXX Scenario	Acceptance Report on the Implementation Service of the aPaaS Platform, Release, Management, and Optimization for Project XX
aPaaS Platform O&M Release Management Onsite Support Service - Basic Package oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Change Risk Control Management Report Change Backtracking Report Summary of Change Knowledge Change Review Template	Acceptance Report on the aPaaS Platform O&M, Release Management, Onsite Support Service for the XX Project
aPaaS Platform O&M Release Management Onsite Support Service - Incremental Package oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Change Risk Control Management Report Change Backtracking Report Summary of Change Knowledge Change Review Template	Acceptance Report on the aPaaS Platform O&M, Release Management, Onsite Support Service for the XX Project
aPaaS Platform Production Readiness Review Governance Service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Service Production Readiness Implementation Solution XXX Service Production Readiness Implementation Report	Acceptance Report of the aPaaS Platform Production Readiness Review and Governance Service for the XX Project
aPaaS platform running-state risk assessment and governance service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Service Running Status Risk Assessment Implementation Solution XXX Service Running State Risk Assessment Implementation Report	Acceptance Report on the Risk Assessment and Governance Service of the aPaaS Platform Running Status in the XX Project

Service	Deliverable	Acceptance Report
aPaaS platform service availability measurement governance service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Service SLO/SLI Implementation Solution XXX Service SLO/SLI Implementation Report	Acceptance Report on the aPaaS Platform Service Availability Measurement and Governance Service for Project XX
aPaaS platform O&M tool governance service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Application O&M Tool Governance Solution	Not involved.
Incremental package of the aPaaS platform O&M tool governance service. oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	XXX Application O&M Tool Governance Solution	Not involved.
aPaaS Technical Support Services (per 20 instances) - oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS Support Report	Not involved
aPaaS Agent Hosting Service- oversea 2 - Europe, Africa, Brazil, Middle East	Proactive O&M Inspection Report (on-demand) Troubleshooting Report (on-demand) Monthly Project O&M Report	Not involved
aPaaS high-reliability governance- oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS High-reliability Management Report	Not involved

Service	Deliverable	Acceptance Report
aPaaS risk governance-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS Risk Governance Report	Not involved
aPaaS security and compliance governance-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS Security and Compliance Governance Report	Not involved
aPaaS data governance-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS Data Governance Report	Not involved
aPaaS application O&M hosting (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved
aPaaS application O&M hosting (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved
aPaaS application hosting for incremental services (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved

Service	Deliverable	Acceptance Report
aPaaS application hosting for incremental services (24/7) – oversea 2 – Europe, Africa, Brazil, Middle East	Application O&M Daily Report Application O&M Weekly Report Application O&M Monthly Report	Not involved
aPaaS application hosting and implementation services- oversea 2 - Europe, Africa, Brazil, Middle East	Application Access Implementation Report Application Access Implementation Solution	aPaaS Platform Application Hosting & Implementation Acceptance Report
aPaaS application hosting and implementation for incremental services- oversea 2 - Europe, Africa, Brazil, Middle East	Application Access Implementation Report Application Access Implementation Solution	aPaaS Platform Application Hosting & Implementation Acceptance Report
aPaaS platform O&M indicator system optimization service oversea 2 -Europe, Africa, Brazil, Middle East	XXX O&M Indicator System Governance Solution	Acceptance Report on the Optimization Service of the aPaaS Platform O&M Indicator System for the XX Project
aPaaS platform O&M fault management technical support service oversea 2 -Europe, Africa, Brazil, Middle East	Fault Recovery Maturity Assessment Report Design Scheme for Fault Recovery Process Specifications Pilot Fault Recovery Capability Development in X Application Scenarios	Acceptance Report of the aPaaS Platform O&M Fault Management Technical Support Service for the XX Project

Service	Deliverable	Acceptance Report
aPaaS Platform O&M Chaos Drill Technical Support Service - Medium oversea 2 - Europe, Africa, Brazil, Middle East	Investigation Form of Chaos Engineering Capability Status Chaos Engineering Capability Diagnosis Report Chaos Engineering Capability Building Solution	Acceptance Report on Technical Support Service for Chaos Drilling on the aPaaS Platform of the XX Project
aPaaS Platform O&M Chaos Drill Technical Support Service - Large oversea 2 - Europe, Africa, Brazil, Middle East	Investigation Form of Chaos Engineering Capability Status Chaos Engineering Capability Diagnosis Report Chaos Engineering Capability Building Solution	Acceptance Report on Technical Support Service for Chaos Drilling on the aPaaS Platform of the XX Project
aPaaS Platform O&M Release Management Technical Support Service - Large oversea 2 - Europe, Africa, Brazil, Middle East	XXX Change Risk Control Planning and Design XXX Change Risk Control Tool Design Suggestions XXX Change Risk Control Process Regulations XXX Change Risk Control Technical Specifications	Acceptance Report on the aPaaS Platform O&M, Release, Management, and Technical Support Service for Project XX
aPaaS Platform O&M Release Management Technical Support Service - Medium oversea 2 - Europe, Africa, Brazil, Middle East	XXX Change Risk Control Planning and Design XXX Change Risk Control Tool Design Suggestions XXX Change Risk Control Process Regulations XXX Change Risk Control Technical Specifications	Acceptance Report on the aPaaS Platform O&M, Release, Management, and Technical Support Service for Project XX

Service	Deliverable	Acceptance Report
aPaaS platform O&M observability technical support service oversea 2 -Europe, Africa, Brazil, Middle East	XXX (Customer Name) Observability As-Is Survey and Capability Building Solution Report	Technical Support Service Acceptance Report for the aPaaS Platform O&M Observability of the XX Project
aPaaS platform O&M production readiness review technical support service oversea 2 -Europe, Africa, Brazil, Middle East	PRR Implementation Guide PRR O&M Process Guide PRR Baseline Design Checklist	Technical Support Service Acceptance Report for the Review of the Production Readiness of the aPaaS Platform for the XX Project
aPaaS platform O&M running-state risk assessment technical support service oversea 2 -Europe, Africa, Brazil, Middle East	Running-state risk assessment capability diagnosis report Runtime Risk Assessment Solution Regulations on Risk Assessment Process in Running State Runtime Risk Assessment Baseline	Project XX aPaaS Platform O&M Running Status Risk Assessment Technical Support Service Acceptance Report
aPaaS platform O&M service availability measurement technical support service oversea 2 -Europe, Africa, Brazil, Middle East	SLO/SLI Usability Assessment Capability Diagnosis Report Management Regulations on SLO/SLI UsabilityAssessment Schemes and Standards SLO/SLI Usability Monitoring Review Baseline Operation Guide to SLO/SLI Usability Review	Project XX aPaaS Platform O&M Service Availability Measurement Technical Support Service Acceptance Report

Service	Deliverable	Acceptance Report
aPaaS platform O&M chaos engineering drill service oversea 2 -Europe, Africa, Brazil, Middle East	Drill Risk Analysis Report Exercise Emergency Plan Exercise Runbook Drill Plan Drill Summary Report Drill Acceptance Report	Acceptance Report on Chaos Engineering Drilling Service of the aPaaS Platform O&M on the XX Project
aPaaS platform O&M fault management managed service oversea 2 - Europe, Africa, Brazil, Middle East	XXX Application Fault Tree XXX Application Fault Mode Library XXX Application Fault Mode Library Drill Report	Acceptance Report of the aPaaS Platform O&M Fault Management Agent Maintenance Service for Project XX
aPaaS Platform O&M Release Management Optimization Implementation Service oversea 2 -Europe, Africa, Brazil, Middle East	Change Standard SOP Design for XXX Scenario	Acceptance Report on the Implementation Service of the aPaaS Platform, Release, Management, and Optimization for Project XX
aPaaS Platform O&M Release Management Onsite Support Service - Basic Package oversea 2 -Europe, Africa, Brazil, Middle East	XXX Change Risk Control Management Report Change Backtracking Report Summary of Change Knowledge Change Review Template	Acceptance Report on the aPaaS Platform O&M, Release Management, Onsite Support Service for the XX Project
aPaaS Platform O&M Release Management Onsite Support Service - Incremental Package oversea 2 -Europe, Africa, Brazil, Middle East	XXX Change Risk Control Management Report Change Backtracking Report Summary of Change Knowledge Change Review Template	Acceptance Report on the aPaaS Platform O&M, Release Management, Onsite Support Service for the XX Project

Service	Deliverable	Acceptance Report
aPaaS Platform Production Readiness Review Governance Service oversea 2 -Europe, Africa, Brazil, Middle East	XXX Service Production Readiness Implementation Solution XXX Service Production Readiness Implementation Report	Acceptance Report of the aPaaS Platform Production Readiness Review and Governance Service for the XX Project
aPaaS platform running-state risk assessment and governance service oversea 2 -Europe, Africa, Brazil, Middle East	XXX Service Running Status Risk Assessment Implementation Solution XXX Service Running State Risk Assessment Implementation Report	Acceptance Report on the Risk Assessment and Governance Service of the aPaaS Platform Running Status in the XX Project
aPaaS platform service availability measurement governance service oversea 2 -Europe, Africa, Brazil, Middle East	XXX Service SLO/SLI Implementation Solution XXX Service SLO/SLI Implementation Report	Acceptance Report on the aPaaS Platform Service Availability Measurement and Governance Service for Project XX
aPaaS platform O&M tool governance service oversea 2 -Europe, Africa, Brazil, Middle East	XXX Application O&M Tool Governance Solution	Not involved.
Incremental package of the aPaaS platform O&M tool governance service. oversea 2 -Europe, Africa, Brazil, Middle East	XXX Application O&M Tool Governance Solution	Not involved.

- **aPaaS Operation Service**

Service	Deliverable	Acceptance Report
aPaaS Agent Development Support Service-Senior Expert-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS application development support report	aPaaS application development support acceptance report
aPaaS Agent Development Support Service-Senior Consultant-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS application development support report	aPaaS application development support acceptance report
aPaaS Agent Development Support Service-Senior Managing Consultant-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS application development support report	aPaaS application development support acceptance report
aPaaS Agent Development Support Service-Senior Managing Principal-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS application development support report	aPaaS application development support acceptance report
aPaaS Platform User Operation Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS user operations report	aPaaS user operations acceptance report
aPaaS Platform Data Operation Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS data operations report	aPaaS data operations acceptance report

Service	Deliverable	Acceptance Report
aPaaS Platform Resource Operation Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS resource operations report	aPaaS resource operations acceptance report
aPaaS Agent Operation Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	aPaaS application operations report	aPaaS application operations acceptance report
aPaaS Platform O&M Digital Diagnosis Service - Basic Edition oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Status Survey and Diagnosis Analysis Report	aPaaS Deterministic O&M Project Acceptance Report
aPaaS Platform O&M Digital Diagnosis Service - Professional Edition oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Status Survey and Diagnosis Analysis Report	aPaaS Deterministic O&M Project Acceptance Report
aPaaS platform O&M digital assessment and planning service-medium oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Status Survey and Diagnosis Analysis Report Overall Planning and Evolution Roadmap for Deterministic O&M	aPaaS Deterministic O&M Project Acceptance Report
aPaaS platform O&M digital assessment and planning service-large-scale oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Status Survey and Diagnosis Analysis Report Overall Planning and Evolution Roadmap for Deterministic O&M	aPaaS Deterministic O&M Project Acceptance Report

Service	Deliverable	Acceptance Report
aPaaS Platform O&M Organization Optimization Service - Medium oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Detailed Design of O&M Organization Architecture	aPaaS Deterministic O&M Project Acceptance Report
aPaaS Platform O&M Organization Optimization Service - Large oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Detailed Design of O&M Organization Architecture	aPaaS Deterministic O&M Project Acceptance Report
aPaaS platform O&M tool consulting and planning service oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Integrated O&M Tool Platform Consulting and Planning Report	Acceptance Report on the Consulting and Planning Service of the aPaaS Platform O&M Tools for the XX Project
aPaaS Platform O&M Process Optimization Service - Medium oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Detailed Design of O&M Process Specifications	aPaaS Deterministic O&M Project Acceptance Report
aPaaS Platform O&M Process Optimization Service - Large oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Detailed Design of O&M Process Specifications	aPaaS Deterministic O&M Project Acceptance Report

Service	Deliverable	Acceptance Report
aPaaS Agent Development Support Service-Senior Expert-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS application development support report	aPaaS application development acceptance report
aPaaS Agent Development Support Service-Senior Consultant-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS application development support report	aPaaS application development acceptance report
aPaaS Agent Development Support Service-Senior Managing Consultant-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS application development support report	aPaaS application development acceptance report
aPaaS Agent Development Support Service-Senior Managing Principal-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS application development support report	aPaaS application development acceptance report
aPaaS Platform User Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS user operations report	aPaaS user operations acceptance report
aPaaS Platform Data Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS data operations report	aPaaS data operations acceptance report
aPaaS Platform Resource Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS resource operations report	aPaaS resource operations acceptance report

Service	Deliverable	Acceptance Report
aPaaS Agent Operation Service-oversea 2 - Europe, Africa, Brazil, Middle East	aPaaS application operations report	aPaaS application operations acceptance report
aPaaS Platform O&M Digital Diagnosis Service - Basic Edition oversea 2 -Europe, Africa, Brazil, Middle East	Status Survey and Diagnosis Analysis Report	aPaaS Deterministic O&M Project Acceptance Report
aPaaS Platform O&M Digital Diagnosis Service - Professional Edition oversea 2 -Europe, Africa, Brazil, Middle East	Status Survey and Diagnosis Analysis Report	aPaaS Deterministic O&M Project Acceptance Report
aPaaS platform O&M digital assessment and planning service-medium oversea 2 -Europe, Africa, Brazil, Middle East	Status Survey and Diagnosis Analysis Report Overall Planning and Evolution Roadmap for Deterministic O&M	aPaaS Deterministic O&M Project Acceptance Report
aPaaS platform O&M digital assessment and planning service-large-scale oversea 2 -Europe, Africa, Brazil, Middle East	Status Survey and Diagnosis Analysis Report Overall Planning and Evolution Roadmap for Deterministic O&M	aPaaS Deterministic O&M Project Acceptance Report
aPaaS Platform O&M Organization Optimization Service - Medium oversea 2 -Europe, Africa, Brazil, Middle East	Detailed Design of O&M Organization Architecture	aPaaS Deterministic O&M Project Acceptance Report

Service	Deliverable	Acceptance Report
aPaaS Platform O&M Organization Optimization Service - Large oversea 2 -Europe, Africa, Brazil, Middle East	Detailed Design of O&M Organization Architecture	aPaaS Deterministic O&M Project Acceptance Report
aPaaS platform O&M tool consulting and planning service oversea 2 -Europe, Africa, Brazil, Middle East	Integrated O&M Tool Platform Consulting and Planning Report	Acceptance Report on the Consulting and Planning Service of the aPaaS Platform O&M Tools for the XX Project
aPaaS Platform O&M Process Optimization Service - Medium oversea 2 -Europe, Africa, Brazil, Middle East	Detailed Design of O&M Process Specifications	aPaaS Deterministic O&M Project Acceptance Report
aPaaS Platform O&M Process Optimization Service - Large oversea 2 -Europe, Africa, Brazil, Middle East	Detailed Design of O&M Process Specifications	aPaaS Deterministic O&M Project Acceptance Report

Responsibility Matrix

1. Shared responsibility

   – Negotiate and confirm specific requirements and objectives of the aPaaS Deterministic O&M.

   – Negotiate and confirm project management plans for the aPaaS Deterministic O&M.

   – Negotiate, confirm, and review solutions of the aPaaS Deterministic O&M.

2. Huawei Responsibilities

   – Completes requirement survey, solution design, and delivery based on the responsibility matrix.

   – Before providing services, prepares a service plan and a BOQ for the customer to confirm.

   – Provides services based on the service plan and creates the deliverables needed.

- Provides the list of deliverables after services are all complete.

- Appoints a dedicated project owner. If there is a personnel change due to special reasons, notifies the customer three working days in advance.

- Only uses the authorized data for aPaaS Deterministic O&M.

3. Customer Responsibilities

- Backs up and saves data.

- Verifies service systems.

- Operates and maintains the infrastructure layer, including compute, networking, storage, OBS bucket, and security services.

- Assigns a project owner to coordinate between the two parties and to manage, review, and accept services provided by Huawei Cloud.

- Provides service system information, including application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Details

The following table provides responsibility matrix examples and can be modified as needed.

R: responsible; S: supportive.

- **aPaaS Maintenance Service**

No.	Process	Content	Huawei	Customer
1	Project kick-off meeting	Communicates with the customer's project leader (team) to clarify requirements, expectations, scope, contents, deliverables, and stakeholders, and develop work plans.	R	S
2	Customer service survey	Interviews and researches the customer to survey their overall O&M status and pinpoints challenges in each domain.	R	S
3	Service implementation	Assigns site reliability engineers (SREs) to perform 24/7 monitoring on customer applications and handle alarms in the way agreed with the customer.	R	S
		Follows the operation manual to manage any events that happen on the live network.	R	S
		Contacts customers or relevant parties to record, track, verify, and resolve issues throughout their lifecycle.	R	S

No.	Process	Content	Huawei	Customer
		Rectifies the fault on the live network by referring to the customer-approved troubleshooting manual.	R	S
		Implements the change solution approved by the customer within the specified time.	R	S
		Provides a service desk to receive customer inquiries and manage their requests through service tickets.	R	S
		Inspects and monitors infrastructure resource load and manages system capacity.	R	S
		Upgrades the application according to the customer-provided upgrade guide.	R	S
		Identifies and handles system risks by detailed inspection and problem management.	R	S
		Inspects the system infrastructure, middleware, databases, and applications, and outputs inspection reports.	R	S
		When a major system fault occurs, reviews the fault, analyzes the technical and management root causes, and provides suggestions for optimization.	R	S
		Conducts fault drills based on the customer-approved fault drill solution.	R	S
4	Deliverable output	Outputs deliverables: proactive O&M inspection report, proactive O&M risk check report, troubleshooting report, and project O&M monthly report.	R	S
5	Review and summary	Reviews and summarizes the overall O&M service.	R	S

– **aPaaS Operation Service**

No.	Process	Content	Hua wei	Cus tom er
1	Requirement survey	Conducts a detailed survey on customer requirements and negotiates the service scope.	R	S
2	Service determination	Specifies the intended scope of the service.	S	R
3	Solution design	Designs the aPaaS Operation Service solution based on customer requirements and outputs the Statement of Work (SOW).	R	S
4	Delivery	Delivers the aPaaS Operation Service based on the SOW.	R	S
5	Acceptance	Accepts and confirms the delivered items.	S	R

Acceptance Criteria

- **aPaaS Maintenance Service:**

  Recurring Services:"aPaaS Technical Support Services (per 20 instances) - oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS Agent Hosting Service-oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS high-reliability governance-oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS risk governance-oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS security and compliance governance-oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS data governance-oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS application O&M hosting (8/5) -oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS application O&M hosting (24/7) -oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS application hosting for incremental services (8/5) -oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS application hosting for incremental services (24/7) -oversea 1 - Asia, Russia, Latin America (Excluding Brazil), aPaaS platform O&M tool governance service -oversea 1 -Asia, Russia Latin America (Excluding Brazil),aPaaS platform O&M tool governance service incremental package- oversea 1 -Asia, Russia, Latin America (Excluding Brazil), aPaaS Technical Support Services (per 20 instances) - oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS Agent Hosting Service- oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS high-reliability governance- oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS risk governance- oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS security and compliance governance- oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS data governance- oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS application O&M hosting (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS application O&M hosting (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS application hosting for incremental services (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS

application hosting for incremental services (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East, aPaaS platform O&M tool governance service - oversea 2 -Europe, Africa, Brazil, Middle East,aPaaS platform O&M tool governance service incremental package- oversea 2 -Europe, Africa, Brazil, Middle East", above services automatically terminate after the time specified in the contract expires.

One-off Services: Remaing are all one-off services. Huawei submits standard deliverables of each service subitem. If the customer accepts the deliverables, the customer needs to click the acceptance link on the Huawei Cloud console or sign and seal the XXX Service Acceptance Report.

- **aPaaS Operation Service (one-off service):**

  Huawei submits standard deliverables of each service subitem. If the customer accepts the deliverables, the customer needs to click the acceptance link on the Huawei Cloud console or sign and seal the *XXX Service Acceptance Report*.

3.3.2 FAQs

3.3.2.1 About the Service

3.3.2.1.1 What Is aPaaS Deterministic O&M?

aPaaS Deterministic O&M is used to provide basic environment hosting of migrated self-developed applications for small- and medium-sized enterprises, and O&M support, application hosting, and governance for government cloud customers. The expert technical team ensures the hosting, issue solving, and project can be smoothly implemented. Additionally, online or offline operation optimization services are provided for platform operation and adaptation.

3.3.2.1.2 What service items are included in aPaaS Deterministic O&M?

- **aPaaS Maintenance Service**

Service	Description	Scenario
aPaaS Technical Support Services (per 20 instances) -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide usage Q&A for aPaaS platforms and products of certain specifications (20 instances), system inspection (infrastructure, middleware, and applications), and problem handling (location, analysis, and rectification). The Q&A covers external model access (only in closed-source API mode), data engineering, knowledge engineering, application design and operation management, and service system interconnection.	The customer's O&M team is not capable enough and needs Huawei's assistance.

Service	Description	Scenario
aPaaS Agent Hosting Service - oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide application hosting services for customers' applications during the service period. This includes 24/7 continuous monitoring using customer logs, metrics, and alarms. Respond to and handle alarms generated in the customer's production environment according to the pre-agreed contingency plan. Identify and resolve production faults while managing the entire lifecycle.	The customer hands over the cloud service to a more experienced third party for managed O&M.
aPaaS High Reliability Governance Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provides services twice a year. Determines the high-reliability governance objectives for customer applications, identifies key DFX requirements, such as high availability and resilience design, including DR fault tolerance, overload control, and grayscale release, considers maintainability design, such as deployment and capacity expansion, monitoring, and fault drill solutions, and uses IT-based methods to measure the application's DFX capability implementation.	Adds the version deployment function and supports a higher proactive prevention level (compared with the basic edition).
aPaaS Risk Governance Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provides services twice a year. Builds a health manager tool based on systematic monitoring and data analysis, to quickly detect and analyze risks of service running on the live network. Supports visualized and measurable O&M for service improvement, reliability, maintainability, and user experience.	

Service	Description	Scenario
aPaaS Security Compliance Governance Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide services twice a year to ensure infrastructure security. Periodically scan host vulnerabilities, check annual OS patch status, manage privileged accounts (**root**) of hosts and databases, and automatically change passwords. Manage domain names (adding, changing, and removing), and monitor their resolution and web application firewall (WAF) protection configuration.	
	Trustworthy O&M operations: Use the AppStage platform for implementing changes and ensure adherence to change e-flows. The permission management system categorizes roles into personnel of hosts, databases, security, and service O&M, which can be checked through the separation of duties (SOD) permission audit view. Manage operators' permissions on the live network. If the organization structure changes, related operators' permissions are automatically revoked. Manage live network data access and extraction in the production environment through compliant processes to meet privacy requirements.	
	Application running security: Encrypt authentication credentials and sensitive configuration items for storage and invoking, preventing sensitive data leakage. Manage certificates throughout lifecycles, including application, distribution, use, deletion, and monitoring. Ensure compliance with software repository regulations to prevent unauthorized access.	

Service	Description	Scenario
aPaaS Data Governance Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide basic training on data governance of aPaaS intelligent applications, and review and verify related data, meeting requirements of industry application development and training solutions, as well as training algorithms and applications.	
aPaaS application O&M hosting (8/5) -oversea 1 - Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require average service availability.
aPaaS application O&M hosting (24/7) -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require high service availability.
aPaaS application hosting for incremental services (8/5) - oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	8/5 incremental service package

Service	Description	Scenario
aPaaS application hosting for incremental services (24/7) - oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	24/7 incremental service package
aPaaS application hosting and implementation services -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	In this mode, resources and applications within the customer's target scope are managed by the AppStage O&M center. Up to 100 instances can be managed. The implementation services include resource management, account hosting, log collection, and monitoring configuration.	This mode is used when services are supported by the O&M platform for hosting for the first time.
aPaaS application hosting and implementation for incremental services -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	In this mode, newly deployed services or added resources are managed to meet O&M requirements.	This mode is used when incremental services are supported by the O&M platform for management.
aPaaS Technical Support Services (per 20 instances) - oversea 2 - Europe, Africa, Brazil, Middle East	Provide usage Q&A for aPaaS platforms and products of certain specifications (20 instances), system inspection (infrastructure, middleware, and applications), and problem handling (location, analysis, and rectification). The Q&A covers external model access (only in closed-source API mode), data engineering, knowledge engineering, application design and operation management, and service system interconnection.	The customer's O&M team is not capable enough and needs Huawei's assistance.

Service	Description	Scenario
aPaaS Agent Hosting Service - oversea 2 - Europe, Africa, Brazil, Middle East	Provide application hosting services for customers' applications during the service period. This includes 24/7 continuous monitoring using customer logs, metrics, and alarms. Respond to and handle alarms generated in the customer's production environment according to the pre-agreed contingency plan. Identify and resolve production faults while managing the entire lifecycle.	The customer hands over the cloud service to a more experienced third party for managed O&M.
aPaaS High Reliability Governance Service - oversea 2 - Europe, Africa, Brazil, Middle East	Provides services twice a year. Determines the high-reliability governance objectives for customer applications, identifies key DFX requirements, such as high availability and resilience design, including DR fault tolerance, overload control, and grayscale release, considers maintainability design, such as deployment and capacity expansion, monitoring, and fault drill solutions, and uses IT-based methods to measure the application's DFX capability implementation.	Adds the version deployment function and supports a higher proactive prevention level (compared with the basic edition).
aPaaS Risk Governance Service - oversea 2 - Europe, Africa, Brazil, Middle East	Provides services twice a year. Builds a health manager tool based on systematic monitoring and data analysis, to quickly detect and analyze risks of service running on the live network. Supports visualized and measurable O&M for service improvement, reliability, maintainability, and user experience.	

Service	Description	Scenario
aPaaS Security Compliance Governance Service - oversea 2 - Europe, Africa, Brazil, Middle East	Provide services twice a year to ensure infrastructure security. Periodically scan host vulnerabilities, check annual OS patch status, manage privileged accounts (**root**) of hosts and databases, and automatically change passwords. Manage domain names (adding, changing, and removing), and monitor their resolution and web application firewall (WAF) protection configuration.	
	Trustworthy O&M operations: Use the AppStage platform for implementing changes and ensure adherence to change e-flows. The permission management system categorizes roles into personnel of hosts, databases, security, and service O&M, which can be checked through the separation of duties (SOD) permission audit view. Manage operators' permissions on the live network. If the organization structure changes, related operators' permissions are automatically revoked. Manage live network data access and extraction in the production environment through compliant processes to meet privacy requirements.	
	Application running security: Encrypt authentication credentials and sensitive configuration items for storage and invoking, preventing sensitive data leakage. Manage certificates throughout lifecycles, including application, distribution, use, deletion, and monitoring. Ensure compliance with software repository regulations to prevent unauthorized access.	

Service	Description	Scenario
aPaaS Data Governance Service - oversea 2 - Europe, Africa, Brazil, Middle East	Provide basic training on data governance of aPaaS intelligent applications, and review and verify related data, meeting requirements of industry application development and training solutions, as well as training algorithms and applications.	
aPaaS application O&M hosting (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require average service availability.
aPaaS application O&M hosting (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	This mode applies to scenarios that require high service availability.
aPaaS application hosting for incremental services (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 8/5 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	8/5 incremental service package

Service	Description	Scenario
aPaaS application hosting for incremental services (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East	This mode provides customers with remote hosting services for new or added applications during the service period. By using customers' logs, metrics, and alarms, it provides 24/7 monitoring of applications, responds to and handles production alarms according to the preset contingency plans, tracks production faults, and executes full-lifecycle management.	24/7 incremental service package
aPaaS application hosting and implementation services- oversea 2 - Europe, Africa, Brazil, Middle East	In this mode, resources and applications within the customer's target scope are managed by the AppStage O&M center. Up to 100 instances can be managed. The implementation services include resource management, account hosting, log collection, and monitoring configuration.	This mode is used when services are supported by the O&M platform for hosting for the first time.
aPaaS application hosting and implementation for incremental services- oversea 2 - Europe, Africa, Brazil, Middle East	In this mode, newly deployed services or added resources are managed to meet O&M requirements.	This mode is used when incremental services are supported by the O&M platform for management.

- **aPaaS Operation Service**

Service	Description	Scenario
aPaaS Agent Development Support Service-Senior Expert - oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide basic development support, including SDK/API usage support and demo display, development environment setup guide, and application development guide. Help customers develop intelligent applications on the platform by assisting with data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, deployment, and integration.	The customer needs Huawei Cloud professional services for operations optimization.
aPaaS Agent Development Support Service-Senior Consultant -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide development support for migrating, adapting, and reconstructing applications or data on the aPaaS platform. The content includes migration evaluation and solution design of AI applications and matching models, reconstruction and commissioning of AI applications and model inference scripts, performance optimization of single-node and distributed systems, and fine-tuning, training script reconstruction, and performance debugging of foundation models.	

Service	Description	Scenario
aPaaS Agent Development Support Service- Senior Managing Consultant - oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide support for common component development on the aPaaS platform in the following scenarios: Interconnection with third-party closed-source models; introduction of open-source models; incremental pre-training; scenario-based optimization of open-source models; model assessment solution, including the assessment policies, assessment datasets, and execution process (Objective content: automatically completed by the accelerator; subjective content: manual execution); data preparation, including data access, governance (cleansing, deduplication, and normalization), and dataset generation; knowledge base building; prompt projects; dynamic knowledge injection (retrieval-augmented generation); knowledge base access.	
aPaaS Agent Development Support Service- Senior Managing Principal -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Provide professional support during application development. • Conduct requirement survey and solution design for the overall solution based on the customer's application scenarios. including but not limited to planning for compute, storage, and networking, data preparation design, large model selection and evaluation, and solutions for model orchestration and software platform integration. • Provide development support based on the existing application design solution. This includes data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, and deployment.	

Service	Description	Scenario
aPaaS Platform User Operation Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	Based on service characteristics, designs key metrics (such as success rate, latency, and download speed) for service performance experience, collects and displays metric data, performs analysis and drill-down, and provides optimization tools and methods for key metric performance and better user experience.	
aPaaS Platform Data Operation Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	● Service delivery (SD) O&M change management: Optimize the change duration, improve the automation rate, and improve the Infrastructure as Code (IaC) change access rate. ● Issue To Resolution (ITR) O&M event issue management: Reduce the number of O&M events, shorten the average event recovery duration, and improve the event alarm coverage. ● Business Continuity Management (BCM) fault drill management: Improve the completion rate of BCM contingency plans, increase the BCM automatic execution rate, and cover more fault scenarios. ● O&M and capability assessment: Measures and governs maintainability design, O&M quality design, O&M security, and global O&M capabilities.	

Service	Description	Scenario
aPaaS Platform Resource Operation Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	• Develop cloud infrastructure capabilities, including budget management, cost optimization, and resource management. • Use in-depth data analysis and potential exploration to guide compliant and reasonable resource utilization, continuously improving efficiency.	
aPaaS Agent Operation Service -oversea 1 -Asia, Russia, Latin America (Excluding Brazil)	• Provide technical support for operations center issues, such as configuration guide, O&M implementation, troubleshooting, delivery training, and environment configuration. • Build an operations system for data operations metric analysis, scenario-specific data models, and operations dashboard configuration guide. • Provide data collection solution consulting, metric system establishment and configuration, data ingestion and integration development, tracing point collection, and metadata import guide.	
aPaaS Agent Development Support Service- Senior Expert - oversea 2 - Europe, Africa, Brazil, Middle East	Provide basic development support, including SDK/API usage support and demo display, development environment setup guide, and application development guide. Help customers develop intelligent applications on the platform by assisting with data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, deployment, and integration.	

Service	Description	Scenario
aPaaS Agent Development Support Service-Senior Consultant - oversea 2 - Europe, Africa, Brazil, Middle East	Provide development support for migrating, adapting, and reconstructing applications or data on the aPaaS platform. The content includes migration evaluation and solution design of AI applications and matching models, reconstruction and commissioning of AI applications and model inference scripts, performance optimization of single-node and distributed systems, and fine-tuning, training script reconstruction, and performance debugging of foundation models.	
aPaaS Agent Development Support Service-Senior Managing Consultant - oversea 2 - Europe, Africa, Brazil, Middle East	Provide support for common component development on the aPaaS platform in the following scenarios: Interconnection with third-party closed-source models; introduction of open-source models; incremental pre-training; scenario-based optimization of open-source models; model assessment solution, including the assessment policies, assessment datasets, and execution process (Objective content: automatically completed by the accelerator; subjective content: manual execution); data preparation, including data access, governance (cleansing, deduplication, and normalization), and dataset generation; knowledge base building; prompt projects; dynamic knowledge injection (retrieval-augmented generation); knowledge base access.	

Service	Description	Scenario
aPaaS Agent Development Support Service- Senior Managing Principal - oversea 2 - Europe, Africa, Brazil, Middle East	Provide professional support during application development. ● Conduct requirement survey and solution design for the overall solution based on the customer's application scenarios. including but not limited to planning for compute, storage, and networking, data preparation design, large model selection and evaluation, and solutions for model orchestration and software platform integration. ● Provide development support based on the existing application design solution. This includes data preparation, model selection and optimization, inference acceleration, knowledge engineering, application orchestration, and deployment.	
aPaaS Platform User Operation Service - oversea 2 - Europe, Africa, Brazil, Middle East	Based on service characteristics, designs key metrics (such as success rate, latency, and download speed) for service performance experience, collects and displays metric data, performs analysis and drill-down, and provides optimization tools and methods for key metric performance and better user experience.	

Service	Description	Scenario
aPaaS Platform Data Operation Service - oversea 2 - Europe, Africa, Brazil, Middle East	• Service delivery (SD) O&M change management: Optimize the change duration, improve the automation rate, and improve the Infrastructure as Code (IaC) change access rate. • Issue To Resolution (ITR) O&M event issue management: Reduce the number of O&M events, shorten the average event recovery duration, and improve the event alarm coverage. • Business Continuity Management (BCM) fault drill management: Improve the completion rate of BCM contingency plans, increase the BCM automatic execution rate, and cover more fault scenarios. • O&M and capability assessment: Measures and governs maintainability design, O&M quality design, O&M security, and global O&M capabilities.	
aPaaS Platform Resource Operation Service - oversea 2 - Europe, Africa, Brazil, Middle East	• Develop cloud infrastructure capabilities, including budget management, cost optimization, and resource management. • Use in-depth data analysis and potential exploration to guide compliant and reasonable resource utilization, continuously improving efficiency.	

Service	Description	Scenario
aPaaS Agent Operation Service - oversea 2 - Europe, Africa, Brazil, Middle East	• Provide technical support for operations center issues, such as configuration guide, O&M implementation, troubleshooting, delivery training, and environment configuration. • Build an operations system for data operations metric analysis, scenario-specific data models, and operations dashboard configuration guide. • Provide data collection solution consulting, metric system establishment and configuration, data ingestion and integration development, tracing point collection, and metadata import guide.	

3.3.2.1.3 What are the advantages of aPaaS Deterministic O&M?

Low O&M cost: aPaaS Deterministic O&M can reduce customers' investment in the O&M system, tool deployment, and team building.

Quick response to emergencies: Offer prompt emergency response through multiple channels based on support from representative offices

Fast fault recovery: O&M engineers blend years of expertise in troubleshooting with their comprehensive understanding of aPaaS and Huawei Cloud solutions to quickly resolve problems with multiple O&M analysis tools.

Whole-process follow-up: O&M engineers cooperate with global ecosystem O&M center throughout the entire troubleshooting process to handle major faults and difficult problems of customers' devices.

Efficient resource coordination: An O&M engineer, the only contact person of Huawei services, can efficiently coordinate Huawei's internal resources from trouble ticket creation to closure.

3.3.2.2 About Service Purchase

3.3.2.2.1 How do I place an order for this service?

Consult the customer manager before placing an order.

3.3.2.2.2 Is there a limit to how many times the service can be purchased?

No. Enterprises can purchase aPaaS Deterministic O&M based on actual requirements.

3.3.2.2.3 Do I need to purchase other related services before purchasing this service?

No.

3.3.2.2.4 Can I change the service specifications after signing a contract?

No. aPaaS Deterministic O&M service is one-off and therefore cannot be changed. When ordering these services, set the parameters based on your own service needs.

3.3.2.2.5 Is this service refundable?

aPaaS Deterministic O&M service adopts once-off charge. Refund and unsubscription are supported only before the service is used. When subscribing to these services, make the appropriate choices based on your own service needs.

3.3.2.3 About Service Delivery

3.3.2.3.1 Can this service be delivered on site?

Yes. Service experts will provide onsite delivery.

3.3.2.3.2 What are the working days?

Support from Monday to Friday (5 x 8 hours)/from Monday to Sunday(7 x 24 hours) according to respective services

3.3.2.3.3 How long does the delivery take after an order is placed?

It is calculated based on the actual purchased person-days. Acceptance is performed after the delivery is complete.

3.3.2.3.4 Is this service available outside the Chinese mainland?

Yes. The service is available for users or enterprises outside China.

3.3.2.3.5 Can I apply for refund during delivery?

No. It is not refundable during the service delivery.

3.3.3 Billing

This section describes the billing of Huawei Cloud aPaaS Deterministic O&M, including billing items and billing modes.

Billing Items

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
aPaaS Deterministic O&M	aPaaS Operation Service	aPaaS Agent Development Support Service-Senior Expert-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	manday	1,430.00
		aPaaS Agent Development Support Service-Senior Consultant-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	manday	1,921.92
		aPaaS Agent Development Support Service-Senior Managing Consultant-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	manday	4,804.80
		aPaaS Agent Development Support Service-Senior Managing Principal-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	manday	6,726.72
		aPaaS Platform User Operation Service-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	instance	1,430.00
		aPaaS Platform Data Operation Service-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	instance	1,430.00
		aPaaS Platform Resource Operation Service-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	instance	1,430.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS Agent Operation Service-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	instance	1,430.00
		aPaaS platform O&M digital diagnosis service- basic edition- overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	23,450.00
		aPaaS platform O&M digital diagnosis service- Professional edition- overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	50,250.00
		aPaaS platform O&M digital assessment and planning service- medium- overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	312,960.00
		aPaaS platform O&M digital assessment and planning service-large- overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	451,200.00
		aPaaS platform O&M organization optimization service- medium- overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	62,400.00
		aPaaS platform O&M organization optimization service- large- overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	75,840.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS platform O&M tool consulting and planning service - overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	182,400.00
		aPaaS platform O&M process optimization service-medium-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	259,200.00
		aPaaS platform O&M process optimization service-large- overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	360,960.00
		aPaaS Agent Development Support Service-Senior Expert-overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	manday	2,140.00
		aPaaS Agent Development Support Service-Senior Consultant- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	manday	2,876.16
		aPaaS Agent Development Support Service-Senior Managing Consultant- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	manday	7,190.40
		aPaaS Agent Development Support Service-Senior Managing Principal- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	manday	10,066.56

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS Platform User Operation Service-overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	instance	2,140.00
		aPaaS Platform Data Operation Service-overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	instance	2,140.00
		aPaaS Platform Resource Operation Service-overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	instance	2,140.00
		aPaaS Agent Operation Service- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	instance	2,140.00
		aPaaS platform O&M digital diagnosis service-basic edition- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	35,140.00
		aPaaS platform O&M digital diagnosis service-Professional edition-overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	75,300.00
		aPaaS platform O&M digital assessment and planning service-medium- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	469,440.00
		aPaaS platform O&M digital assessment and planning service-large-overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	676,317.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS platform O&M organization optimization service-medium- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	93,600.00
		aPaaS platform O&M organization optimization service-large- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	113,760.00
		aPaaS platform O&M tool consulting and planning service - overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	273,600.00
		aPaaS platform O&M process optimization service-medium-overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	388,800.00
		aPaaS platform O&M process optimization service-large- overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	541,440.00
	aPaaS Maintenance Service	aPaaS Technical Support Services (per 20 instances) -overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	yearly	instance/ yearly	24,984.96
		aPaaS High Reliability Governance Service - overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	yearly	instance/ yearly	576.58
		aPaaS Agent Hosting Service -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	yearly	instance/ yearly	1,441.44

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS Risk Governance Service -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	yearly	instance/ yearly	288.29
		aPaaS Security Compliance Governance Service -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	yearly	instance/ yearly	288.29
		aPaaS Data Governance Service -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	yearly	instance/ yearly	772,200.00
		aPaaS application O&M hosting (8/5) -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	yearly	yearly	28,600.00
		aPaaS application O&M hosting (24/7) -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	yearly	yearly	114,400.00
		aPaaS application hosting for incremental services (8/5) -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	monthly	monthly	143.00
		aPaaS application hosting for incremental services (24/7) -overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	monthly	monthly	572.00
		aPaaS application hosting and implementation services- overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	times	28,600.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS application hosting and implementation for incremental services-overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	times	286.00
		aPaaS platform O&M indicator system optimization service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	115,200.00
		aPaaS platform O&M fault management technical support service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	72,560.00
		aPaaS platform O&M chaos drill technical support service-medium-overseas 1-Asia Pacific, Russia, Latin America (excluding Brazil)	one-off billing	set	186,420.00
		aPaaS platform O&M chaos drill technical support service-large-overseas 1-Asia Pacific, Russia, Latin America (excluding Brazil)	one-off billing	set	258,120.00
		aPaaS platform O&M release management technical support service-large-overseas 1-Asia Pacific, Russia, Latin America (excluding Brazil)	one-off billing	set	192,000.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS platform O&M release management technical support service-medium-overseas 1-Asia Pacific, Russia, Latin America (excluding Brazil)	one-off billing	set	67,200.00
		aPaaS platform O&M observability technical support service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	119,040.00
		aPaaS platform O&M production readiness review technical support service - Overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	91,200.00
		aPaaS platform O&M running-state risk assessment technical support service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	120,000.00
		aPaaS platform O&M service availability measurement technical support service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	96,000.00
		aPaaS platform O&M chaos engineering drill service - Overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	119,500.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS platform O&M fault management managed service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	155,950.00
		aPaaS Platform O&M Release Management Optimization Implementation Service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	19,200.00
		aPaaS Platform O&M Release Management Onsite Support Service- Basic Package-Overseas 1-Asia Pacific, Russia, Latin America (excluding Brazil)	one-off billing	set	480,000.00
		aPaaS Platform O&M Release Management Onsite Support Service - Incremental Package - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	42,240.00
		aPaaS Platform Production Readiness Review Governance Service - Overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	91,200.00
		aPaaS Platform Runtime Risk Assessment Governance Service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	120,000.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS Platform Service Availability Measurement Governance Service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	one-off billing	set	96,000.00
		aPaaS Platform O&M Tool Governance Service - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	Yearly	Yearly	14,300.00
		aPaaS platform O&M tool governance service incremental package - Overseas 1 -Asia, Russia, Latin America (Excluding Brazil)	Monthly	Monthly	71.5
		aPaaS Technical Support Services (per 20 instances) - oversea 2 - Europe, Africa, Brazil, Middle East	yearly	instance/ yearly	37,390.08
		aPaaS High Reliability Governance Service- oversea 2 - Europe, Africa, Brazil, Middle East	yearly	instance/ yearly	862.85
		aPaaS Agent Hosting Service- oversea 2 - Europe, Africa, Brazil, Middle East	yearly	instance/ yearly	2,157.12
		aPaaS Risk Governance Service- oversea 2 - Europe, Africa, Brazil, Middle East	yearly	instance/ yearly	431.42
		aPaaS Security Compliance Governance Service- oversea 2 - Europe, Africa, Brazil, Middle East	yearly	instance/ yearly	431.42

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS Data Governance Service- oversea 2 - Europe, Africa, Brazil, Middle East	yearly	instance/ yearly	1,155,600.00
		aPaaS application O&M hosting (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	yearly	yearly	42,800.00
		aPaaS application O&M hosting (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East	yearly	yearly	171,200.00
		aPaaS application hosting for incremental services (8/5) - oversea 2 - Europe, Africa, Brazil, Middle East	monthly	monthly	214.00
		aPaaS application hosting for incremental services (24/7) - oversea 2 - Europe, Africa, Brazil, Middle East	monthly	monthly	856.00
		aPaaS application hosting and implementation services- oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	times	42,800.00
		aPaaS application hosting and implementation for incremental services- oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	times	428.00
		aPaaS platform O&M indicator system optimization service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	172,800.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS Platform O&M Fault Management Technical Support Service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	108,640.00
		aPaaS platform O&M chaos drill technical support service-medium-outside China 2-Europe, Africa, Brazil, Middle East	one-off billing	set	279,240.00
		aPaaS platform O&M chaos drill technical support service-large-outside China 2-Europe, Africa, Brazil, Middle East	one-off billing	set	386,640.00
		aPaaS platform O&M release management technical support service-large-outside China 2-Europe, Africa, Brazil, Middle East	one-off billing	set	288,000.00
		aPaaS Platform O&M Release Management Technical Support Service-Medium-Outside China 2-Europe, Africa, Brazil, Middle East	one-off billing	set	100,800.00
		aPaaS platform O&M observability technical support service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	178,560.00
		aPaaS platform O&M production readiness review technical support service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	136,800.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS platform O&M running status risk assessment technical support service-Overseas 2-Europe, Africa, Brazil, Middle East	one-off billing	set	180,000.00
		aPaaS Platform O&M Service Availability Measurement Technical Support Service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	144,000.00
		aPaaS platform O&M chaos engineering drill service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	179,000.00
		aPaaS platform O&M fault management managed service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	233,900.00
		aPaaS Platform O&M Release Management Optimization Implementation Service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	28,800.00
		aPaaS Platform O&M Release Management Onsite Support Service - Basic Package - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	720,000.00
		aPaaS Platform O&M Release Management Onsite Support Service - Incremental Package - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	63,360.00

Service L4 Offering	Sub-service L4.5	SKU	Billing Mode	Unit	Price(USD)
		aPaaS Platform Production Readiness Review Governance Service - Overseas 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	136,800.00
		aPaaS Platform Runtime Risk Assessment Governance Service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	180,000.00
		aPaaS Platform Business Availability Measurement Governance Service - Oversea 2 - Europe, Africa, Brazil, Middle East	one-off billing	set	144,000.00
		aPaaS Platform O&M Tool Governance Service - Oversea 2 - Europe, Africa, Brazil, Middle East	yearly	yearly	21,400.00
		aPaaS platform O&M tool governance service incremental package - Oversea 2 - Europe, Africa, Brazil, Middle East	monthly	monthly	107.00

◯◯ NOTE

The instances specified in the SKU refer to the number of cloud service instances on the management plane.

Billing Mode

The aPaaS Operation Service supports one-off payments and times-based billing.

Some aPaaS Maintenance services are yearly/monthly services, and some are one-off services. For details, see the billing item description.

Configuration Change

You are advised to make appropriate purchases by referring to the service descriptions. Once purchased, aPaaS Operation Service cannot be unsubscribed from, and the configurations cannot be changed.

The aPaaS Maintenance Service supports continuous subscription for multiple years and unsubscription before the service starts. The unsubscription period is one year.

Renewal

One-off service do not support renewal, you can purchase it again as required.

For a yearly/monthly service, you can renew the subscription before the service expires.

Expiration and Overdue Payment

The validity period of the one-off service is one year, and renewal is not supported, you can purchase it again as required.

Periodical services are provided within the service period starting from the effective date of the subscription. Unless you renew, the service will be disabled upon expiration.

3.4 DevSecOps O&M

3.4.1 Statement of Work (SOW)

Service Overview

In the process of using CodeArts and other platform services, users may encounter various problems and doubts. Through counseling, technical Q&A, etc., we provide guidance to customer development, testing, operation and maintenance, and management personnel on various problems encountered during the use of CodeArts-related services. Provide technical support for various issues to help customer better use CodeArts software to develop production line-related services.

Service Content

Based on CodeArts services including Req, Repo, Build, TestPlan, Release, and Pipeline, CodeArts Technical Support provides technical support such as training and Q&A for customers in their use of CodeArts for development, testing, O&M, and management. This service focuses on CodeArts itself. Customized services, such as R&D process design and standard and guideline formulation, are not included in this service. You need to purchase corresponding expert services.

Service Item	Content	Target Customer
CodeArts Technical Support (5 Person-Days)	1. Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and what services are included in CodeArts Technical Support. 2. Organizes Q&A sessions for customers' technical issues on the use of CodeArts, helping customers skillfully use CodeArts Technical Support.	One-off billing based on the number of orders placed
CodeArts Technical Support (50 Person-Days)	1. Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and what services are included in CodeArts Technical Support. 2. Organizes Q&A sessions for customers' technical issues on the use of CodeArts, helping customers skillfully use CodeArts Technical Support.	One-off billing, valid within one year, no more than 50 person-days onsite
CodeArts Technical Support (120 Person-Days)	1. Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and what services are included in CodeArts Technical Support. 2. Organizes Q&A sessions for customers' technical issues on the use of CodeArts, helping customers skillfully use CodeArts Technical Support.	One-off billing, valid within one year, no more than 120 person-days onsite

Service Item	Content	Target Customer
CodeArts Technical Support (1 Person-Year)	1. Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and what services are included in CodeArts Technical Support. 2. Organizes Q&A sessions for customers' technical issues on the use of CodeArts, helping customers skillfully use CodeArts Technical Support.	One-off billing, valid within one year, no more than 200 person-days onsite

Prerequisites

- The customer shall request the service at least seven working days in advance so Huawei Cloud can evaluate the feasibility of the customer's service objectives and schedule.

- Huawei Cloud shall obtain the customer's authorization before fulfilling the service content.

- The customer needs to purchase CodeArts.

Service Scope

1. Applicable Scope

   – Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and what services are included in CodeArts. Demonstrates the basic functions of CodeArts.

   – CodeArts technical support: Organizes Q&A sessions for customers' technical issues on the use of CodeArts, helping customers skillfully use CodeArts.

2. Inapplicable Scope

   Huawei technical support engineers are responsible for only the support items listed in this document. Additional fees will be charged if the items not covered are needed. The non-covered Items include but are not limited to the following:

   – Customer' third-party application systems.

   – O&M tools not introduced by Huawei products.

   – Work beyond the CodeArts development support service (such as technical support related to migration or integration with third-party systems).

   – Tool support mentioned in all Huawei reports. If the customer' existing tools can be used by Huawei for O&M services, the customer shall bear all tool-related costs.

> – Huawei assets, including but not limited to laptops and instruments.

> – Huawei's post-contract due diligence to verify the data collected prior to the contract. If the data proves incomplete or incorrect, Huawei has the right to modify the service specifications and fees based on the change control procedures.

> – Leaving the resident office to travel to other cities for related work. (Note: Fees may include, but are not limited to, travel, accommodation, and additional communication fees.)

> – Working beyond regular working hours as required by the customer. (Note: Fees include overtime pay and subsidies).

> – Outsourced products.

3. Service Regions

   International

Service Process

Phase	Milestone
Delivery plan formulation	/
Signing of the service certificate	/
Project kick-off	1. Determine the kick-off time. 2. Determine the personnel for kick-off. 3. Determine the kick-off duration. 4. Determine the service content. 5. Determine the service plan.
Onsite/Remote development support	Complete delivery based on the service content. *CodeArts Training Slides* *Development Support Service Issue Record*
Service acceptance	*Acceptance Report*
Service completion	/

Figure 3-1 Process
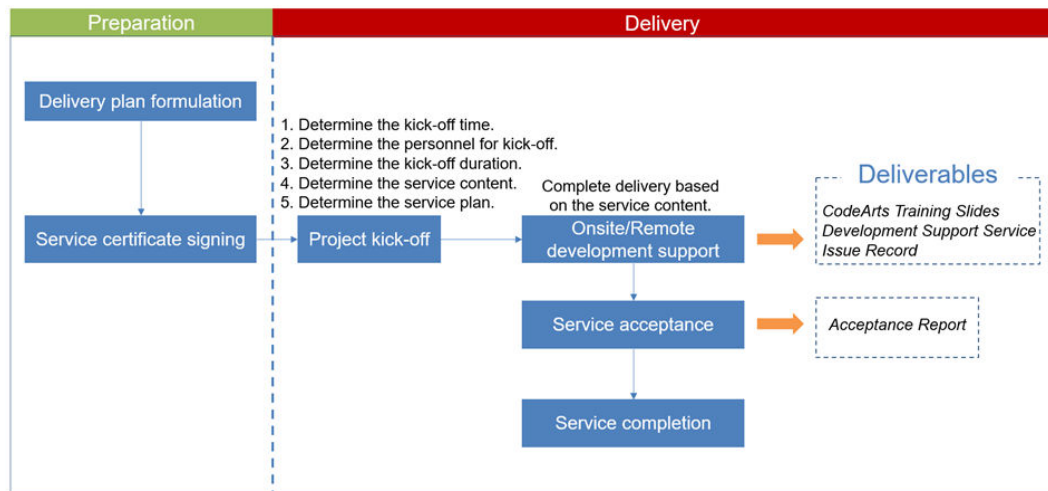
Service Deliverables

Service Item	Deliverable	Acceptance Report
CodeArts Technical Support (5 Person-Days)	*Development Support Service Issue Record*	*CodeArts Technical Support Acceptance Report*
CodeArts Technical Support (50 Person-Days)	*CodeArts Training Slides* *Development Support Service Issue Record*	*CodeArts Technical Support Acceptance Report*
CodeArts Technical Support (120 Person-Days)	*CodeArts Training Slides* *Development Support Service Issue Record*	*CodeArts Technical Support Acceptance Report*
CodeArts Technical Support (1 Person-Year)	*CodeArts Training Slides* *Development Support Service Issue Record*	*CodeArts Technical Support Acceptance Report*

Responsibility Matrix

1. Shared responsibility

   – Negotiate and confirm specific requirements and objectives.

   – Negotiate and confirm project management plans.

   – Negotiate, confirm, and review solutions.

   – Sign a contract.

2. Huawei Responsibilities

   – Huawei specifies a project owner. The customer shall be notified of any personnel changes three working days in advance until the project is accepted.

- Huawei can only use the data authorized by the customer for improving stability.

3. Customer Responsibilities

- Assign a project owner to assist Huawei Cloud in implementing services. The project owner is responsible for arranging and coordinating personnel, resources, or other matters between the two parties, and reviews and accepts the services provided by Huawei Cloud.

- Provide service system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Details

R: responsible; S: supportive.

No.	Process	Content	Hua wei	Cust ome r
1	CodeArts overview	Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and what services are included in CodeArts. Demonstrates the basic functions of CodeArts.	R	S
2	CodeArts technical support	Organizes Q&A sessions for customers' technical issues on the use of CodeArts, helping customers skillfully use CodeArts.	S	R

Acceptance Criteria

Online & offline acceptance standard reference: Huawei submits standard deliverables according to each service sub-item. Customers click to confirm acceptance on the Huawei Cloud official website console, or sign and stamp the *CodeArts Technical Support Acceptance Report* offline as a service Praise passed.

3.4.2 FAQs

3.4.2.1 About the Service

3.4.2.1.1 What Is Huawei Cloud DevSecOps O&M Management Service?

In the process of using CodeArts and other platform services, users may encounter various problems and doubts. Through counseling, technical Q&A, etc., we provide guidance to customer development, testing, operation and maintenance, and management personnel on various problems encountered during the use of CodeArts-related services. Provide technical support for various issues to help customer better use CodeArts software to develop production line-related services.

3.4.2.1.2 What Services Can Huawei Cloud DevSecOps O&M Management Service Provide?

CodeArts Technical Support: Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and demonstrates basic functions of CodeArts. Organizes Q&A sessions for customers' technical issues on the use of CodeArts, helping customers skillfully use CodeArts.

3.4.2.1.3 What Are the Service Contents and Scenarios of Huawei Cloud DevSecOps O&M Management Service?

Service Item	Service Subitem	Content	Target Customer
CodeArts Technical Support	CodeArts overview	Gives customers a general introduction to CodeArts products, including but not limited to product overview, customer cases, and product features, and demonstrates basic functions of CodeArts.	Customers who do not know how to implement DevOps on CodeArts
	CodeArts technical support	Organizes Q&A sessions for customers' technical issues on the use of CodeArts.	Customers who want to improve issue resolving efficiency in their use of CodeArts with our professional services

3.4.2.1.4 What Are the Advantages of Huawei Cloud DevSecOps O&M Management Service?

Advantage	Description
Experienced service team	Huawei has established a team of experts with extensive experience in accurately and efficiently identifying and resolving technical issues, thereby reducing the time required for customers to get their hands on CodeArts.

Advantage	Description
Prompt response	With all-round dedicated technical services and support, Huawei responds to customer needs promptly and provides one-stop solutions to safeguard customers' service continuity and growth.

3.4.2.1.5 Can I Use the Service from Sites off Huawei Cloud?

No.

3.4.2.1.6 How Can I Learn More About This Service?

Click **Contact Us** to leave a message, or dial +852-800-931-122 to consult your questions.

3.4.2.2 About Service Purchase

3.4.2.2.1 How Do I Place an Order?

You can contact the Huawei Cloud account manager or place an order by yourself.

3.4.2.2.2 Is There a Limit on How Many Times This Service Can Be Purchased?

No. There is no limit.

3.4.2.2.3 Is the Service Refundable?

No.

3.4.2.3 About Service Delivery

3.4.2.3.1 Is the Service Delivered Onsite?

Yes. In the case of exceptions (for example, pandemics), support services can be provided online after both parties reach an agreement.

3.4.2.3.2 How Long Does the Service Start to Be Provided After the Order Is Placed?

The project kick-off time is specified through negotiation based on delivery resources and customer requirements.

3.4.2.3.3 What Are the Final Deliverables of CodeArts Technical Support?

CodeArts Training Slides and Development Support Service Issue Record.

3.4.2.3.4 What Do the Person-days in CodeArts Technical Support Mean?

Example: CodeArts Technical Support (120 Person-Days)

120 person-days refer to the total person-days (working days) of the support service. If there is one support engineer providing onsite support, the support

duration is 120 working days. If there are two support engineers providing onsite support, the support duration is shortened to 60 working days.

3.4.3 Billing

This section describes the billing policy for Huawei Cloud DevSecOps O&M Management Service, including billing items, modes, and renewal.

Billing Items

Service	Specifications	Billing Description	Unit Price (USD)	Sales Unit
CodeArts Technical Support	CodeArts Technical Support (5 Person-Days)	One-off billing based on the number of orders placed	20,000.00	Per set
	CodeArts Technical Support (50 Person-Days)	One-off billing, valid within one year, no more than 50 person-days onsite	200,000.00	Per set
	CodeArts Technical Support (120 Person-Days)	One-off billing, valid within one year, no more than 120 person-days onsite	500,000.00	Per set
	CodeArts Technical Support (1 Person-Year)	One-off billing, valid within one year, no more than 200 person-days onsite	800,000.00	Per set

◫ NOTE

CodeArts Technical Support (5 Person-Days) cannot be purchased separately. You need to purchase CodeArts Technical Support (50 Person-Days), CodeArts Technical Support (120 Person-Days), or CodeArts Technical Support (1 Person-Year) first.

Billing Mode

CodeArts Technical Support is one-off billed by order.

Configuration Change

CodeArts Technical Support is one-off and therefore does not support refund. Place an order based on your service needs.

Renewal

CodeArts Technical Support is a one-off service, which does not support renewal. You are advised to use the service as soon as possible after the purchase. The service is valid for one year from the day of purchase.

Expiration and Overdue Payment

CodeArts Technical Support is one-off. You are advised to use it as soon as possible after the purchase. Ensure that you use it within the one-year validity. After expiration, you will need to buy it again if you want to use the service.

FAQs

For more billing details, see **FAQs**.

3.5 CDN O&M Service

3.5.1 Statement of Work (SOW)

Service Introduction

As Internet and cloud services have developed, content delivery networks (CDNs) have become essential for Internet access. However, their complexity requires continuous operations (accounting for 70% of the service workloads), maintenance, and optimization.

CDN services are related to the content distribution efficiency of customer services. Customers require more professional and high-quality services. To meet their needs, Huawei Cloud launches the CDN professional service solution, to provide value-added commercial services such as configuration, consulting, maintenance, and customization. This solution ensures a fast, stable, and reliable experience and improves customer satisfaction and loyalty.

Service Content

- **CDN O&M Service - CDN Business Consulting Service**

Service	Content	Application Scenario
CDN business consulting in Chinese mainland - Basic	Professional enablement and training, including the basic knowledge and usage guide of CDN, for customers in the Chinese mainland	Customers need enablement and training from Huawei Cloud CDN.
CDN business consulting outside Chinese mainland - Basic	Professional enablement and training, including the basic knowledge and usage guide of CDN, for customers outside the Chinese mainland	
CDN business consulting in Chinese mainland - Professional	Customized consulting and training, including enablement, solution formulation, performance enhancement, and troubleshooting, for customers in the Chinese mainland	Huawei Cloud CDN experts provide personalized consulting or training services to meet customer's specific needs.
CDN business consulting outside Chinese mainland - Professional	Customized consulting and training, including enablement, solution formulation, performance enhancement, and troubleshooting, for customers outside the Chinese mainland	

● **CDN O&M Service - CDN Operations Customization Service**

Service	Content	Application Scenario
CDN operations customization in Chinese mainland	Customized development for service scenarios in the Chinese mainland	Customer requirements exceed the default quotas (such as the number of domain names under a single account and the number of IP addresses in blacklists and whitelists) specified on the console. CDN experts need to evaluate the requirements and adjust the quotas based on service scenarios.
CDN operations customization outside Chinese mainland	Customized development for service scenarios outside the Chinese mainland	Customers require feature personalization, such as special log formats, anti-leeching requirements, origin pull rules, video seek, and authentication rules. CDN experts need to evaluate the requirements and design and develop solutions based on service scenarios.
		Customers require an API quota (such as URL purge and file prefetch) which exceeds the rated quota on the official website, or they want to open non-standard ports.
		For complex customer service logic, the script customization capability can be opened in each phase including request access, origin pull, and response. Scripts can be provided as plug-ins to implement stable and fast deployment on the entire network.

- **CDN O&M Service - CDN Integrated Configuration Service**

Service	Content	Application Scenario
CDN integrated configuration in Chinese mainland	For customers in Chinese Mainland who use services for the first time or migrate services on a large scale, solve problems such as low configuration efficiency, large migration volume, platform infrastructure selection and adaptation, and delivery difficulties, ensuring quick service rollout.	When a customer migrates services from competitors, CDN experts need to guide, analyze, evaluate, and assist in basic domain name configuration and complex configuration based on customer requirements. Configuration items include but are not limited to: (a) feature implementation, such as flexible origin pull beyond the console configuration scope, (b) domain name usage display, for example, the customer needs to display status codes, IPv6 bandwidth, and bandwidth after the floating coefficient is presented on the console.
CDN integrated configuration outside Chinese mainland	For customers outside China to use services for the first time or migrate services on a large scale, solve problems such as low configuration efficiency, large migration volume, platform infrastructure selection and adaptation, and delivery difficulties, ensuring quick service rollout.	Migration assurance Before the migration: (a) Check domain name configuration items based on the configuration list provided by the customer, and perform internal tests or grayscale verification to ensure that the functions are complete and available. (b) Analyze the customer's service scenarios in detail and check items such as whether the quotas for purge and prefetch meet the requirements, whether the average file size is consistent with the service type, and whether large resources need to be prefetched. (c) Check origin servers. During the migration: Make a step-by-step migration plan based on customer services, for example, migration by region and carrier. After the migration: Configure fine-grained alarms and check the service status. Initial access optimization for domain names: (a) Provide guidance and support for domain name configuration. (b) Deploy quality points of presence (PoPs)

Service	Content	Application Scenario
		for precise nearby access. (c) Optimize the performance metrics that the customer is concerned about. For example, optimize the download rate and latency at the congestion control algorithm and protocol stack layer.
		Platform infrastructure delivery support: Provide end-to-end delivery services based on the customer's requirements on platform infrastructure configuration planning, device selection, and adaptation during node construction to ensure that customers can quickly complete CDN platform infrastructure deployment.

- **CDN O&M Service - CDN Assurance Service**

Service	Content	Application Scenario
CDN assurance in Chinese mainland	Dedicated and high-quality monitoring, maintenance, and emergency response for major events in the Chinese mainland, such as service bursts, large-scale launches, and live sports	Customers need dedicated and high-quality monitoring, maintenance, and emergency response for major events such as traffic bursts, large-scale launches, live sports, and comprehensive O&M support. Evaluate resource redundancy in advance for customer services by province and carrier to ensure abundant resources. Analyze customers' daily services and configure fine-grained alarms from the overall domain name dimension and domain name + PoP dimension to monitor domain name access changes (bandwidth + QPS fluctuation), abnormal status codes ($4xx$ and $5xx$), and service performance fluctuation (such as the time to the first byte and average download speed).
CDN assurance outside Chinese mainland	Dedicated and high-quality monitoring, maintenance, and emergency response for major events outside the Chinese mainland, such as service bursts, large-scale launches, and live sports	Assign dedicated personnel for monitoring. The professional COC monitoring team of CDN monitors and handles alarms 24 hours a day, seven days a week, and periodically sends inspection reports based on key event assurance (KEA) requirements. During peak hours of major holidays, dedicated O&M personnel ensure service stability, notify customers when a fault occurs, and handle it immediately. Identify risk items in advance, including but not limited to: (1) Perform dialing tests on key resources on the entire network three to five days in advance and check whether the service performance is stable. (2) Suspend domain name changes one to two days in advance. If customers require the changes, record the changes in detail and verify the functions after change. (3) Identify other risks, such as whether domain names whose service area covers the Chinese mainland are licensed by the Ministry of Industry and Information Technology (MIIT) of China, HTTPS settings (whether the settings are correct and certificates are valid), and customer account fee.

Service	Content	Application Scenario
		Prepare emergency solutions for common CDN faults. Assurance response SLAs: Respond to customer issues within 5 minutes. Start a war room to rectify faults within 30 minutes. For requirements, evaluate the time required.
CDN cooperative O&M support in Chinese mainland	Monthly comprehensive assurance, including quality analysis, service access support, and industry consulting, for carriers or VIP customers in the Chinese mainland	Provide monthly comprehensive O&M support for VIP customers, including but not limited to: Establish a PoP service quality monitoring and evaluation system, periodically output analysis reports, promptly mitigate weaknesses, improve routine monitoring and inspection for PoP devices, detect abnormal devices in advance, and take emergency measures to ensure service stability. Secure customer services during holidays and major events, support requirement analysis and breakdown and rollout plan tracking and implementation, and provide consultation and Q&A for related features. Keep customers informed about market trends, news from other customers, and competitor strategies, enabling them to develop user growth plans, stay up-to-date on new CDN technologies, and enhance O&M quality and efficiency.
CDN cooperative O&M support outside Chinese mainland	Monthly comprehensive assurance, including quality analysis, service access support, and industry consulting, for carriers or VIP customers outside the Chinese mainland	

Prerequisites

- Customers are using Huawei Cloud CDN or having CDN deployment requirements.
- Customers should apply for this service at least 10 working days in advance, so Huawei Cloud can evaluate their business objectives and service schedule.
- This service involves configuration operations and integration. Customer authorization must be obtained so Huawei Cloud can fulfill service content.

Service Scope

1. Supported Service Items
   - Technical service consulting and CDN product training
   - Domain configuration analysis, design, and implementation in specific cases (such as large-scale and difficult configuration)

- Personalized development and maintenance

- Maintenance and assurance of important CDN services

  ▪ Requirement analysis, solution design, and joint team setup before KEA

  ▪ Comprehensive remote assurance to ensure stable workloads during KEA

  ▪ Assurance summary to extract useful experience for customers after KEA

2. Unsupported Service Items

   - Consulting, after-sales, and training that are not related to CDN services

   - Integration configuration service related to non-CDN services

   - Personalized services that are not related to CDN services

   - Maintenance and assurance that are not related to CDN services

3. Service Regions

   In and outside the Chinese mainland (Asia Pacific, Russia, Latin America, Brazil, and Southern Africa, etc.)

Delivery Process

- **CDN Business Consulting Service**

Requirement survey	→	Delivery objective confirmation	→	Consulting and implementation	→	Service acceptance

  a. Huawei Cloud organizes experts to understand and evaluate requirements with customers.

  b. Huawei Cloud confirms the requirement scope and delivery objectives with customers.

  c. Huawei Cloud experts provide consulting and training services.

  d. Customers sign the acceptance report to accept the project.

- **CDN Operations Customization Service**

Requirement survey	→	Solution design	→	Development and adaptation	→	Product delivery/acceptance

  a. Huawei Cloud organizes experts to understand customer requirements in detail and confirm the delivery objectives.

  b. Huawei Cloud experts design and output solutions.

  c. The project officially starts. Huawei Cloud experts perform development and adaptation.

  d. Huawei Cloud experts deliver the service. Customers accept the service and sign the acceptance report.

- **CDN Integrated Configuration Service**

Requirement survey	→	Configuration solution design	→	Service configuration	→	Service acceptance

  a. Huawei Cloud organizes experts to understand customer requirements in detail and confirm the delivery objectives.

b. Huawei Cloud designs configuration solutions.

c. The project officially starts. Huawei Cloud experts perform configuration.

d. Customers sign the acceptance report after the service is delivered.

● **CDN Assurance Service**
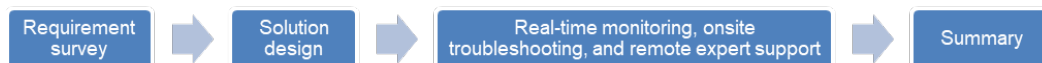
– One-Off Billing

i. Huawei Cloud organizes experts to understand customer requirements in detail and confirm the delivery objectives.

ii. Huawei Cloud designs the O&M support and assurance solution.

iii. During the project, Huawei Cloud experts provide real-time service monitoring, troubleshooting, and remote support.

iv. Huawei Cloud experts summarize the assurance, and customers sign the summary report.

– Yearly/Monthly Billing
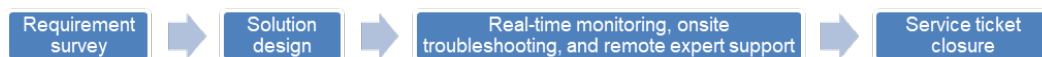
i. Huawei Cloud organizes experts to understand customer requirements in detail and confirm the delivery objectives.

ii. Huawei Cloud designs the O&M support and assurance solution.

iii. During the project, Huawei Cloud experts provide real-time service monitoring, troubleshooting, and remote support.

iv. Huawei Cloud experts upload the implementation progress on the service ticket details page. After the purchased service expires, the system closes the service ticket and the service ends.

Deliverables

● **CDN business consulting service**

Service	Deliverable
CDN business consulting in Chinese mainland - Basic	Huawei Cloud CDN Business Consulting Service Summary Report
CDN business consulting outside Chinese mainland - Basic	
CDN business consulting in Chinese mainland - Professional	
CDN business consulting outside Chinese mainland - Professional	

● **CDN operations customization service**

Service	Deliverable
CDN operations customization in Chinese mainland	Huawei Cloud CDN Operations Customization Service Summary Report
CDN operations customization outside Chinese mainland	

- **CDN integrated configuration service**

Service	Deliverable
CDN integrated configuration in Chinese mainland	Huawei Cloud CDN Integrated Configuration Service Summary Report
CDN integrated configuration outside Chinese mainland	

- **CDN assurance service**

Service	Deliverable
CDN assurance in Chinese mainland	Huawei Cloud CDN Assurance Service Acceptance Report
CDN assurance outside Chinese mainland	
CDN cooperative O&M support in Chinese mainland	
CDN cooperative O&M support outside Chinese mainland	

Responsibilities

1. Shared Responsibilities

   - Negotiate and confirm specific requirements and objectives.

   - Negotiate and confirm project management plans.

   - Negotiate, confirm, and review solutions.

   - Sign a contract.

2. Huawei Responsibilities

   - Huawei Cloud shall appoint a dedicated project owner. If there is a personnel change due to special reasons, Huawei Cloud shall notify customers three working days in advance.

   - After Huawei Cloud is authorized by customers, Huawei Cloud shall only use the authorized data for CDN O&M Service and shall not use the data for any other purposes.

3. Customer Responsibilities

- Assign a project owner to assist Huawei Cloud in implementing services. The project owner is responsible for coordination between the two parties and for reviewing and accepting the services provided by Huawei Cloud.

- Provide service system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

- Provide details about promotion assurance, such as assurance duration, service details, and expected traffic peaks.

- Provide necessary assurance facilities and authorization to facilitate the work of the Huawei Cloud assurance team.

- Review and confirm the CDN assurance solution provided by Huawei Cloud and carry out optimization measures based on the suggestions provided.

- Provide necessary infrastructure and facilities for meeting venues.

4. Responsibility Matrix

   The following table provides responsibility matrix examples and can be modified as needed.

   R: responsible; S: supportive.

   - CDN Business Consulting Service

No.	Process	Content	Huawei	Customer
1	Requirement collection	Huawei Cloud organizes experts to understand and evaluate requirements with customers.	R	R
2	Solution design	Huawei Cloud CDN provides a solution.	R	S
3	Solution confirmation	Huawei Cloud CDN confirms the requirement scope and delivery objectives with customers.	R	R
4	Service implementation	Huawei Cloud CDN provides consulting.	R	S
5	Acceptance	Huawei Cloud submits standard deliverables for customer acceptance and evaluation.	S	R

   - CDN Operations Customization Service

No.	Process	Content	Hua wei	Cus tom er
1	Requirement collection	Huawei Cloud organizes experts to understand customer requirements in detail and confirm the delivery objectives.	R	R
2	Solution design	Huawei Cloud CDN designs and outputs a solution.	R	S
3	Solution confirmation	Huawei Cloud CDN confirms the customized delivery solution with customers.	R	R
4	Service implementatio n	Huawei Cloud experts perform development and adaptation.	R	S
5	Acceptance	Huawei Cloud submits standard deliverables for customer acceptance and evaluation.	S	R

– CDN Integrated Configuration Service

No.	Process	Content	Hua wei	Cus tom er
1	Requirement collection	Huawei Cloud organizes experts to understand customer requirements in detail and confirm the delivery objectives.	R	R
2	Solution design	Huawei Cloud CDN designs and outputs a solution.	R	S
3	Solution confirmation	Huawei Cloud CDN confirms the configuration delivery solution with customers.	R	R
4	Service implementatio n	Huawei Cloud CDN migrates domain names and integrates configurations.	R	S
5	Acceptance	Huawei Cloud submits standard deliverables for customer acceptance and evaluation.	S	R

– CDN Assurance Service

No.	Process	Content	Hua wei	Cus tom er
1	Requirement collection	Huawei Cloud organizes experts to understand and evaluate requirements with customers.	R	R
2	Solution design	Huawei Cloud CDN designs an O&M support and assurance solution.	R	S
3	Solution confirmation	Huawei Cloud CDN confirms the service scope and delivery objectives with customers.	R	R
4	Service implementatio n	Huawei Cloud experts provide assurance services based on the service solution.	R	S
5	Acceptance	Huawei Cloud submits standard deliverables for customer acceptance and evaluation.	S	R

Acceptance Criteria

- CDN Business Consulting Service

  Online and onsite acceptance criteria: Huawei must submit standard deliverables of each service item. If customers accept the deliverables, they need to accept the services on the Huawei Cloud console or sign and seal the *XXX Service Acceptance Report*.

- CDN Operations Customization Service

  Online and onsite acceptance criteria: Huawei must submit standard deliverables of each service item. If customers accept the deliverables, they need to accept the services on the Huawei Cloud console or sign and seal the *XXX Service Acceptance Report*.

- CDN Integrated Configuration Service

  Online and onsite acceptance criteria: Huawei must submit standard deliverables of each service item. If customers accept the deliverables, they need to accept the services on the Huawei Cloud console or sign and seal the *XXX Service Acceptance Report*.

- CDN Assurance Service
  - One-Off Billing

    Online and onsite acceptance criteria: Huawei must submit standard deliverables of each service item. If customers accept the deliverables, they need to accept the services on the Huawei Cloud console or sign and seal the *XXX Service Acceptance Report*.

  - Yearly/Monthly Billing

    The delivery starts after customers log in to the Huawei Cloud console and activate the service. The delivery personnel upload the

implementation progress on the service ticket details page. After the service expires, the system closes the service ticket, indicating that the service is complete. No further acceptance procedures are needed.

3.5.2 FAQs

3.5.2.1 About the Service

3.5.2.1.1 What is Huawei Cloud CDN O&M Service?

To meet customers' requirements for professional and high-quality CDN services, Huawei Cloud launches a professional service solution, to provide customers with value-added commercial services such as configuration, consulting, maintenance, and customization. This solution ensures a fast, stable, and reliable acceleration experience and improves customer satisfaction and loyalty.

3.5.2.1.2 What are the subservices of Huawei Cloud CDN O&M Service?

Integrated configuration, business consulting, operations customization, and assurance services.

3.5.2.1.3 What are the service content and scenarios of Huawei Cloud CDN O&M Service?

- **CDN O&M Service - CDN Business Consulting Service**

Service	Content	Application Scenario
CDN business consulting in Chinese mainland - Basic	Professional enablement and training, including the basic knowledge and usage guide of CDN, for customers in the Chinese mainland	Customers need enablement and training from Huawei Cloud CDN.
CDN business consulting outside Chinese mainland - Basic	Professional enablement and training, including the basic knowledge and usage guide of CDN, for customers outside the Chinese mainland	
CDN business consulting in Chinese mainland - Professional	Customized consulting and training, including enablement, solution formulation, performance enhancement, and troubleshooting, for customers in the Chinese mainland	Huawei Cloud CDN experts provide personalized consulting or training services to meet customer's specific needs.

Service	Content	Application Scenario
CDN business consulting outside Chinese mainland - Professional	Customized consulting and training, including enablement, solution formulation, performance enhancement, and troubleshooting, for customers outside the Chinese mainland	

● **CDN O&M Service - CDN Operations Customization Service**

Service	Content	Application Scenario
CDN operations customization in Chinese mainland	Customized development for service scenarios in the Chinese mainland	Customer requirements exceed the default quotas (such as the number of domain names under a single account and the number of IP addresses in blacklists and whitelists) specified on the console. CDN experts need to evaluate the requirements and adjust the quotas based on service scenarios.
CDN operations customization outside Chinese mainland	Customized development for service scenarios outside the Chinese mainland	Customers require feature personalization, such as special log formats, anti-leeching requirements, origin pull rules, video seek, and authentication rules. CDN experts need to evaluate the requirements and design and develop solutions based on service scenarios. Customers require an API quota (such as URL purge and file prefetch) which exceeds the rated quota on the official website, or they want to open non-standard ports. For complex customer service logic, the script customization capability can be opened in each phase including request access, origin pull, and response. Scripts can be provided as plug-ins to implement stable and fast deployment on the entire network.

● **CDN O&M Service - CDN Integrated Configuration Service**

Service	Content	Application Scenario
CDN integrated configuration in Chinese mainland	For customers in Chinese Mainland who use services for the first time or migrate services on a large scale, solve problems such as low configuration efficiency, large migration volume, platform infrastructure selection and adaptation, and delivery difficulties, ensuring quick service rollout.	When a customer migrates services from competitors, CDN experts need to guide, analyze, evaluate, and assist in basic domain name configuration and complex configuration based on customer requirements. Configuration items include but are not limited to: (a) feature implementation, such as flexible origin pull beyond the console configuration scope, (b) domain name usage display, for example, the customer needs to display status codes, IPv6 bandwidth, and bandwidth after the floating coefficient is presented on the console.
CDN integrated configuration outside Chinese mainland	For customers outside China to use services for the first time or migrate services on a large scale, solve problems such as low configuration efficiency, large migration volume, platform infrastructure selection and adaptation, and delivery difficulties, ensuring quick service rollout.	Migration assurance Before the migration: (a) Check domain name configuration items based on the configuration list provided by the customer, and perform internal tests or grayscale verification to ensure that the functions are complete and available. (b) Analyze the customer's service scenarios in detail and check items such as whether the quotas for purge and prefetch meet the requirements, whether the average file size is consistent with the service type, and whether large resources need to be prefetched. (c) Check origin servers. During the migration: Make a step-by-step migration plan based on customer services, for example, migration by region and carrier. After the migration: Configure fine-grained alarms and check the service status. Initial access optimization for domain names: (a) Provide guidance and support for domain name configuration. (b) Deploy quality points of presence (PoPs)

Service	Content	Application Scenario
		for precise nearby access. (c) Optimize the performance metrics that the customer is concerned about. For example, optimize the download rate and latency at the congestion control algorithm and protocol stack layer.
		Platform infrastructure delivery support: Provide end-to-end delivery services based on the customer's requirements on platform infrastructure configuration planning, device selection, and adaptation during node construction to ensure that customers can quickly complete CDN platform infrastructure deployment.

- **CDN O&M Service - CDN Assurance Service**

Service	Content	Application Scenario
CDN assurance in Chinese mainland	Dedicated and high-quality monitoring, maintenance, and emergency response for major events in the Chinese mainland, such as service bursts, large-scale launches, and live sports	Customers need dedicated and high-quality monitoring, maintenance, and emergency response for major events such as traffic bursts, large-scale launches, live sports, and comprehensive O&M support. Evaluate resource redundancy in advance for customer services by province and carrier to ensure abundant resources. Analyze customers' daily services and configure fine-grained alarms from the overall domain name dimension and domain name + PoP dimension to monitor domain name access changes (bandwidth + QPS fluctuation), abnormal status codes ($4xx$ and $5xx$), and service performance fluctuation (such as the time to the first byte and average download speed).
CDN assurance outside Chinese mainland	Dedicated and high-quality monitoring, maintenance, and emergency response for major events outside the Chinese mainland, such as service bursts, large-scale launches, and live sports	Assign dedicated personnel for monitoring. The professional COC monitoring team of CDN monitors and handles alarms 24 hours a day, seven days a week, and periodically sends inspection reports based on key event assurance (KEA) requirements. During peak hours of major holidays, dedicated O&M personnel ensure service stability, notify customers when a fault occurs, and handle it immediately. Identify risk items in advance, including but not limited to: (1) Perform dialing tests on key resources on the entire network three to five days in advance and check whether the service performance is stable. (2) Suspend domain name changes one to two days in advance. If customers require the changes, record the changes in detail and verify the functions after change. (3) Identify other risks, such as whether domain names whose service area covers the Chinese mainland are licensed by the Ministry of Industry and Information Technology (MIIT) of China, HTTPS settings (whether the settings are correct and certificates are valid), and customer account fee.

Service	Content	Application Scenario
		Prepare emergency solutions for common CDN faults. Assurance response SLAs: Respond to customer issues within 5 minutes. Start a war room to rectify faults within 30 minutes. For requirements, evaluate the time required.
CDN cooperative O&M support in Chinese mainland	Monthly comprehensive assurance, including quality analysis, service access support, and industry consulting, for carriers or VIP customers in the Chinese mainland	Provide monthly comprehensive O&M support for VIP customers, including but not limited to: Establish a PoP service quality monitoring and evaluation system, periodically output analysis reports, promptly mitigate weaknesses, improve routine monitoring and inspection for PoP devices, detect abnormal devices in advance, and take emergency measures to ensure service stability. Secure customer services during holidays and major events, support requirement analysis and breakdown and rollout plan tracking and implementation, and provide consultation and Q&A for related features.
CDN cooperative O&M support outside Chinese mainland	Monthly comprehensive assurance, including quality analysis, service access support, and industry consulting, for carriers or VIP customers outside the Chinese mainland	Keep customers informed about market trends, news from other customers, and competitor strategies, enabling them to develop user growth plans, stay up-to-date on new CDN technologies, and enhance O&M quality and efficiency.

3.5.2.1.4 What are the advantages of Huawei Cloud CDN O&M Service?

1. Professional CDN support teams for solution planning, VIP customers/key event assurance, service adaptation, and POC/optimization. Support solutions are provided by experts who have more than 10 years of industry experience and are familiar with CDN services, networks, standard protocols, product architectures, service scenarios, and cloud service portfolio solutions.

2. Reliable service support system: Huawei Cloud CDN offers professional and standard service support based on Huawei Cloud's carrier-level customer support system, process, and IT system. Experienced experts provide R&D and O&M services, leveraging their expertise in TB-level service configuration, testing, optimization, fault handling, service assurance, and customized development.

3.5.2.1.5 Can I use this service off Huawei Cloud?

No.

3.5.2.1.6 What is the validity period of Huawei Cloud CDN O&M Service?

One year. After the service expires, you can purchase a new one.

3.5.2.1.7 Is the professional service a must-have for all customers of Huawei Cloud CDN?

No. Only customers who need the service should buy it.

3.5.2.1.8 Can customers of Huawei Cloud (International) purchase Huawei Cloud CDN O&M Service?

Yes.

3.5.2.1.9 How can I learn more about this service?

Click **Contact Us** to leave a message, or dial 4000-955-988 and press 1 or dial 950808 and press 1 to quickly apply for it.

3.5.2.2 About Service Purchase

3.5.2.2.1 How do I place an order?

Services can be placed by clicking the "Buy Now" button on the official website.

3.5.2.2.2 How many times can this service be purchased?

There is no limit on the number of purchases. You can order multiple subservices in various quantities within a single transaction.

3.5.2.2.3 Do I need to purchase other related services before purchasing this service?

Yes. You must use Huawei Cloud CDN before purchasing this service.

3.5.2.2.4 How is Huawei Cloud CDN O&M Service charged?

CDN cooperative O&M support services in and outside the Chinese mainland are monthly products. Other subservices are one-off billed. You are charged based on the number of subservices you purchased.

3.5.2.2.5 Can I change the service content after purchase?

No. When purchasing this service, check the service description and your needs.

3.5.2.2.6 Can I unsubscribe from this service?

No. This service cannot be unsubscribed from.

3.5.2.3 About Service Delivery

3.5.2.3.1 Can this service be delivered onsite?

This service is mainly delivered remotely. For the assurance service in the Chinese mainland, you can submit a request for onsite assurance. In this case, you need to sign an onsite assurance service contract.

3.5.2.3.2 How long will it take to deliver the service after I place an order?

It depends. If you are using Huawei Cloud CDN, you need to apply for the service at least 10 working days in advance so that Huawei Cloud can evaluate your service objectives and schedule. Then Huawei Cloud will evaluate the delivery duration based on the project scale and confirm it with you.

3.5.2.3.3 What are the working hours?

The service is provided 8/5 or 24/7 as planned.

3.5.2.3.4 What are the final deliverables of Huawei Cloud CDN O&M Service?

- **CDN business consulting service**

Service	Deliverable
CDN business consulting in Chinese mainland - Basic	Huawei Cloud CDN Business Consulting Service Summary Report
CDN business consulting outside Chinese mainland - Basic	
CDN business consulting in Chinese mainland - Professional	
CDN business consulting outside Chinese mainland - Professional	

- **CDN operations customization service**

Service	Deliverable
CDN operations customization in Chinese mainland	Huawei Cloud CDN Operations Customization Service Summary Report
CDN operations customization outside Chinese mainland	

- **CDN integrated configuration service**

Service	Deliverable
CDN integrated configuration in Chinese mainland	Huawei Cloud CDN Integrated Configuration Service Summary Report
CDN integrated configuration outside Chinese mainland	

- **CDN assurance service**

Service	Deliverable
CDN assurance in Chinese mainland	Huawei Cloud CDN Assurance Service Acceptance Report
CDN assurance outside Chinese mainland	
CDN cooperative O&M support in Chinese mainland	
CDN cooperative O&M support outside Chinese mainland	

3.5.2.3.5 Is this service available outside the Chinese mainland?

Yes. The service is provided remotely.

3.5.2.3.6 How do I use Huawei Cloud CDN O&M Service?

1. After the service is purchased, Huawei Cloud experts will collect and confirm customer requirements and expected results.
2. Huawei Cloud CDN provides a solution.
3. Huawei Cloud CDN confirms the solution objectives with customers.
4. Huawei Cloud CDN provides professional services.
5. Customers perform project acceptance.

3.5.2.3.7 Can I apply for a refund when Huawei Cloud CDN O&M Service is being delivered?

No. This service cannot be unsubscribed from.

3.5.3 Billing

This document describes the billing items, billing modes, renewal, and other billing issues of Huawei Cloud CDN O&M Service.

Billing Items

Service Product (L4.5)	Service Specifications (L6)	Billing Description (Price)	Unit Price (USD)	Unit
CDN integrated configuration	CDN integrated configuration in Chinese mainland	One-off billing based on the purchased quantity	1,356	/

Service Product (L4.5)	Service Specifications (L6)	Billing Description (Price)	Unit Price (USD)	Unit
	CDN integrated configuration outside Chinese mainland	One-off billing based on the purchased quantity	2,140	/
CDN operations customization	CDN operations customization in Chinese mainland	One-off billing based on the purchased quantity	2,035	/
	CDN operations customization outside Chinese mainland	One-off billing based on the purchased quantity	3,210	/
CDN business consulting	CDN business consulting in Chinese mainland - Professional	One-off billing based on the purchased quantity	4,558	/
	CDN business consulting outside Chinese mainland - Professional	One-off billing based on the purchased quantity	7,200	/
	CDN business consulting in Chinese mainland - Basic	One-off billing based on the purchased quantity	1,823	/
	CDN business consulting outside Chinese mainland - Basic	One-off billing based on the purchased quantity	2,880	/
CDN assurance	CDN assurance in Chinese mainland	One-off billing based on the purchased quantity	2,713	/
	CDN assurance outside Chinese mainland	One-off billing based on the purchased quantity	4,280	/
	CDN cooperative O&M support in Chinese mainland	Monthly billing based on the purchased quantity	47,169.81	/

Service Product (L4.5)	Service Specifications (L6)	Billing Description (Price)	Unit Price (USD)	Unit
	CDN cooperative O&M support outside Chinese mainland	Monthly billing based on the purchased quantity	64,200	/

Billing Mode

Most subservices of CDN O&M Service are one-off billed, except for the cooperative O&M support services in and outside the Chinese mainland. These two subservices are billed monthly.

Configuration Change

The CDN O&M Service cannot be unsubscribed from. You can purchase the service by referring to the application scenarios on the product page.

Renewals

Except the cooperative O&M support services in and outside the Chinese mainland, all other subservices of CDN O&M Service are one-off billed and cannot be renewed. After they expire, you can purchase them again. CDN cooperative O&M support services in and outside the Chinese mainland are charged by month and can be renewed. If they are not renewed after expiration, related assets will be reclaimed.

Expiration and Overdue Payment

CDN O&M Service is valid for one year. After the service expires, you can purchase it again.

FAQ

For more billing FAQ, see **FAQs**.

3.6 IoT O&M and Management Service

3.6.1 Statement of Work (SOW)

Service Overview

The IoT O&M and Management Service is a personalized and continuous O&M and management service for Huawei products purchased by customers remotely or at customers' designated workplaces. including helping customers prevent major faults or quickly rectify faults when faults occur, and providing on-site assurance actions for key projects.

Service Content

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenario
IoT O&M and Management Service	IoT O&M Service	IoT offsite OM service	The 5 x 8 remote O&M service provides O&M services, such as risk check, architecture check, and product usage, to ensure stable service running. 1 month remote service	The customer has purchased the HUAWEI CLOUD Internet of Things (IoT platform) cloud service. However, the IoT platform service scale is expanded or the estimated onsite manpower is insufficient. As a result, the O&M manpower is insufficient. In this scenario, you can purchase IoT remote O&M or onsite O&M services to supplement O&M manpower.
		IoT onsite OM service	5 x 8 onsite O&M services, including risk check, architecture check, and product usage, ensure stable service running. 1 month on-site service	

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content	Application Scenario
		IoT onsite assurance service for key projects	Onsite assurance service: provides O&M services, such as risk check, architecture check, and product use, to ensure stable running of customers' services. Total 20 person-day service, valid for one year, no more than 5 door-to-door visits	

Prerequisites

- The customer has purchased HUAWEI CLOUD IoT services.

- Both parties agree and confirm the solution content, and complete the contract signing.

- A dedicated team is responsible for the O&M of the onsite environment.

Applicable Scope

1. Service Content Covered

   During the entire process, HUAWEI CLOUD is responsible for the following:

   – Product scope: IoT cloud service

   – O&M and management service: Handles alarms, locates, demarcates and rectifys faults, modifies configurations, patches, and upgrades, and performs routine system monitoring and inspection.

   – Service contact person: Serves as the contact person for customer single-point communication, accepts customer complaints, suggestions, and questions, traces and closes faults, changes, and problems based on the process, and answers simple questions.

2. Service Content Not Covered

   Huawei O&M and managed service engineers are only responsible for the SOW service. The following services that are not included in the service scope need to be paid extra. Services that are not included in the service scope include but are not limited to the following:

- – Service customization service and optimization service.
- – On-site software upgrade implementation service and equipment expansion and upgrade implementation service.
- – Device authentication, data migration, and data cleansing.
- – Application-related work, including programming, scripting, configuration, management, application analysis, system analysis, and so on.
- – Relocation service.
- – Leave the permanent site to perform maintenance and related work in other cities. (Note: Expenses may include but are not limited to travel expenses, accommodation expenses, and additional communication expenses.)
- – Related work beyond normal working days and working hours at the request of the customer (note: overtime pay and allowances are involved).

3. Service Regions

Global

Delivery Process

No.	Service Process	Work Content	Content Description
1	Service preparation phase	Requirement communication	Huawei fully communicates with the customer about the O&M personnel's requirements, such as the service type, service duration, and engineer level.
2		Requirement confirmation	Huawei collects customer requirements, evaluates resources, and confirms customer O&M service requirements.
3		Contract signing	Huawei provides the O&M service quotation. After the two parties reach an agreement on the contract content, the contract is signed.
4	Service implementation phase	Personnel confirmation	After the contract is signed, Huawei provides the O&M engineers who meet the contract requirements and communicates with the customer about the O&M engineers.
5		Personnel admission	After the O&M engineer is selected, enter the site according to the customer's requirements. (not involved in remote O&M)
6		Personnel training	After the O&M engineers enter the site, they provide training on industry specifications based on customer requirements. (not involved in remote O&M)

No.	Service Process	Work Content	Content Description
7		Routine O&M	O&M engineers provide routine O&M services specified in the contract and output weekly O&M reports, monthly O&M reports, and delivery quality assessment forms as required.
8	Service close-out phase	Exit and renewal communication	Remind the customer one month before the service period specified in the contract expires, and communicate with the customer about whether to renew the lease.
9		Service acceptance	During the service period, the O&M engineer provides the service delivery completion report periodically, and the customer signs the report for acceptance.
10		Personnel departure	The O&M engineer completes the handover of documents and accounts and leaves the site on time. The service process ends.

Deliverables

No.	Service activities	Deliverables
1	Routine inspection	Routine Inspection Report
2	Change implementation	Change Order
3	Emergency recovery	Emergency Fault Recovery Report
4	Troubleshooting	Troubleshooting Report
5	Weekly O&M	Engineer Work Weekly Report
6	Monthly service delivery	Delivery Quality Assessment Form
7	Monthly O&M	Monthly Work Report of Engineers
8	Service delivery	Project Service Delivery Completion Report

Responsibility Division

1. Huawei Cloud and Customer

   – Within the service scope of HUAWEI CLOUD IoT Expert Service, both parties agree and confirm the service objectives and scope.

   – Both parties agree and confirm the project management plan;

   – Both parties agree on, confirm, and review the solution.

      –   Complete the contract signing.

  2. Huawei Cloud

      –   Receive the requirement application from users, and coordinate experts to implement and escort related services remotely or on site.

      –   Before the service, prepare the service plan and quotation list based on the service items selected by the customer for the customer to review and confirm.

      –   During the service period, implement the service according to the confirmed service plan and prepare the deliverables.

      –   After the service is complete, provide the deliverable list based on the selected service items.

      –   HUAWEI CLOUD needs to specify the project owner. If Huawei personnel change due to special circumstances, HUAWEI CLOUD needs to notify the customer three working days in advance until the final project acceptance is complete.

      –   After HUAWEI CLOUD obtains the authorization from the customer, the authorization data can be used only for the service content involved in the service.

  3. Customer

      –   The customer assigns a project owner to assist HUAWEI CLOUD in implementing the service. The owner shall be responsible for the coordination and management of both parties, and shall be responsible for the review and acceptance of services provided by HUAWEI CLOUD.

      –   The customer needs to provide accurate service-related information, including but not limited to IoT strategic goals, project objectives and scope, and key service-related information.

  4. Responsibility Matrices

    The following table provides responsibility matrix examples and can be modified as needed.

    R: responsible; S: supportive.

N o.	Process	Huawei	Customer
1	Develop the Service Statement of Work (SOW) based on the customer's requirements.	R	S
2	Arrange qualified engineers to stay at the customer's site.	R	-
3	Determine the only permanent work place for the resident engineer, provide the appropriate working environment, and ensure the safety and health of the work environment. (not involved in remote O&M)	-	R

No.	Process	Huawei	Customer
4	Provide on-site engineers with access to software and hardware required for their work, formal authorization for data access required by open networks and service delivery, appropriate cooperation/ management personnel, and other relevant resources. (not involved in remote O&M)	-	R
5	Routine maintenance assistance.	R	S
6	Follow up and escalate issues.	R	S
7	Routine inspection and report.	R	S
8	Proactive O&M service.	R	S

Acceptance Criteria

Submit deliverables for each service sub-item based on the following criteria. Click the acceptance confirmation, signature, or seal on the customer's official website as the basis for service acceptance.

No.	Service activities	Deliverables
1	IoT O&M and Management Service	Within the service period, provide various service reports (6 service deliverables) by period, and the customer signs and accepts the reports.

3.6.2 FAQs

3.6.2.1 About the Service

3.6.2.1.1 What Is IoT O&M and Management Service?

The IoT O&M and Management Service is a personalized and continuous O&M and management service provided by Huawei engineers for Huawei products purchased by customers remotely or at the customer's designated workplace. including helping customers prevent major faults or quickly rectify faults when faults occur, and providing on-site assurance actions for key projects.

3.6.2.1.2 What services can IoT O&M and Management Service provide?

L4 Service Name	L4.5 Service Name	L6 Service Name	Service Content
IoT O&M and Management Service	IoT O&M Service	IoT offsite OM service	The 5 x 8 remote O&M service provides O&M services such as risk check, architecture check, and product usage, ensuring stable service running. 1 month remote service
		IoT onsite OM service	5 x 8 onsite O&M service, including risk check, architecture check, and product usage, to ensure stable service running. 1 month on-site service
		IoT onsite assurance service for key projects	Onsite assurance service: provides O&M services, such as risk check, architecture check, and product use, to ensure stable running of customers' services. Total 20 person-day service, valid for one year, no more than 5 door-to-door visits

3.6.2.1.3 Service Content and Scenario

Service content: Huawei assigns engineers to provide personalized and continuous O&M and management services for Huawei products purchased by customers remotely or at the customer's designated work place.

Service scenario: Customers purchase HUAWEI CLOUD IoT services and need Huawei to provide remote or onsite O&M and management services to help customers with product O&M and key project assurance.

3.6.2.1.4 What are the advantages of the IoT O&M and Management Service?

Low O&M costs: IoT platform O&M and managed services can reduce the pressure on customers' own manpower and reduce their investment in O&M system, O&M tool deployment, and team building.

Quick response to problems: O&M engineers work with customer engineers for a long time to perform routine check and maintenance in a timely manner and quickly respond to emergent problems.

Quick troubleshooting: O&M engineers have rich troubleshooting experience, have a comprehensive understanding of the IoT platform solution, and are proficient in using multiple O&M analysis tools to quickly solve problems.

E2E follow-up: O M engineers can cooperate with Huawei technical support center (TAC) to handle critical faults and resolve critical problems.

Quick resource coordination: As the contact person of Huawei service, O&M engineers can quickly coordinate Huawei internal resources from the creation of trouble tickets to the closure of trouble tickets, accelerating problem resolution.

3.6.2.1.5 How Long Is the Validity Period of the IoT O&M and Management Service?

Depends on the project period and the duration of the customer's purchase.

3.6.2.1.6 Can I Provide Services for Sites Outside HUAWEI CLOUD?

Not supported.

3.6.2.1.7 How do I conduct service consultation?

You can leave a message by clicking on "Service Consultation" or by calling (+ 86) 4000-955-988 ext 1, 950808 ext 1.

3.6.2.1.8 How long can I reply to the remote service consultation?

Reply within 24 hours at the latest.

3.6.2.2 About Service Purchase

3.6.2.2.1 How do I place an order for services?

It is recommended to consult with the account manager before placing an order.

3.6.2.2.2 Whether the number of times the service is purchased and used is limited.

Unlimited, not charged by number of usage times

3.6.2.2.3 Do you need to buy other supporting services first to buy this service?

You need to purchase HUAWEI CLOUD services first. The operation and management service objects are HUAWEI CLOUD products.

3.6.2.2.4 How much is the IoT O&M and Management Service charged?

L4 Service Name	L4.5 Service Name	L6 Service Name	Dimension	price	Service Content
IoT O&M and Management Service	IoT O&M Service	IoT offsite OM service	set	63, 000	5 x 8 remote O&M service, including risk check, architecture check, and product usage, ensures stable service running. 1 month remote service
		IoT onsite OM service	set	190, 000	5 x 8 onsite O&M services, including risk check, architecture check, and product usage, ensure stable service running. 1 month on-site service

L4 Service Name	L4.5 Service Name	L6 Service Name	Dimension	price	Service Content
		IoT onsite assurance service for key projects	set	200, 000	Onsite assurance service: provides O&M services, such as risk check, architecture check, and product use, to ensure stable running of customers' services. Total 20 person-day service, valid for one year, no more than 5 door-to-door visits

3.6.2.2.5 Does the service support change?

Not supported.

3.6.2.2.6 Does the service support refund?

Not supported.

3.6.2.3 About Service Delivery

3.6.2.3.1 Is on-site service available?

Different service modes are provided based on the purchased service. There are remote and onsite specifications.

3.6.2.3.2 How long can the service be completed after the order is placed?

Services are provided based on the service start time and the purchased service period.

3.6.2.3.3 Service hours of the staff?

5 * 8

3.6.2.3.4 What are the final deliverables obtained by using the IoT O&M and Management Service?

Deliverables are provided in different delivery phases based on the remote/onsite delivery mode, including the following documents:

No.	Service activities	Deliverables	Remote deliverable	Onsite deliverables
1	Routine inspection	Routine Inspection Report	On demand	On demand
2	Change implementation	Change Order	On demand	On demand
3	Emergency recovery	Emergency Fault Recovery Report	On Demand	On demand
4	Troubleshooting	Troubleshooting Report	On demand	On demand
5	weekly delivery	Engineer Work Weekly Report	On demand	It must be
6	Monthly service delivery	Delivery Quality Assessment Form	On demand	It must be
7	Monthly delivery	Monthly Work Report of Engineers	It must be	It must be
8	Service delivery	Project Service Delivery Completion Report	It must be	It must be

3.6.2.3.5 Is the service available to users outside China?

Support.

3.6.2.3.6 How Do I Use the IoT O&M and Management Service?

It is recommended to consult before placing an order. After placing an order, provide services at the agreed time as required.

3.6.3 Billing

IoT O&M and Management Service, which is charged by set.

Provides services in different periods based on different specifications.

Billing Items

L4 Service Name	L4.5 Service Name	L6 Service Name	Dimension	List price outside China Region 1 (USD)	List price outside China Region 2 (USD)	Service Content
IoT O&M and Management Service	IoT O&M Service	IoT offsite OM service	set	9,009	13,482	The 5 x 8 remote O&M service provides O&M services, such as risk check, architecture check, and product usage, to ensure stable service running. 1 month remote service
		IoT onsite OM service	set	27,170	40,600	5 x 8 onsite O&M services, including risk check, architecture check, and product usage, ensure stable service running. 1 month on-site service

L4 Service Name	L4.5 Service Name	L6 Service Name	Dimension	List price outside China Region 1 (USD)	List price outside China Region 2 (USD)	Service Content
		IoT onsite assurance service for key projects	set	28,600	42,800	Onsite assurance service: provides O&M services, such as risk check, architecture check, and product use, to ensure stable running of customers' services. Total 20 person-day service, valid for one year, No more than 5 door-to-door visits

□ NOTE

Outside China Region 1: Asia-Pacific, Russia, Latin America (excluding Brazil).

Outside China Region 2: Europe, South Africa, Brazil.

Billing Mode

By set.

Configuration Change

Changes and unsubscriptions are not supported. When purchasing a service, you can refer to the service description and service conditions.

Renewal

The service is an one-off consumption and cannot be renewed.

Due & Arrear

IoT O&M and Management Service is a one-time service. It is recommended that customers use it as soon as possible after purchase. After expiration, customers need to purchase it again.

FAQ

For details, see **FAQs**.

3.7 Deterministic Database Management Service

3.7.1 Statement of Work (SOW)

Service Overview

In the digital transformation process, more and more enterprises choose to migrate their services to the cloud. Deterministic Database Management Service is intended for customers who have purchased Huawei Cloud basic resources and have deployed the relational database (MySQL only) by themselves, or have purchased and are using Huawei Cloud databases, but lack a professional O&M team, or have such a team but with insufficient skills, or need a long time and high costs to build their own O&M teams. It provides customers with managed services, including 8/5 or 24/7 monitoring, alarm handling, routine O&M, and inspection, as well as the Database Access Service to ensure service stability, reduce costs of building their own O&M teams, and improve O&M efficiency.

Service Content

Provides 5*8 or 7*24 monitoring, alarm handling, routine O&M, and database access services for customers' self-built databases and cloud databases.

Service Name (L6)	Content	Applicable Scenario
Self-built Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 8/5 real-time monitoring for self-built databases on the live network and handles the detected alarms and issues. Provides routine O&M services such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, and project management.	Customers have purchased Huawei Cloud basic resources and have deployed the relational database (MySQL only). Customers lack a technical expert team with advanced database O&M skills to maintain the basic application environment after their services are migrated to the cloud. Customers lack local IT experts, but it will take a long time and cost a lot to build and develop their own O&M teams.
Self-built Database Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East		

Service Name (L6)	Content	Applicable Scenario
Self-built Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 24/7 real-time monitoring for self-built databases on the live network and handles the detected alarms and issues. Provides routine O&M services such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, capacity management, and project management.	
Self-built Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East		
Cloud Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 8/5 real-time monitoring for cloud databases on the live network and handles the detected alarms and issues. Provides routine O&M services such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, and project management.	Customers have purchased and are using Huawei Cloud databases, including GaussDB(for MySQL), RDS for MySQL, GaussDB, RDS for PostgreSQL, RDS for SQL Server, and RDS for MariaDB. Customers lack a technical expert team with advanced database O&M skills to maintain the basic application environment after their services are migrated to the cloud. Customers lack local IT experts, but it will take a long time and cost a lot to build and develop their own O&M teams.
Cloud Database Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East		

Service Name (L6)	Content	Applicable Scenario
Cloud Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 24/7 real-time monitoring for cloud databases on the live network and handles the detected alarms and issues. Provides routine O&M services such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, capacity management, and project management.	
Cloud Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East		
Database Access Service -overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides one-off tool interconnection services for databases of certain specifications (10 instances). These include database access, account interconnection, account permission configuration, database log access and verification, database metric access and verification, and database alarm access and verification.	Customers need to use tools to manage databases in a unified manner.
Database Access Service -overseas 2 - Europe, Africa, Brazil, Middle East		

Prerequisites

- The customer needs to apply for this service at least 20 working days in advance so that Huawei can evaluate the service scale in advance, sign the contract with the customer for database managed service authorization, and arrange Huawei personnel for the project in advance.

- Before signing the contract with the customer for application hosting, both parties should specify the service content and delivery scope of the Deterministic Database Management Service.

- All work records and documents of this project are in Chinese and provided based on Party A's requirements. The electronic documents submitted are in Microsoft Word, Microsoft PowerPoint, and Microsoft Excel formats.

Service Scope

1. Supported Services

- Applicable databases: For the Self-built Database Managed Service, only MySQL is applicable. For the Cloud Database Managed Service, databases including GaussDB(for MySQL), RDS for MySQL, GaussDB, RDS for PostgreSQL, RDS for SQL Server, and RDS for MariaDB are applicable.

- O&M management: monitoring and alarm, service desk and ticket handling, event management, issue management, change implementation, fault recovery, SLA management, major fault review, and project management.

- Change implementation: once a week.

- Version upgrade: The database version is upgraded once every quarter.

- Proactive prevention: inspection service, data backup, and performance optimization.

- Database access: one-off tool interconnection services for databases of certain specifications (10 instances).

2. Unsupported Services

- Customer service deployment

- Customer-developed applications

- Third-party applications purchased by customers

- Cloud platform and service architecture optimization design

- Adaptation before the database version upgrade and service verification after the upgrade

- Operations related to application data, including data export, import, restoration, and processing

- Commitment to issue handling SLA and recovery duration, identification of the root cause of database problems, or provision of patches

- Services such as SQL rollout review, database security, development specifications, and HA design. Only O&M assistance services such as 8/5 or 24/7 monitoring and alarm handling, routine O&M, and proactive O&M are provided.

- Other services that are not specified in the contract

3. Service Region

Outside the Chinese mainland.

Service Process

Delivery flowchart of Deterministic Database Management Service:
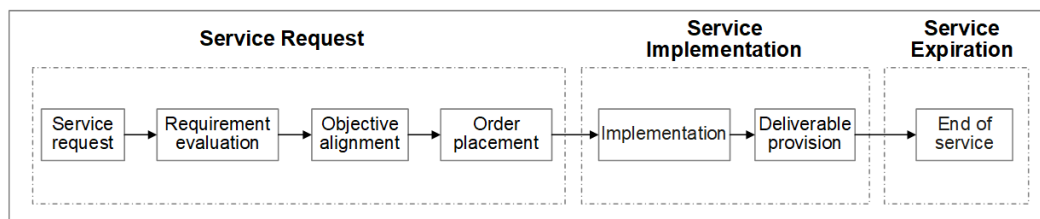
Delivery flowchart and description of Deterministic Database Management Service:

Service Phase	Description
Service request	A customer submits a service request.
Requirement evaluation	Huawei experts communicate with the customer to understand and evaluate the customer demands.
Objective alignment	Huawei confirms the service scope and delivery objectives with the customer.
Order placement	Huawei offers the service configuration packages and the quotations. After the customer confirms the quotations and places an order, Huawei provides the delivery plan.
Implementation	The project is officially initiated, and project team members perform O&M.
Deliverable provision	Huawei provides customers with related deliverables, such as troubleshooting reports, monthly O&M reports, inspection service reports, upgrade reports, and database access results.
End of service	End of service after expiration/completion of service acceptance

Service Deliverables

Service Name (L6)	Deliverable
Self-built Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Monthly Inspection Service Report Troubleshooting Report Version Upgrade Report Monthly O&M Report
Self-built Database Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East	
Self-built Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	
Self-built Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East	
Cloud Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	
Cloud Database Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East	
Cloud Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	

Service Name (L6)	Deliverable
Cloud Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East	
Database Access Service -overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Database Access Result
Database Access Service-overseas 2 - Europe, Africa, Brazil, Middle East	

Responsibility Matrix

1. Responsibilities Shared by Huawei and Customers
    - Negotiate and confirm specific requirements and objectives.
    - Negotiate and confirm project management plans.
    - Negotiate, confirm, and review solutions.
    - Sign a contract.

2. Huawei Responsibilities
    - Huawei Cloud specifies a project owner. The customer should be notified of any personnel changes three working days in advance until the project is accepted.
    - Huawei Cloud can only use the authorized data for the Deterministic Database Management Service.
    - Huawei Cloud provides customers with the Deterministic Database Management Service and offers service deliverables in each phase of the service process according to the contract.

3. Customer Responsibilities
    - The customer assigns a project owner to coordinate between the two parties and to manage, review, and accept services provided by Huawei.
    - The customer provides service system details, including but not limited to application architectures, deployment architectures, resource quantity, and performance.

4. Responsibility Details

   The following table provides responsibility matrix examples and can be modified as needed.

   R: responsible; S: supportive.

No.	Process	Content	Hua wei	Cust omer
1	Routine O&M	Monitoring and alarm: Handles monitoring and alarm exceptions. Provides 8/5 or 24/7 real-time monitoring for databases on the live network and handles the detected alarms and issues.	R	S
		Service desk and ticket: Handles faults on the service desk. Handles service exceptions of a single user or a small number of users in the call center, timely handles service desks and tickets and responds to and closes tickets within the SLA scope.		
		Event management: Notifies, tracks, and closes the event. Promptly notifies the customer service personnel of the fault and continuously monitors and tracks the event until it is closed.		
		Issue management: Tracks and closes issues. Continuously monitors and tracks any issues that arise on the live network until they are closed.		
		Change implementation: Implements the live network change according to the implementation guide provided by the customer. The change implementation includes change handling, change preparation, solution review, and change implementation. The customer performs the change verification and confirms the results once a week.		
		Fault recovery: In case of an emergency fault in the database on the live network, the O&M team performs the emergency recovery. The team's O&M activities include fault handling and recovery, but the recovery duration is not promised.		
		Fault diagnosis and analysis: Collects fault information and performs preliminary analysis, but		

No.	Process	Content	Hua wei	Cust omer
		does not promise to rectify the fault. Database upgrade: Upgrades the database version based on customer and service requirements. SLA management: Controls the overall SLA fulfillment. Major fault review: Reviews major faults. Assists customers in reviewing major faults on the live network and outputting root cause analysis reports, but does not take responsibility for the root cause analysis.		
2	Proactive O&M	Inspection service: Weekly inspection and check. Checks the database health and performance every week, including the database status, space, and logs. Data backup: Data backup management. Checks the execution and remote processing of automatic database backup tasks. Performs local and remote backup storage based on customer requirements to adapt to data restoration in different scenarios. Performance optimization: Analyzes the performance of databases within the O&M scope, locates and analyzes items to be optimized, and proposes optimization solutions. The implementation of the optimization solutions is not guaranteed.	R	S

No.	Process	Content	Hua wei	Cust omer
3	Communication with Customers	Customer meetings: Holds regular meetings with customers, such as daily/weekly/monthly service quality meetings, change meetings, and fault meetings. Attend customer meetings, including preparing meeting materials. Periodic operation reports: For example, daily, weekly, monthly, and quarterly reports. Quality reports (SLA/KPI, quality, value, progress, and service acceptance reports, excluding BOE reports such as user reports).	R	S
4	Database access	Database access, account interconnection, account permission configuration, database log access and verification, database metric access and verification, and database alarm access and verification.	R	S
5	Deliverable output	Output deliverables: *Monthly Inspection Service Report*, *Troubleshooting Report*, *Version Upgrade Report*, *Monthly O&M Report*, and *Database Access Result*.	R	S

Acceptance Criteria

- Yearly/Monthly billing (Self-built Database Managed Service(5*8) -overseas 1 - Asia, Russia, Latin America (Excluding Brazil); Self-built Database Managed Service(5*8) -overseas 2 - Europe, Africa, Brazil, Middle East; Self-built Database Managed Service(7*24) -overseas 1 - Asia, Russia, Latin America (Excluding Brazil); Self-built Database Managed Service(7*24) -overseas 2 - Europe, Africa, Brazil, Middle East; Cloud Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil); Cloud Database Managed Service(5*8) -overseas 2 - Europe, Africa, Brazil, Middle East; Cloud Database Managed Service(7*24) -overseas 1 - Asia, Russia, Latin America (Excluding Brazil); Cloud Database Managed Service(7*24) -overseas 2 - Europe, Africa, Brazil, Middle East): The service starts when the customer activates the order and ends when the contract/order delivery period ends. The service automatically passes the acceptance after it expires.

- One-time service (Database Access Service -overseas 1 - Asia, Russia, Latin America (Excluding Brazil); Database Access Service-overseas 2 - Europe, Africa, Brazil, Middle East): Huawei submits standard deliverables of each

service subitem. If the customer accepts the deliverables, the customer needs to click the acceptance link on the Huawei Cloud console or sign and seal the *Database Access Service Acceptance Report*.

3.7.2 FAQs

3.7.2.1 Service Consulting

3.7.2.1.1 What is the Deterministic Database Management Service?

In the digital transformation process, more and more enterprises choose to migrate their services to the cloud. Deterministic Database Management Service is intended for customers who have purchased Huawei Cloud basic resources and have deployed the relational database (MySQL only) by themselves, or have purchased and are using Huawei Cloud databases, but lack a professional O&M team, or have such a team but with insufficient skills, or need a long time and high costs to build their own O&M teams. It provides customers with managed services, including 8/5 or 24/7 monitoring, alarm handling, routine O&M, and inspection, as well as the Database Access Service to ensure service stability, reduce costs of building their own O&M teams, and improve O&M efficiency.

3.7.2.1.2 What service items are included in the Deterministic Database Management Service?

Item	Content	Application Scenario
Self-built Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 8/5 real-time monitoring for self-built databases on the live network and handles the detected alarms and issues. Provides routine O&M such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, and project management.	Customers have purchased Huawei Cloud basic resources and have deployed the relational database (MySQL only) by themselves. Customers lack a technical expert team with advanced database O&M skills to maintain the basic application environment after their services are migrated to the cloud. Customers lack local IT experts, and it is expensive and time-consuming to develop their own O&M teams.
Self-built Database Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East		

Item	Content	Application Scenario
Self-built Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 24/7 real-time monitoring for self-built databases on the live network and handles the detected alarms and issues. Provides routine O&M such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, capacity management, and project management.	
Self-built Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East		
Cloud Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 8/5 real-time monitoring for cloud databases on the live network and handles the detected alarms and issues. Provides routine O&M such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, and project management.	Customers have purchased and are using Huawei Cloud databases, including GaussDB(for MySQL), RDS for MySQL, GaussDB, RDS for PostgreSQL, RDS for SQL Server, and RDS for MariaDB.
Cloud Database Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East		Customers lack a technical expert team with advanced database O&M skills to maintain the basic application environment after their services are migrated to the cloud.
Cloud Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides 24/7 real-time monitoring for cloud databases on the live network and handles the detected alarms and issues. Provides routine O&M such as service desk and ticket handling, event management, issue management, change implementation, fault recovery, database upgrade, SLA management, critical fault review, inspection, data backup, performance optimization, capacity management, and project management.	Customers lack local IT experts, and it is expensive and time-consuming to develop their own O&M teams.
Cloud Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East		

Item	Content	Application Scenario
Database Access Service - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	Provides one-off tool interconnection services for databases of certain specifications (10 instances). These include database access, account interconnection, account permission configuration, database log access and verification, database metric access and verification, and database alarm access and verification.	Customers need to use tools to manage databases in a unified manner.
Database Access Service - overseas 2 - Europe, Africa, Brazil, Middle East		

3.7.2.1.3 What are the highlights of the Deterministic Database Management Service?

The service provides assistance and removes technical barriers. Leveraging Huawei professional O&M services, it:

- Introduces new technologies and services to drive technological innovation.
- Takes advantage of professional tools from vendors to achieve digital O&M and clarify relationships between resources.
- Makes version updates smooth.
- Incorporates vendor O&M experience to enable rapid fault recovery and improve system reliability.

The service focuses on core business and quickly develops capabilities. Leveraging Huawei O&M experts, it:

- Rapidly addresses the shortage of skilled professionals.
- Empowers staff.
- Provides 8/5 or 24/7 monitoring by Huawei experts.
- Allows customer's O&M engineers to invest more time and energy in value-added activities, such as enterprise specifications formulation, service planning, and cloud operations. In this way, they can improve their organization.

The service provides data-based intelligent service. Leveraging Huawei professional service tools, it:

- Aggregates scattered O&M data for intelligent O&M.
- Visualizes data on a large screen and outputs professional reports for data mining and analysis.
- Incorporates O&M experience from other sites into services.
- Shares intelligent algorithms and automated scripts through the technical support center.

The service implements smooth process and coordination. Leveraging Huawei professional O&M services, it:

- Integrates the customer's process with Huawei's service process.
- Centrally manages and controls authentication and permissions.
- Sorts out the O&M responsibilities of both the customer and Huawei Cloud.

3.7.2.2 Service Purchase

3.7.2.2.1 How do I place an order?

Consult the customer manager before placing an order.

3.7.2.2.2 Is there a limit on how many times the service can be purchased?

No. Enterprises can purchase Deterministic Database Management Service based on actual requirements.

3.7.2.2.3 Do I need to purchase other related services before purchasing this service?

No.

3.7.2.2.4 Can I change or unsubscribe from this service?

Database Access Service - overseas 1 - Asia, Russia, Latin America (Excluding Brazil) and Database Access Service - overseas 2 - Europe, Africa, Brazil, Middle East are one-off, so you cannot change or unsubscribe from them. Other service items are billed on a yearly/monthly basis. You can subscribe to them for multiple years or months and unsubscribe from them before the service starts. When you purchase this service, select desired service items based on your business requirements and by referring to the typical application scenarios.

3.7.2.2.5 Is this service refundable?

Refund and unsubscription are only supported before the service is used. When subscribing to these services, make the appropriate choices based on your own service needs.

3.7.2.3 Service Delivery

3.7.2.3.1 Can this service be delivered onsite?

No. The Deterministic Database Management Service is an online service that is remotely delivered by service experts.

3.7.2.3.2 What are the working hours?

The personnel provide 8/5 support, from Monday to Friday (excluding public holidays), for the following service items: Database Access Service - overseas 1 - Asia, Russia, Latin America (Excluding Brazil), Database Access Service - overseas 2 - Europe, Africa, Brazil, Middle East, Self-built Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil), Self-built Database

Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East, Cloud Database Managed Service(5*8) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil), and Cloud Database Managed Service(5*8) - overseas 2 - Europe, Africa, Brazil, Middle East.

The personnel provide 24/7 support for the following service items: Self-built Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil), Self-built Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East, Cloud Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil), and Cloud Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East.

3.7.2.3.3 How long will it take to deliver the service after I place an order?

The Database Access Service in the Deterministic Database Management Service is one-off. It is calculated based on the actual purchased person-days. Acceptance is performed after the delivery is complete.

Except Database Access Service - overseas 1 - Asia, Russia, Latin America (Excluding Brazil) and Database Access Service - overseas 2 - Europe, Africa, Brazil, Middle East, other service items are billed on a monthly or yearly basis and delivered yearly or monthly.

3.7.2.3.4 Is this service available outside the Chinese mainland?

Yes. It is available to users and enterprises outside the Chinese mainland.

3.7.2.3.5 Can I apply for refund during delivery?

No. It is not refundable during the service delivery.

3.7.2.3.6 What are the final deliverables of the Deterministic Database Management Service?

Monthly Inspection Service Report, *Troubleshooting Report*, *Version Upgrade Report*, *Monthly O&M Report*, and *Database Access Result*

3.7.3 Billing

This section describes the billing items, billing modes, and renewal of Deterministic Database Management Service.

Billing Items

Sub-product	Specification	Billing Description	Unit Price (USD)	Unit
Database Managed Service	Self-built Database Managed Service(5*8) -overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	**Yearly/ Monthly**: yearly billing by the number of database instances **Minimum quantity**: four database instances	8,100.00	Instance/ year
	Self-built Database Managed Service(5*8) -overseas 2 - Europe, Africa, Brazil, Middle East		11,500.00	
	Self-built Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	**Yearly/ Monthly**: yearly billing by the number of database instances **Minimum quantity**: four database instances	9,800.00	Instance/ year
	Self-built Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East		14,276.00	
	Cloud Database Managed Service(5*8) -overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	**Yearly/ Monthly**: monthly billing by the number of database instances **Minimum quantity**: four database instances	410.00	Instance/ month
	Cloud Database Managed Service(5*8) -overseas 2 - Europe, Africa, Brazil, Middle East		620.00	
	Cloud Database Managed Service(7*24) - overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	**Yearly/ Monthly**: monthly billing by the number of database instances **Minimum quantity**: four database instances	590.00	Instance/ month

Sub-product	Specification	Billing Description	Unit Price (USD)	Unit
	Cloud Database Managed Service(7*24) - overseas 2 - Europe, Africa, Brazil, Middle East		880.00	
	Database Access Service -overseas 1 - Asia, Russia, Latin America (Excluding Brazil)	**One-off billing service. One package is provided for every 10 instances.**	18,000.00	Times
	Database Access Service-overseas 2 - Europe, Africa, Brazil, Middle East		25,000.00	

Billing Mode

The Database Access Service -overseas 1 - Asia, Russia, Latin America (Excluding Brazil) & Database Access Service-overseas 2 - Europe, Africa, Brazil, Middle East adopt the one-off billing mode, and other L6 products adopt yearly/monthly billing mode.

Configuration Change

You cannot unsubscribe from Deterministic Database Management Service after signing a contract. When you buy this service, select desired service items and specifications based on your business requirements and by referring to the typical application scenarios.

Renewal

Database Access Service -overseas 1 - Asia, Russia, Latin America (Excluding Brazil) & Database Access Service-overseas 2 - Europe, Africa, Brazil, Middle East adopt the one-off billing mode and cannot be renewed. After expiration, you need to purchase a new one. Other L6 products adopt the yearly/monthly billing mode. The service will be stopped after it expires. To prevent unnecessary loss, renew the service in time on the management console. For details, see Renewal Management.

Expiration and Overdue Payment

Database Access Service -overseas 1 - Asia, Russia, Latin America (Excluding Brazil) & Database Access Service-overseas 2 - Europe, Africa, Brazil, Middle East adopt the one-off billing mode and cannot be renewed. After expiration, you need to purchase a new one. Other L6 products adopt the yearly/monthly billing mode. The service will be stopped after it expires.

3.8 COC Implementation Support Service

3.8.1 Statement of Work (SOW)

Overview

As we enter the era of cloud native, services and technologies are becoming increasingly intricate. Services are updated more frequently, application system architectures are becoming more complex, and cross-team collaboration is becoming more common. Unfortunately, this complexity also leads to higher risks and costs, which can negatively impact service stability and availability. As a product that embodies the deterministic operations concept and is based on the internal O&M platform CloudScope, COC (Cloud Operations Center) has achieved a 100-fold growth in Huawei Cloud Services while maintaining stability and reliability.

The COC Implementation Support Service offers top-notch O&M content to customers based on the COC O&M platform. This allows customers to make the most of the O&M platform's capabilities, ensuring high quality and long-term stability and reliability of services on the live network. It can bring great benefits to customers in terms of resource lifecycle management, predictable fault recovery, change risk control, and service resilience improvement.

Service Content

Service	Description	Applicable Scenario
Chaos Drills	Based on the chaos drill module of Cloud Operations Center, the Chaos Drill feature provides a one-stop, automated platform for chaos engineering. It allows you to implement end-to-end chaos drills from risk identification, emergency plan management, fault injection, to improvement and review, helping you improve resilience of cloud applications by proactively identifying and mitigating risks.	Service resilience improvement, fault response capability improvement, and monitoring and alarm timeliness verification

Prerequisites

- Users shall apply for the service at least 10 working days in advance so that Huawei Cloud can evaluate the customer's requirements and arrange corresponding service support.

- You and Huawei Cloud must reach an agreement on the objectives of this service and sign a contract.

Service Scope

1. Service Items Covered

   The Chaos drill feature for the COC Implementation Support Service covers the following service content:

   a. Provides one-stop, automatic chaos drill processes.

   b. Supports chaos drills for ECSs, cloud native, Huawei Cloud middleware services, and Java applications.

   c. Identifies and manages failure modes and contingency plans of cloud applications, and mitigates risks.

2. Non-Covered Service Items

   The Chaos drill feature for the COC Implementation Support Service does not cover the following service content:

   a. Application system design and O&M, including but not limited to customer application development, testing, deployment, and migration.

   b. Routine O&M services for third-party software, such as installation, patch update, test, fault diagnosis, and optimization

   c. IDC and hardware device maintenance, such as inspection, replacement, and diagnosis of hardware such as network devices, servers, and storage devices.

3. Service Scope

   Huawei Cloud (International)

Service Process

COC Implementation Support Service Process
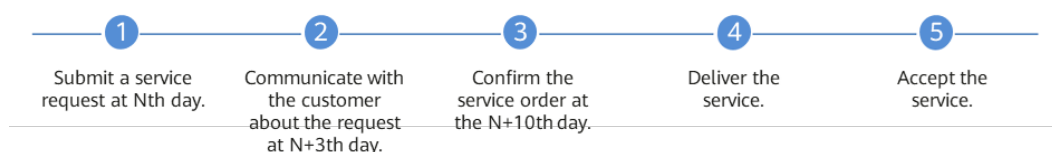
Phase	Description
Submitting a service request	The user raises requirements for the COC Implementation Support Service.
Communication and confirmation on requirements	Huawei Cloud confirms specific business requirements and objectives.
Order confirmation	Implement benefit item service
Service delivery and implementation	Huawei Cloud provides service deliverables.
Service acceptance	The customer accepts the service.

Service Deliverables

Item	Deliverable	Acceptance Report
COC Implementation Support Service	*Chaos Drill Service Proposal*	*Chaos Drill Acceptance Report*

Responsibility Matrix

1. Shared Responsibilities

   – Both parties negotiate and confirm specific requirements, scope, and objectives.

   – Both parties negotiate and confirm the project management plan, and reach a consensus on the project period, implementation criteria, risk control, project quality, and project acceptance criteria.

   – Both parties negotiate the drill solution and acceptance criteria, confirm and review the solution content.

   – Both parties sign a contract.

2. Huawei Cloud's Responsibilities

   – Huawei Cloud shall specify a dedicated project owner. If there is a personnel change due to special reasons, Huawei Cloud shall notify the customer of this three working days in advance until the project acceptance is complete.

   – Huawei Cloud can only use the authorized data for the Chaos Drill Service and shall not use the data for any other purposes.

3. Customer's Responsibilities

   – The customer provides accurate information about requirements and scenarios

   – The customer provides service system information, including but not limited to the application architecture, deployment architecture, and resource information.

   – The customer provides necessary authorization for the drill scenario to cooperate with Huawei Cloud during drills.

   – The customer reviews and confirms the deliverables provided by Huawei Cloud.

4. Responsibility Details

   The following table provides responsibility matrix examples and can be modified as needed.

   R: responsible; S: supportive.

No.	Process	Content	Hua wei	Cust omer
1	Chaos drill planning	1. Set up a team. 2. Evaluate the requirements. 3. Collect information. 4. Start a drill. 5. Authorize the scope for the chaos drill.	R	S
2	Chaos drill preparation	1. Determine the drill plan and drill objectives for each scenario. 2. Determine the drill scope, time window, and date. 3. Analyze historical faults. 4. Investigate fault scenarios. 5. Output the drill solution.	S	R
3	Chaos drill execution	1. Implement the drill solution. 2. Inject the fault. 3. Record drill risks, alarms, and occurrence time. 4. Evaluate the customer's service resilience, fault impact, recovery capability, and recoverability. 5. Output the fault drill result.	R	S
4	Chaos drill review	1. Analyze the drill solution and execution conclusion. 2. Evaluate whether the drill meets the expectation. 3. Output the drill solution, improvement points, and subsequent solutions.	R	S

Acceptance Criteria

Huawei Cloud provides the *Chaos Drill Proposal*. The customer can sign and seal the *Chaos Drill Acceptance Report* or click **Accept** on the console, to accept the service.

3.8.2 FAQs

3.8.2.1 Service Consultation

3.8.2.1.1 What Is the COC Implementation Support Service?

In the cloud native era, services and technologies are becoming more and more complex. As a result, service iteration becomes faster and more complex.

Cross-team collaboration becomes more frequent, resulting in higher risks and costs, which greatly restricts service stability and availability. As a product that embodies the deterministic operations concept and is based on the internal O&M platform CloudScope, COC has achieved a 100-fold growth in Huawei Cloud Services while maintaining stability and reliability.

The O&M content implementation support service depends on the COC O&M platform to build the best O&M content for customers' services and ensure high-quality O&M

and long-term stability and reliability of services on the live network. It can bring great benefits to customers in terms of resource lifecycle management, predictable fault recovery, change risk control, and service resilience improvement.

3.8.2.1.2 What service can be provided by the COC Implementation Support Service?

Chaos Drills.

3.8.2.1.3 What are the advantages of the COC Implementation Support Service?

Based on the Huawei Cloud COC O&M platform, COC Implementation Support Service provides product solutions that implement the deterministic O&M concept of Huawei Cloud to ensure service stability and reliability and promote the digital and intelligent transformation of governments and enterprises.

3.8.2.1.4 Can I Use This Service from Sites off Huawei Cloud?

No.

3.8.2.2 Service Purchase

3.8.2.2.1 How Can I Place an Order?

Self-service order placement: Communicate with the business BDs of your services, and place the order based on your service requirements.

3.8.2.2.2 Do I Need to Purchase Other Auxiliary Services for the Chaos Drill Feature of the COC Implementation Support Service?

The chaos drill feature provides drill scenarios only for Huawei Cloud products.

3.8.2.2.3 Does the Chaos Drill Feature of the COC Implementation Support Service Support Configuration Change?

This service is a one-off service and does not involve configuration changes.

3.8.2.2.4 Is There a Limitation on the Purchase Times of the Chaos Drill Feature of the COC Implementation Support Service?

The service can be purchased for multiple times based on your service requirements.

3.8.2.3 Service Delivery

3.8.2.3.1 Does the Chaos Drill Feature of the COC Implementation Support Service Support On-site Delivery?

Both on-site and remote delivery are supported.

3.8.2.3.2 How Is the Service Period Determined After I Placed an Order?

The service period is determined based on the business scenario and actual delivery scope.

3.8.2.3.3 What Deliverable Can I Obtain After Purchasing the Chaos Drill Feature of the COC Implementation Support Service?

For details about the deliverable, see *Chaos Drill Proposal* in the *COC Implementation Support Service Delivery Guide*.

3.8.3 Billing

This document describes how the Cloud Operations Center (COC) Implementation Support Service is billed, including billing items, billing modes, configuration changes, renewals, and expiration and arrears.

Billing Items

Service Category	Service Catalog	Billing Description	Price (USD)	Sales Unit
COC Implementation Support Service	Chaos Drills	One-off payment	34,560	Times
	Chaos Drill Add-on Package Charged for each additional drill scenario	One-time payment	2,880	Times

Billing Mode

The chaos drill feature of the COC Implementation Support Service is a one-off charging product. The basic payment covers 10 drill scenarios. Each additional drill scenario is charged separately.

Configuration Changes

COC Implementation Support Service is a single-version service product billed based on use times and does not involve configuration change.

Renewal

The chaos drill feature of the COC Implementation Support Service is a one-off charging product and does not involve renewal. The validity period is one year. Use the service within the validity period.

Expiration and Arrears

The chaos drill feature of the COC Implementation Support Service is a one-off charging product. The service completes upon acceptance. If you still need this service after the service delivery, contact us in advance and purchase the service again.

4 Optimization and Improvement

4.1 Database Development Support Service

4.1.1 Statement of Work (SOW)

Service Overview

Database Development Support Service provides technical support for the database system development, test, and rollout. The detailed content includes database development guide, performance optimization, third-party platform interconnection support, and application joint commission and rollout. This service helps you solve various problems encountered during the database development and improve developers' capabilities.

Applicable Products

The service applies to RDS for MySQL, RDS for PostgreSQL, RDS for SQL Server, DDS, DRS, DDM, GaussDB(for MySQL), GaussDB, GaussDB(for Mongo), and GaussDB(for Cassandra).

Service Scope

Huawei engineers are only responsible for the service items that are specified in the document. If you require non-covered service items, additional fees are charged. Non-covered Items include but are not limited to:

1. Working beyond regular working hours as required by the customer (Note: Fees include overtime pay and subsidies).
2. Purchasing products from other companies or individuals.

Prerequisites

The customer must submit a request at least 5 working days in advance so that Huawei Cloud can evaluate customer requirements and arrange for the technical experts that will be involved.

Service Items

Service Item	Description
Database development guide	There is technical support for project application development. Support includes assistance in learning how to use components, solution evaluation, and technical guidance, and suggested solutions for resolving application development problems.
Performance optimization	We evaluate performance of database clusters and tune database parameters and resources based on evaluation results to improve database performance.
Third-party platform interconnection support	We answer questions about interconnecting third-party systems or monitoring platforms with databases.
Application joint commissioning and rollout	It is not the same as being tested in a test environment. Your application is more prone to problems in an actual production environment, but we can help you handle any problems you run into.

Responsibility Matrix

Project	Description	Huawei	Customer
Database development guide	Provide technical support for project application development: ● Designate a person to provide consulting services and technical support, such as methods of using components, solution evaluation, and technical guidance.	R	S
	● Answer questions or resolve problems about application development on site or remotely.	R	S
Performance optimization	Evaluate and tune database performance, covering: ● Database performance evaluation ● Database parameter tuning ● Database resource tuning	R	S
Third-party platform interconnection support	Resolve problems encountered in the interconnection between third-party systems or monitoring platforms and database components.	R	S

Project	Description	Huawei	Customer
Application joint commissioning and rollout	Provide platform support after applications are rolled out.	S	R

R: Responsibility; S: Support

1. Huawei and the customer:
   – Negotiate and confirm the service scope and objectives.
   – Sign a contract.

2. The customer:
   – Provides accurate information about requirements, scenarios, and business systems.
   – Focuses on meeting project delivery requirements and gathering feedback from management personnel and key service departments.
   – Arranges project principals to attend project meetings, interviews, and seminars.
   – Provides a workplace for Huawei experts and the needed development environments, including the computers and networks.
   – Creates a Huawei Cloud account.
   – Reviews and confirms the service plan and deliverables provided by Huawei.
   – Coordinates with third-party software vendors and helps Huawei Cloud solve problems during project implementation.

3. Huawei:
   – After receiving the customer's application, coordinates experts to provide support remotely or on site.
   – Before providing services, prepares a service plan and a BOQ for the customer to confirm.
   – Provides services based on the service plan and creates the deliverables needed.
   – Provides the list of deliverables after services are all complete.

4. Disclaimer:
   – Huawei Cloud takes no responsibility for failure of any third-party device or system caused by the reasons not attributable to Huawei Cloud.
   – After you purchase Database Development Support Service, the validity period of the order is one year. After the order expires, Huawei Cloud has the right to reject the service.
   – The customer ensures that the installed operating systems and application software do not infringe on the intellectual property rights or other rights of any third party. If a third party claim is caused by the breach of provisions, the customer bears full responsibilities.

Service Process
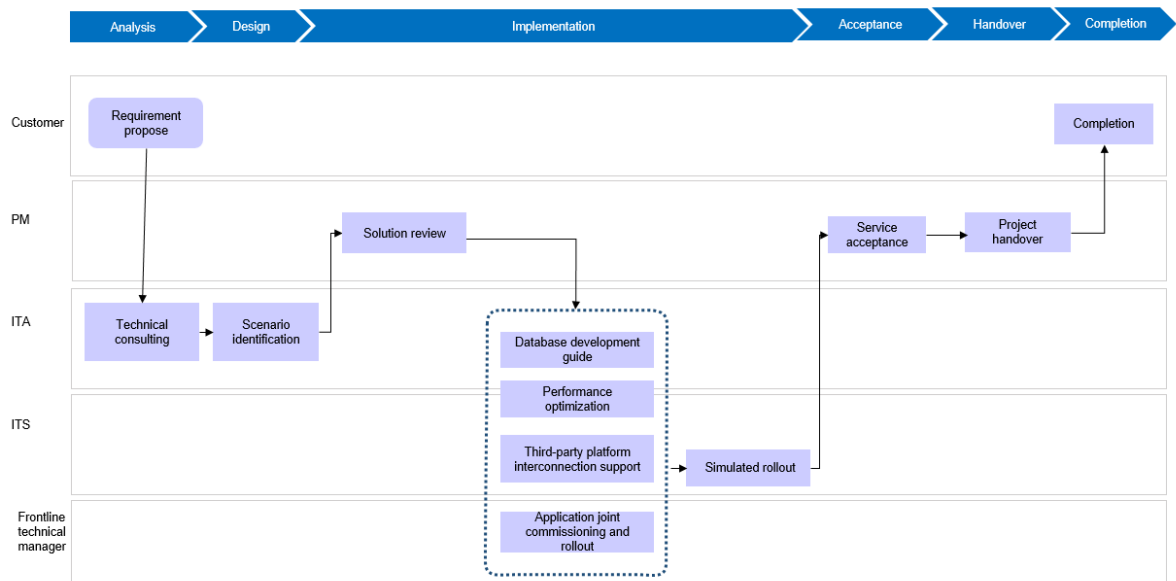
Deliverables

Different deliverables are required for different services. These deliverables can be modified based on project requirements.

Service Item	Deliverable
Database development guide	Problem Tracking Form for XXX Project Development Support, Database Development Support Summary Report
Performance optimization	XX Database Performance Optimization Report
Third-party platform connection support	Problem Tracking Form for XXX Project Development Support, Database Development Support Summary Report
Application joint commissioning and rollout	Problem Tracking Form for XXX Project Development Support, Database Development Support Summary Report

Project Completion

After the acceptance, the customer signs the *XXX Database Development Support Service Acceptance Report* (including its electronic copy) or confirms the acceptance on the official website to finalize the project.

4.1.2 FAQs

4.1.2.1 About the Service

4.1.2.1.1 What Is Database Development Support Service?

Database Development Support Service provides technical support for the database system development, test, and rollout. The detailed content includes database development guide, performance optimization, third-party platform interconnection support, and application joint commission and rollout. This service can help you solve problems encountered during the database development and improve developers' capabilities.

4.1.2.1.2 What Services Items Are Included?

| Service Item	Description
Database development guide	There is technical support for project application development. Support includes assistance in learning how to use components, solution evaluation, and technical guidance, and suggested solutions for resolving application development problems.
Performance optimization	We evaluate performance of database clusters and tune database parameters and resources based on evaluation results to improve database performance.
Third-party platform interconnection support	We answer questions about interconnecting third-party systems or monitoring platforms with databases.
Application joint commissioning and rollout	It is not the same as being tested in a test environment. Your application is more prone to problems in an actual production environment, but we can help you handle any problems you run into.

4.1.2.1.3 What Are the Service Content and Scenarios?

There are basic package, advanced package, platinum package, diamond package, and incremental package. The following table lists the packages and their typical application scenarios. You choose a package that best fits your needs.

Package	Description	Application Scenario
Basic package	- Provides database-related development support, including database development guide, performance optimization, third-party platform interconnection support, application joint commissioning and rollout. - Each basic package provides up to 30 person-days of support.	Customers who plan to purchase or have purchased Huawei Cloud databases and have database development requirements
Advanced package	- Provides database-related development support, including database development guide, performance optimization, third-party platform interconnection support, application joint commissioning and rollout. - Each basic package provides up to 80 person-days of support.	
Platinum package	- Provides database-related development support, including database development guide, performance optimization, third-party platform interconnection support, application joint commissioning and rollout. - Each basic package provides up to 150 person-days of support.	
Diamond package	- Provides database-related development support, including database development guide, performance optimization, third-party platform interconnection support, application joint commissioning and rollout. - Each basic package provides up to 270 person-days of support.	
Incremental package	- Provides database-related development support, including database development guide, performance optimization, third-party platform interconnection support, application joint commissioning and rollout. - Each basic package provides up to 10 person-days of support.	

4.1.2.1.4 What Are the Advantages of Database Development Support Service?

- We have a team of veteran engineers with extensive experience, who are always standing by to provide support throughout the entire lifecycle of big data applications, from architecture consulting to application development.
- We offer sample code, development guidelines, scenario-specific samples, and database development tools to facilitate enterprise application development.
- An E2E support system ensures fast responses to development requirements and any problems that may come up.

4.1.2.1.5 How Long Is My Order Valid For?

One year. After placing an order, you need to contact the delivery personnel as soon as possible.

4.1.2.1.6 Can I Use the Service from Sites off Huawei Cloud?

It applies to Huawei Cloud databases, such as RDS for MySQL, RDS for PostgreSQL, RDS for SQL Server, DDS, DRS, DDM, GaussDB(for MySQL), GaussDB, GaussDB(for Mongo), and GaussDB(for Cassandra). If you have additional requirements, contact the customer manager.

4.1.2.1.7 How Do I Contact Huawei Cloud to Learn More About the Service?

You can leave us a message, dial our hotline (+852-800-931-122), or sent emails to intlsales@huawei.com.

4.1.2.1.8 How Long Will I Get Responses in a Remote Consulting?

We will reply to you within 3 working days.

4.1.2.2 About Service Purchase

4.1.2.2.1 How Do I Place an Order?

You can place an order on the official website. Before using this service, contact your customer manager to evaluate your migration needs.

4.1.2.2.2 Is There a Limit on How Many Times This Service Can Be Purchased?

No.

4.1.2.2.3 Do I Need to Purchase Other Related Services Before Purchasing Database Development Support Service?

Database Development Support Service is suitable for Huawei Cloud databases such as RDS for MySQL, RDS for PostgreSQL and GaussDB. However, the service itself does not include database fees. To purchase an incremental package, you must purchase a basic package, advanced package, platinum package, or diamond package first.

4.1.2.2.4 How Is Database Development Support Service Billed?

The service is one-off purchase. For pricing details, see Billing.

4.1.2.2.5 Can I Change or Unsubscribe from this Service?

No.

4.1.2.2.6 Is the Service Refundable?

No refunds are allowed after you purchase this service.

4.1.2.3 About Service Delivery

4.1.2.3.1 Can the Service Be Delivered on Site?

Yes. The service can be delivered on site or remotely.

4.1.2.3.2 How Long Does the Delivery Take after an Order Is Placed?

The delivery cycle depends on the start time of delivery and customer requirements. Factors such as database architecture, business volume, and complexity may affect the delivery.

4.1.2.3.3 What Are the Working Hours of Delivery Personnel?

From Monday to Friday (5 x 8 hours), except for official holidays.

4.1.2.3.4 What Are the Final Deliverables?

Different deliverables are required for different services. These deliverables can be modified based on project requirements.

Service Content	Deliverable
Database development guide	Problem Tracking Form for *XXX* Project Development Support, Database Development Support Summary Report
Performance optimization	*XXX* Database Performance Optimization Report
Third-party platform connection support	Problem Tracking Form for *XXX* Project Development Support, Database Development Support Summary Report
Application joint commissioning and rollout	Problem Tracking Form for *XXX* Project Development Support, Database Development Support Summary Report

4.1.2.3.5 How Do I Use Database Development Support Service?

After purchasing the service, contact the customer manager to apply for delivery.

4.1.2.3.6 Is the Service Refundable During Its Delivery?

No refunds are allowed after you purchase this service. In the event of force majeure or other accidents, if both parties agree to cancel the service, you can apply for a refund.

4.1.3 Billing

This document describes the billing policy for Database Development Support Service, including billing items, modes, and renewal.

Billing Items

Table 4-1 Billing description

Billing Item	Person-Days	Price per Package (USD)
Basic package	≤ 30	131,143
Advanced package	30 < a package ≤ 80	349,715
Platinum package	80 < a package ≤ 150	655,715
Diamond package	150 < a package ≤ 270	1,180,286
Incremental package	10 (It cannot be purchased separately.)	43,715

Billing Mode

The service is one-off purchase. For pricing details, see the product page.

Billing Mode Change

The service is one-off purchase and cannot be unsubscribed from.

Renewal

The service is one-off purchase and cannot be renewed. You can purchase new packages as required.

Expiration and Overdue Payment

The validity period of the order is one year. After placing an order, you need to contact the delivery personnel as soon as possible.

4.2 Big Data Optimization and Improvement Service

4.2.1 Statement of Work (SOW)

Overview

The big data optimization and improvement service incorporates Huawei's wealth of theoretical knowledge and practical experience, and introduces digital

technologies to help enterprises plan and build a data governance system and platform. This service offers big data development technical support, big data cluster tuning, data management maturity diagnosis, data management system design, data security specifications diagnosis and design, master data management system diagnosis and design, and data management optimization.

Service Content

1. Big Data Development Technical Support

L6 Service Name	Service Content	Application Scenario
Big Data Development Technical Support–Small Scale	The development support service helps customers resolve any technical issues experienced during interconnection with the big data platform. Huawei provides guidance in API calling, component selection, and key parameter configuration.	Starter: fewer than 480 CPUs
Big Data Development Technical Support–Medium Scale		Medium: 480–1,000 CPUs
Big Data Development Technical Support–Large Scale		Advanced: more than 1,000 CPUs

2. Big Data Cluster Tuning

L6 Service Name	Service Content	Application Scenario
Big Data Cluster Tuning-Basic Package (No More Than 50 Tasks)	This service provides configuration and performance tuning to improve the performance of MRS or DLI clusters on Huawei Cloud and maximize resource utilization.	Basic package for cluster tuning
Big Data Cluster Tuning–Incremental Unit Price (per Task)		Incremental package for cluster tuning

3. Data Management Maturity Diagnosis

L6 Service Name	Service Content	Application Scenario
Specifications-Level Data Management Maturity Diagnosis	This service analyzes your enterprise's business characteristics, helps you learn your data status, and identifies major problems and core data governance requirements through material collection, surveys, interviews, discussions, analyses, and reports. Through impact analysis, evaluation method enablement, improvement suggestions, and best practices in the industry, this service helps you build an agile and efficient information system that lowers costs, improves efficiency, and helps you achieve digital transformation.	Standard online questionnaires, onsite personalized supplementary surveys, and problem diagnosis
Integration-Level Data Management Maturity Diagnosis		Extra upgrade and optimization suggestions
Convergence-Level Data Management Maturity Diagnosis		Extra personalized in-depth diagnosis

4. Data Management System Design

L6 Service Name	Service Content	Application Scenario
Specifications-Level Data Management System Design	This service helps you build data management organizations, systems, processes, standards, and specifications that are equivalent to those of industry-leading companies. With this service, you can formulate a development blueprint and an improvement roadmap for managing your enterprise data, laying a foundation for unleashing greater data value. This service generates a planning report for data management maturity.	Standard online questionnaires, onsite personalized supplementary surveys, and solution design
Convergence-Level Data Management System Design		Standardized online questionnaires, onsite personalized supplementary surveys, and solution design focusing on in-depth analysis, transformation, and management suggestions for domains

5. Master Data Management System Diagnosis and Design

L6 Service Name	Service Content	Application Scenario
Specifications-Level Master Data Management Diagnosis	This service complies with the master data management white paper of the countries/regions where it is available. It surveys the master data status of your enterprise.	Standard online questionnaires, onsite personalized supplementary surveys, and problem diagnosis
Specifications-Level Data Management System Design	A master data standard system, an assurance system, and management tools are designed, and a master data management document is generated to effectively transfer data across systems and departments.	Standard online questionnaires, onsite personalized supplementary surveys, and solution design
Convergence-Level Data Management System Design		Solution design, focusing on in-depth analysis, transformation, and management suggestions for domains

6. Data Security Specifications Diagnosis and Design

L6 Service Name	L6 Service Name	Application Scenario
Specifications-Level Data Security Specifications Diagnosis	Specifications-Level Data Security Specifications Diagnosis	Standard online questionnaires, onsite personalized supplementary surveys, and problem diagnosis
Specifications-Level Data Security Specifications Design	Specifications-Level Data Security Specifications Design Convergence-Level Data Security Specifications Design	Standard online questionnaires, onsite personalized supplementary surveys, and solution design

L6 Service Name	L6 Service Name	Application Scenario
Convergence-Level Data Security Specifications Design		Standardized online questionnaires, onsite personalized supplementary surveys, and solution design focusing on in-depth analysis, transformation, and management suggestions for domains

7. Data Management Optimization

L6 Service Name	Service Content	Application Scenario
Data Management Optimization–Senior Expert	This service gives you access to data management improvement professionals who can help you use the preceding big data optimization and improvement services to better manage your data.	Onsite personalized supplementary surveys and solution design
Data Management Optimization–Senior Consultant		
Data Management Optimization–Advanced Consulting Expert		

Prerequisites

- Customers should apply for professional services two weeks in advance, so that Huawei Cloud can evaluate their business objectives and service schedule.

- Before providing professional services for customers, Huawei Cloud must obtain customers' authorization for site survey, personnel cooperation, and material input.

Service Scope

1. Applicable Scope

After a customer subscribes to the big data technical support and tuning service, Huawei will assign engineers to provide development support for Huawei products purchased by the customer at the customer's specified workplace. The engineers are familiar with the customer's internal processes,

requirements, and big data platform. They focus on the development, performance tuning, and Q&A of Huawei Cloud big data products, helping customers improve their big data development capabilities and ensure stable system running.

The big data optimization and improvement service consists of two professional services.

–   The first is the data governance professional service, which provides data management maturity diagnosis, data management system design, master data management system diagnosis and design, data security specifications diagnosis and design, and data management optimization.

–   The second is the big data development support and tuning professional service, which provides big data development support and big data cluster tuning. Solutions are provided to customers based on their requirements. The service content mainly includes data management maturity diagnosis, data management system design, master data management system diagnosis and design, and data security specifications diagnosis and design. Data management maturity diagnosis uses the DCMM model in coupled with Huawei's practices and allows you to diagnose the data management maturity by level and output a maturity diagnosis report to learn your data status and resolve your data issues. Data management system design allows you to survey the data management organizations, systems, and processes, and output a standard design guide to ensure effective management of data throughout their lifecycle. Master data management system diagnosis and design complies with the master data management white paper in the countries/regions where this service is available. It allows you to survey your master data status, design a master data standard system, an assurance system, and management tools, and produce a master data management guide for effective data transfer across systems and departments. Data security specifications diagnosis and design complies with the data security laws of the countries/regions where it is available. It surveys the data security status of your enterprise and helps you design cyber security specifications, data security management, and important information protection, and formulate data security specifications for your enterprise.

2. Inapplicable Scope

Huawei development support engineers only provide the services specified in this document. Other services incur additional fees. Other services include but are not limited to the following:

–   Going to other cities for related work (Note: Fees may include, but are not limited to, traveling, accommodation, and additional communication fees.)

–   Working beyond normal working days and working hours as required by customers (Note: Fees include overtime pay and subsidies.)

–   Purchasing products from other companies or individuals

Service Process

Process of the big data technical support and tuning service.

Process	Task
Component development guide	We provide technical support for application development, which includes guidance on data loading, use of component APIs and sample code, as well as security authentication. Additionally, we offer on-site solutions to address any application development issues.
Component selection support	We provide technical support to meet new service requirements, guide customers through technical discussions, and aid in component selection.
Performance tuning	We evaluate the performance of big data clusters and adjust component parameters and cluster resources based on the results to enhance cluster performance.
Application interconnection commissioning and routine maintenance and assurance	We provide interconnection commissioning for the applications to be put into trial use in the production environment of the big data platform. In addition, we provide routine assurance for customers' data platforms, including change support, cluster issue handling, routine inspection, in-depth inspection, and assurance for application rollout and key events for customers.

Data governance professional services are classified into five types based on the service content: specifications-level diagnosis, integration-level diagnosis, convergence-level diagnosis, specifications-level design, and convergence-level design. The detailed process and content for each service is as follows:

● Specifications-level diagnosis.

Process	Task
Project initiation	Set up a project team.
	Present the project content to the customer.
	Formulate the project survey plan based on project requirements.
As-is diagnosis and evaluation	Complete the basic survey.
	Diagnose the customer's business data and system data.
	Evaluate the customer's data management maturity using the DCMM.
	Output the data management maturity diagnosis report.
Project acceptance	The customer accepts the project.

● Integration-level diagnosis

Process	Task
Project initiation	Set up a project team.
	Present the project content to the customer.
	Formulate the project survey plan based on project requirements.
As-is diagnosis and evaluation	Complete the basic survey and output the meeting minutes.
	Analyze the survey result and diagnose the customer's business data and system data.
	Evaluate the customer's data management maturity using the DCMM.
	Output the data management maturity diagnosis report.
Project acceptance	The customer accepts the project.

- Convergence-level diagnosis

Process	Task
Project initiation	Set up a project team.
	Present the project content to the customer.
	Formulate the project survey plan based on project requirements.
As-is diagnosis and evaluation	Complete the basic survey and output the meeting minutes.
	Analyze the survey result to obtain customer requirements and diagnose the customer's business data and system data.
	Evaluate the customer's data management maturity using the DCMM.
	Provide reasonable suggestions based on the evaluation result and the customer's business.
	Output the data management maturity diagnosis report.
Project acceptance	The customer accepts the project.

- Specifications-level design

Process	Task
Project initiation	Set up a project team.
	Present the project content to the customer.

Process	Task
	Formulate the project survey plan based on project requirements.
Solution design	Complete the basic survey and output the meeting minutes.
	Analyze the survey result, diagnose the customer's business data and system data, design the solution framework, and output the solution design.
Project acceptance	The customer accepts the project.

- Convergence-level design

Process	Task
Project initiation	Set up a project team.
	Present the project content to the customer.
	Formulate the project survey plan based on project requirements.
Survey	Complete the basic survey and output the meeting minutes.
	Analyze the survey result to obtain customer requirements and diagnose the customer's business data and system data.
	Evaluate and score the diagnosis result based on methodologies and industry standards.
	Provide reasonable suggestions based on the survey and evaluation results and the customer's business status.
Solution design	Plan and design a solution based on based on the survey result and requirement analysis.
Project acceptance	The customer accepts the project.

Service Deliverables

1. Big Data Development Support and Tuning

No.	Activity	Deliverable
1	Implementation solution planning and design	*xx Big Data Development Support and Tuning Report*
2	Delivery implementation	
3	Acceptance test	

2. Data Management Maturity Diagnosis

No.	Level	Activity	Deliverable
1	Specifications	Survey	*xx Data Management Maturity Diagnosis Report*
2		Diagnosis report	
3	Integration	Survey	
4		Diagnosis report	
5	Convergence	Survey	
6		Diagnosis report	

3. Data Management System Design

No.	Level	Activity	Deliverable
1	Specifications	Data management organization architecture design	*xx Data Management System Design Report*
2		Data management system framework design	
3		Data management process framework design	
4		Design plan report	
5	Convergence	Data management organization planning and design	
6		Data management system planning and design	
7		Data management process planning and design	
8		Data management platform planning and design	
9		Appraisal mechanism design	

No.	Level	Activity	Deliverable
10		Design plan report	

4. Master Data Management System Diagnosis and Design

No.	Level	Activity	Deliverable
1	Specifications-level diagnosis	Master data survey	*xx Master Data Management System Diagnosis Report*
2		Master data diagnosis	
3	Specifications-level design	Master data management system design	*xx Master Data Management System Design Report*
4	Convergence-level design	Master data survey	
5		Master data requirement analysis	
6		Master data diagnosis plan design	
7		Master data management system design	

5. Data Security Specifications Diagnosis and Design

No.	Level	Activity	Deliverable
1	Specifications-level diagnosis	Data security specifications survey	*XX Data Security Specifications Diagnosis Report*
2		Data security specifications diagnosis	
3	Specifications-level design	Data security specifications design	*XX Data Security Design Report*
4	Convergence-level design	Data security specifications survey	
5		Data security requirement analysis	
6		Data security diagnosis plan design	
7		Data security specifications design	

Responsibility Matrix

1. Shared Responsibilities

   – Negotiate and confirm specific requirements and objectives.

   – Negotiate and confirm project management plans.

   – Negotiate, confirm, and review solutions.

   – Sign a contract.

2. Huawei Responsibilities

   – Huawei specifies a project owner. If Huawei personnel are changed due to special reasons, Huawei shall notify the customer three working days in advance until the project acceptance is complete.

   – Huawei can only use the data authorized by the customer for improving stability.

3. Customer Responsibilities

   – The customer assigns a project owner to assist Huawei Cloud in implementing services. The project owner is responsible for arranging and coordinating personnel, resources, or other matters between the two parties, and reviews and accepts the services provided by Huawei Cloud.

   – The customer shall provide service system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Details

   – Big data development support and tuning

Description
Before providing big data technical support and tuning, Huawei needs to collect necessary information from the customer's system to determine the service scope and delivery period. The information to be collected includes but is not limited to the following: versions, components, users, and permissions of big data clusters, demo code, and routine maintenance scope for the service.

Huawei Responsibility	Customer Responsibility
1. Sends the information collection form to the customer. 2. Sorts out and identifies information related to big data technical support and tuning.	1. Provides necessary information related to big data technical support and tuning and the information query methods. 2. Provides the accounts and access conditions for implementing big data technical support and tuning.

   – Data management maturity diagnosis and design, master data management system diagnosis and design, and data security specifications diagnosis and design

No.	Service Process	Activity	Huawei	Customer
1	Project initiation	Set up a project team.	Responsible party	Assisting party
		Explain the project content.	Responsible party	Assisting party
2	Project survey	Make a survey plan.	Responsible party	Assisting party
		Conduct a survey.	Assisting party	Responsible party
		Evaluate the status.	Responsible party	Assisting party
		Generate the status diagnosis report.	Responsible party	Assisting party
		Perform a phased acceptance of the status diagnosis report.	Assisting party	Responsible party
3	Solution design	Output the design plan.	Responsible party	Assisting party
		Perform a phased acceptance of the design plan.	Assisting party	Responsible party
4	Project acceptance	Accept the project, and sign and seal the acceptance report.	Assisting party	Responsible party

Service Acceptance

1. Acceptance Criteria

   – Acceptance method: online or offline

   – Acceptance criteria: Huawei submits the deliverables of each sub-service. If customers accept the deliverables, they confirm acceptance on the Huawei Cloud console or sign or seal the *XXX Service Acceptance Report*.

2. Acceptance Notes

   – The acceptance should focus on the content of the delivered documents. If the content of the deliverables complies with the SOW, the deliverables should pass the acceptance. A few formatting or description issues should not be used as the reason for rejecting the deliverables. However, the bidder should modify the issues within a reasonable period of time as required.

   – During the project, all deliverables must be discussed and reviewed to ensure that both parties reach an agreement on the content of the deliverables and therefore reduce the time required for verifying the deliverables. Party A should approve or provide feedback to the bidder's

suggestions or requirements in a timely manner. Based on the actual situation of the project, some or all deliverables must be reviewed by the project team and business department before being accepted and signed, and must be reported to leaders. Party A should organize (including coordinating consultants) and complete all internal reviews and reporting in time before the acceptance time specified in the contract.

– The bidder shall modify the deliverables within five working days based on the comments provided by the preceding reviews and reporting, and submit the final version of deliverables to Party A for acceptance.

– After receiving the final version of deliverables submitted by the bidder, party A shall provide feedback to the bidder within five working days. After receiving party A's feedback, the bidder shall submit the modified deliverables to party A for re-acceptance within five working days. The bidder can submit the deliverables for no more than three times. Both parties shall work together to complete the acceptance of deliverables within 15 working days after Party A receives the final version of deliverables. Party A shall accept and sign the project deliverables at that time. During each round of review, if the bidder does not receive any written comments from party A within five working days of submission, the deliverables are deemed to have been accepted by party A.

– If it takes more time than planned to complete the deliverable review and approval due to non-bidder reasons, the project team will extend the work time of the team and request the corresponding payment according to the change control process defined in the SOW.

– If the deliverable acceptance is not completed within 15 working days after party A receives the final version of deliverables, both parties shall evaluate the impact on the subsequent work (if any) and negotiate how to complete the subsequent modification and acceptance of the deliverables.

– After the deliverables are accepted and signed, if any addition or deletion of any content in the deliverables is requested, Huawei will assess the complexity and risks of the addition or deletion (such as the impact on service fees, schedule, and resource allocation), including the changes in the project fees and schedule brought by the addition or deletion. The addition or deletion can be carried out with the consent of both parties.

– After milestone-related deliverables are accepted according to the process defined in this section, the owner is authorized to sign the milestone acceptance report. The completion of the work beyond the scope of the bidder's responsibilities shall not affect the completion and acceptance of the milestone.

4.2.2 FAQs

4.2.2.1 Service Consultation

4.2.2.1.1 What is the big data optimization and improvement service?

The big data optimization and improvement service incorporates Huawei's rich theoretical knowledge and practical experience, and introduces digital technologies to help enterprises plan and build a data governance system and

platform. This service provides big data development technical support, big data cluster tuning, data management maturity diagnosis, data management system design, data security specifications diagnosis and design, master data management system diagnosis and design, and data management optimization.

4.2.2.1.2 What functions does the big data optimization and improvement service provide?

It provides big data development technical support, big data cluster tuning, data management maturity diagnosis, data management system design, master data management system diagnosis and design, and data security specifications diagnosis and design.

4.2.2.1.3 What are the service content and scenarios?

- Big Data Development Support and Tuning

Scenario	Introduction and Service Benefits
Big Data Development Technical Support	The development support service helps customers resolve technical issues during interconnection with the big data platform. Huawei provides guidance in API calling, component selection, and key parameter configuration.
Big Data Cluster Tuning	The configuration and performance tuning services improve the performance of MRS or DLI clusters on Huawei Cloud and maximize resource utilization.

- Data Governance Service

Scenario	Introduction and Service Benefits
Severe Data Silos and Difficult Data Sharing	Business chains in enterprises can hardly be streamlined, resulting in severe data redundancy. The master data governance solution improves data processing efficiency by reducing manual operations, and enhances collaboration within enterprises by eliminating silos between departments and systems. The solution also helps enterprises develop unified data specifications and standards, and plan and build a management system with a clear responsibility division, a standard process, and a reasonable mode.
Lack of a Data Management System and Varying Data Quality	Rules and quality requirements can hardly be met during data creation, maintenance, and application. A data management system and a data application management process and system can be designed, and a data management organization architecture and data architecture can be built to improve data management efficiency for enterprises.

Scenario	Introduction and Service Benefits
Lack of a Data Security Mechanism and Platform	Enterprises lack a data security mechanism. Permission management methods, such as cloud access security agents, identity identification, and access control, can prevent data leakage. Through data security diagnosis and planning, enterprises can develop policies, organization architectures, systems, processes, techniques, and tools for data security governance to ensure data security.
Difficult Data Integration and Unavailable Data Lifecycle Management	Data integration is costly and data cleansing is complex for enterprises. By using Huawei Cloud's cloud-native data lake which provides one-stop intelligent data storage, compute, management, and use, enterprises' data developers, application developers, data management personnel, business analysis personnel, and data scientists are able to manage the full lifecycle of data across governance, development, and O&M.

4.2.2.1.4 What are the advantages of the big data optimization and improvement service?

- Advantages of the big data development support and tuning:

  Experienced big data service team: Huawei has a team of over 300 veteran engineers with extensive experience in big data applications across a wide range of fields, including sample code development, big data performance tuning guidance, routine service maintenance, and service assurance during major holidays.

  Efficient and easy-to-use tools: Huawei offers sample code, development guidelines, scenario-specific samples, and performance tuning tools to facilitate big data service development for enterprises.

  Comprehensive development assets and knowledge bases: From more than 1,000 projects it has delivered in China, Huawei has accumulated methodologies in background survey, key development points, continuous tuning, and continuous maintenance, as well as rich assets, facilitating big data application development for enterprises.

  An E2E service system: Huawei's E2E service system resolves enterprise issues timely, responds to faults timely, and facilitates service development.

- Advantages of the data governance service:

  Huawei's data governance and digital operations are the key to Huawei's digital transformation. They break data silos, ensure source data accuracy, promote data sharing, and protect data privacy and security.

  Huawei's digital transformation has explicit requirements on data governance.

  a. Based on unified data management rules, data governance ensures high quality of data sources to produce a clean, complete, and consistent data lake.

  b. Business and data drive data connection construction, and data services provide self-service data consumption.

    c.   Data governance ensures the security and compliance of massive amounts of internal and external data.

    d.   Business objects, processes, and rules are continuously digitized to improve the automated data collection capability and reduce the labor cost of manual input.

Huawei has rich data governance practices and has established a systematic data management system through two phases of continuous transformation. The first phase is from 2007 to 2016, during which Huawei made continuous investment, laying a solid foundation for digital transformation. Through data quality measurement and continuous improvement, Huawei ensured that data truly reflected business, reduced operations risks, and improved data quality to lower error correction costs. In addition, through business digitalization, standardization, and IT technologies, Huawei enabled quick transfer and sharing of data between upstream and downstream departments, streamlining data throughout the entire business process and improving efficiency. The second phase started from 2017, when Huawei started to build a data foundation to aggregate and connect data of all domains. Huawei used data services, data maps, and data security and privacy protection to achieve on-demand data sharing, agility, self-service, security, and transparency. Through data aggregation, Huawei visualized business status, and embedded digitalized rules into business processes as algorithms to enable quick and accurate AI-powered decision-making that replaced manual judgment. Huawei keeps innovating data governance to build its competitive advantages.

4.2.2.1.5 What is the validity period of the Big Data Optimization and Improvement Service?

One year.

4.2.2.1.6 Can I use this service from sites off Huawei Cloud?

No. This service depends on Huawei Cloud services

4.2.2.2 Service Purchase

4.2.2.2.1 How do I place an order?

We place an order on your behalf.

4.2.2.2.2 How many times can I purchase this service?

There is no limit.

4.2.2.2.3 Do I need to purchase other related services before purchasing this service?

No. You can purchase this service alone.

4.2.2.2.4 How is the big data optimization and improvement service billed?

It is a one-off billed product.

4.2.2.2.5 Can I change or unsubscribe from the service?

No.

4.2.2.2.6 Is this service refundable?

No.

4.2.2.3 Service Delivery

4.2.2.3.1 Can the service be delivered on site?

Yes. It supports both onsite and remote delivery.

4.2.2.3.2 How long does it take for the service to be completed after I place an order?

The time varies depending on the type of the package you purchase.

4.2.2.3.3 What are the service hours?

8/5

4.2.3 Billing

This document describes the billing for the Big Data Optimization and Improvement Service, including billing items, mode, and renewal.

Billing Items

Table 4-2 Billing items

L4.5 Item	L6 Item	Unit	Unit Price [Outside China 1: Asia Pacific/ Russia/Latin America (Excluding Brazil)]	Unit Price [Outside China 2: Europe/South Africa/Brazil]
Big Data Development Technical Support	Big Data Development Technical Support– Small Scale	Set	$57,200 USD	$85,600 USD
	Big Data Development Technical Support– Medium Scale	Set	$143,000 USD	$214,000 USD

L4.5 Item	L6 Item	Unit	Unit Price [Outside China 1: Asia Pacific/ Russia/Latin America (Excluding Brazil)]	Unit Price [Outside China 2: Europe/South Africa/Brazil]
	Big Data Development Technical Support–Large Scale	Set	$214,500 USD	$321,000 USD
Big Data Cluster Tuning	Big Data Cluster Tuning-Basic Package (No More Than 50 Tasks)	Set	$48,048 USD	$71,904 USD
	Big Data Cluster Tuning–Incremental Unit Price (per Task)	Count	$960.96 USD	$1,438.08 USD
Data Management Maturity Diagnosis	Specifications-Level Data Management Maturity Diagnosis	Set	$28,600 USD	$42,800 USD
	Integration-Level Data Management Maturity Diagnosis	Set	$71,500 USD	$107,000 USD
	Convergence-Level Data Management Maturity Diagnosis	Set	$114,400 USD	$171,200 USD
Data Management System Design	Specifications-Level Data Management System Design	Set	$42,900 USD	$64,200 USD

L4.5 Item	L6 Item	Unit	Unit Price [Outside China 1: Asia Pacific/ Russia/Latin America (Excluding Brazil)]	Unit Price [Outside China 2: Europe/South Africa/Brazil]
	Convergence-Level Data Management System Design	Set	$143,000 USD	$214,000 USD
Master Data Management System Diagnosis and Design	Specifications-Level Master Data Management Diagnosis	Set	$28,600 USD	$42,800 USD
	Specifications-Level Data Management System Design	Set	$42,900 USD	$64,200 USD
	Convergence-Level Data Management System Design	Set	$143,000 USD	$214,000 USD
Data Security Specifications Diagnosis and Design	Specifications-Level Data Security Specifications Diagnosis	Set	$28,600 USD	$42,800 USD
	Specifications-Level Data Security Specifications Design	Set	$42,900 USD	$64,200 USD
	Convergence-Level Data Security Specifications Design	Set	$143,000 USD	$214,000 USD
Data Management Optimization	Data Management Optimization –Senior Expert	Person-day	$1,430 USD	$2,140 USD

L4.5 Item	L6 Item	Unit	Unit Price [Outside China 1: Asia Pacific/ Russia/Latin America (Excluding Brazil)]	Unit Price [Outside China 2: Europe/South Africa/Brazil]
	Data Management Optimization –Senior Consultant	Person-day	$1,920 USD	$2,880 USD
	Data Management Optimization –Advanced Consulting Expert	Person-day	$4,800 USD	$7,200 USD

Billing Mode

The big data optimization and improvement service is a one-off billed product.

Configuration Change

The big data optimization and improvement service cannot be unsubscribed. Make a purchase by referring to the typical application scenarios of the service and based on your requirements.

Renewal

The big data optimization and improvement service is a one-off billed product and cannot be renewed. Subscribe to the service again after it expires.

Expiration and Overdue Payment

The big data optimization and improvement service is valid for one year from the day of purchase. You need to subscribe to the service again after it expires.

FAQs

See the *Big Data Optimization and Improvement Service FAQs*.

4.3 Cloud Storage Optimization Service

4.3.1 Statement of Work (SOW)

Service Overview

As your cloud storage needs grow, you may encounter performance bottlenecks. For instance, you might require greater storage elasticity during service peaks or faster AI model training as data and parameters increase. Industries operating across the Internet have even more demanding storage requirements, including performance, security, and usability. Nevertheless, configuring storage resources to optimize service support can be challenging.

To satisfy your storage needs in various situations, Huawei Cloud has introduced the Cloud Storage Optimization Service (CSOS). This service evaluates your storage performance and offers optimization solutions to help you make the most of cloud storage while minimizing expenses.

Service Content

- **Cloud Storage Performance Evaluation and Optimization for Large AI Model Training**

Specifications	Content	Applicable Scenario
SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Basic Package	The performance of your cloud storage for large AI model training will be evaluated, and optimization solutions will be provided. These include selecting the SFS Turbo file system types, designing a three-level cache solution, and generating an AI Turbo SDK. Additionally, data interworking solutions will also be provided to speed up the training process.	If you face performance bottlenecks while using cloud storage for AI model training and seek faster and more cost-effective solutions, try CSOS.
SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Incremental Package		

- **Cloud Storage Performance Evaluation and Optimization**

Specifications	Content	Applicable Scenario
EVS Performance Evaluation and Optimization - Basic Package	The performance of cloud storage (EVS) will be evaluated, and optimization solutions will be provided to improve reliability in different scenarios. These solutions include configuring image cache, provisioning elastic resources in batches, removing local disks, and designing high-performance storage solutions for big data and databases. Solutions for selecting EVS disk types will also be provided to meet diversified requirements.	We offer performance evaluation and optimization solutions to address performance issues with cloud storage (EVS). For example, if you come from a medium- or large-sized enterprise, financial institution, or a government agency that suffers from a high local disk failure rate, we offer reliable, high-performance cloud storage solutions. If you work in industries such as video rendering and social media, we can provide you with robust cloud storage to handle sudden bursts of traffic, batch provision resources, and to scale out storage.
EVS Performance Evaluation and Optimization - Incremental Package		

Prerequisites

- Customers have migrated workloads to Huawei Clouds and are using Huawei Cloud storage products.
- Customers are highly cooperative. The owner on the customer side takes the lead and assigns personnel to conduct surveys and analysis, and formulate plans.
- Before providing customers with the cloud storage performance evaluation reports, Huawei must obtain customers' authorization to view their behavior data.

● Both parties agree on the service objectives and customers pay for the service.

Service Scope

1. Applicable Scope

   During the entire process, Huawei Cloud provides the following services:

   – **SFS Turbo performance evaluation and optimization for large AI model training**

   The performance of your cloud storage for large AI model training will be evaluated, and optimization solutions will be provided. These include selecting the SFS Turbo file system types, designing a three-level cache solution, and generating an AI Turbo SDK. Additionally, data interworking solutions will also be provided to speed up the training process.

   – **EVS performance evaluation and optimization**

   The performance of cloud storage (EVS) will be evaluated, and optimization solutions will be provided to improve reliability in different scenarios. These solutions include configuring image cache, provisioning elastic resources in batches, removing local disks, and designing high-performance storage solutions for big data and databases. Solutions for selecting EVS disk types will also be provided to meet diversified requirements.

2. Inapplicable Scope

   Services implemented by customers, including but not limited to:

   Integrating different systems

3. Regions

   Global

Service Process

Phase	Description
Requirement survey	Clarifying service objectives: Huawei Cloud conducts surveys on the customer's storage service statuses and basic requirements, interviews the customer, and agrees with the customer on service objectives. Formulating solutions: Huawei Cloud aligns detailed solutions with the customer, including the service content, process, schedule, and expense, to ensure that the solutions meet the customer's requirements and are feasible.
Evaluation and diagnosis	Huawei tests the performance of the cloud storage system that is being used by the customer, analyzes the performance bottlenecks, and outputs a diagnosis report.
Solution design	Huawei clarifies existing problems and provides corresponding solutions through in-depth communication with the customer.
Service acceptance	Customers accept the solutions. Huawei Cloud hands over related documents.

Service Deliverables

- **Cloud Storage Performance Evaluation and Optimization for Large AI Model Training**

Specifications	Deliverable	Acceptance Report
SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Basic Package	Huawei Cloud Large AI Model Storage Solution Planning and Design	Cloud Storage Optimization Service Acceptance Report for the XX Project
SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Incremental Package		

- **Cloud Storage Performance Evaluation and Optimization**

Specifications	Deliverable	Acceptance Report
EVS Performance Evaluation and Optimization - Basic Package	Huawei Cloud EVS Storage Solution Planning and Design	Cloud Storage Optimization Service Acceptance Report for the XX Project
EVS Performance Evaluation and Optimization - Incremental Package		

Responsibility Matrix

1. Huawei Cloud and Customers

   - Negotiate and confirm specific requirements and objectives.

   - Negotiate and confirm project management plans.

   - Negotiate, confirm, and review solutions.

– Sign contracts.

2. Huawei Cloud

– Receives customer requirements and designates experts to help implement and guarantee the service delivery onsite or remotely.

– Develops a service plan and quotation based on the service items for customers to review and confirm.

– Implements the service as planned and compiles deliverables.

– Provides the list of deliverables based on the selected service items after services are all complete.

– Specifies a project owner and notifies customers of any personnel changes three working days in advance.

– Uses the authorized data only for this service and not for any other purposes.

3. Customer

– Assigns a project owner to assist Huawei Cloud in implementing services. The project owner is responsible for arranging and coordinating personnel, resources, or other matters between the two parties, and reviews and accepts the services provided by Huawei Cloud.

– Provides service system-related information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Details

This table provides responsibility matrix examples and can be modified as needed.

R: responsible; S: supportive.

– **Cloud Storage Performance Evaluation and Optimization for Large AI Model Training**

No.	Process	Content	Huawei	Customer
1	Requirement survey	Specify service objectives.	R	R
2		Formulate solutions.	R	S
3	Performance evaluation	Evaluate performance.	R	S
4	Solution design	Formulate performance optimization solutions.	R	S
5		Communicate with the other party and confirm the solutions.	R	R
6	Service acceptance	Accept the solutions and related documents provided by Huawei Cloud.	S	R

No.	Process	Content	Hua wei	Cus tom er
7		Guide the customer team to implement the performance optimization solutions.	R	S

– **Cloud Storage Performance Evaluation and Optimization**

No.	Process	Content	Hua wei	Cus tom er
1	Requirement survey	Specify service objectives.	R	R
2		Formulate solutions.	R	S
3	Performance evaluation	Evaluate performance.	R	S
4	Solution design	Formulate performance optimization solutions.	R	S
5		Communicate with the other party and confirm the solutions.	R	R
6	Service acceptance	Accept the solutions and related documents provided by Huawei Cloud.	S	R
7		Guide the customer team to implement the performance optimization solutions.	R	S

Acceptance Criteria

- **Cloud Storage Performance Evaluation and Optimization for Large AI Model Training**

  For the SFS Turbo performance evaluation and optimization packages for large AI model training, Huawei Cloud submits standard deliverables based on service sub-items. Customers confirm the acceptance on the Huawei Cloud official website console, or signs and seals the *Cloud Storage Optimization Service Acceptance Report for the XX Project* onsite as the basis for service acceptance.

- **Cloud Storage Performance Evaluation and Optimization**

  For the EVS performance evaluation and optimization packages, Huawei Cloud submits standard deliverables based on service sub-items. Customers confirm the acceptance on the Huawei Cloud official website console, or signs and seals the *Cloud Storage Optimization Service Acceptance Report for the XX Project* onsite as the basis for service acceptance.

4.3.2 FAQs

4.3.2.1 About the Service

4.3.2.1.1 What Is Cloud Storage Optimization Service?

As your cloud storage needs grow, you may encounter performance bottlenecks. For instance, you might require greater storage elasticity during service peaks or faster AI model training as data and parameters increase. Industries operating across the Internet have even more demanding storage requirements, including performance, security, and usability. Nevertheless, configuring storage resources to optimize service support can be challenging.

To satisfy your storage needs in various situations, Huawei Cloud has introduced the Cloud Storage Optimization Service (CSOS). This service assesses your storage performance and offers optimization solutions to help you make the most of cloud storage while minimizing expenses.

4.3.2.1.2 What Services Does Cloud Storage Optimization Service Provide?

- **Cloud storage performance evaluation and optimization for large AI model training**: CSOS offers faster and more cost-effective solutions to address cloud storage bottlenecks during large AI model training.

- **Cloud storage performance evaluation and optimization**: CSOS offers performance evaluation and optimization solutions to address performance issues with cloud storage (EVS). For example, if you come from a medium- or large-sized enterprise, financial institution, or a government agency that suffers from a high local disk failure rate, we offer reliable, high-performance cloud storage solutions. If you work in industries such as video rendering and social media, CSOS can provide you with robust cloud storage to handle sudden bursts of traffic, batch provision resources, and to scale out storage.

4.3.2.1.3 What Are the Advantages of CSOS?

- **Large AI model training acceleration:** Three-level cache interworking for AI native storage accelerates data loading, model training, and fault backup and recovery.

- **Extensive experience in cloud storage performance evaluation**: A storage expert team has extensive experience handling complex scenarios. They can quickly and accurately identify storage performance bottlenecks.

- **Professional cloud storage performance optimization practices**: The storage expert team has helped customers from numerous industries migrate their data to Huawei Cloud, and they excel at resolving performance issues in complex service scenarios. With their extensive experience in optimizing performance, CSOS provides expert-level solutions and E2E technical support to help you enhance storage performance.

- **Ultimate storage performance**: Resources can be batch created and elastically scaled out in a cloud native environment. CSOS provides Gigabytes of bandwidth with just a few hundred milliseconds of latency, fulfilling your high-performance needs.

- **Spectacular user experience**: Huawei Cloud focuses on user experience and closely cooperate with customers to customize cloud storage performance

optimization solutions that meet their specific requirements. Throughout the service process, engineers align service objectives with customers for multiple times to ensure that they can receive satisfactory cloud storage evaluation and planning solutions. Additionally, Huawei Cloud provides professional technical support to help customers implement the solutions.

4.3.2.2 About Service Purchase

4.3.2.2.1 How Can I Place an Order?

You can place an order on the Huawei Cloud official website. For any questions, contact customer service.

4.3.2.2.2 Do I Need to Purchase Other Services Before Purchasing This Service?

You are advised to purchase Huawei Cloud storage services before purchasing this service.

To purchase an incremental package, you must purchase a basic package of this service first.

4.3.2.3 About Service Delivery

4.3.2.3.1 Can the Service Be Delivered Onsite?

If you come from regions in the Chinese mainland and have purchased the SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Basic Package or EVS Performance Evaluation and Optimization - Basic Package, a remote delivery is preferentially provided, and a consecutive onsite delivery of up to two person-days will be provided based on your project requirements. If you have purchased the SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Incremental Package or EVS Performance Evaluation and Optimization - Incremental Package, a remote delivery is preferentially provided, and a consecutive onsite delivery of up to one person-day will be provided based on your project requirements.

If you come from regions outside the Chinese mainland, this service can only be delivered remotely.

4.3.2.3.2 How Long Does the Delivery Take After an Order Is Placed?

The delivery cycle depends on the start time of delivery and customer requirements. Factors such as service volume and service complexity may affect the delivery.

4.3.2.3.3 What Are the Final Deliverables from CSOS?

- If you have purchased the SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Basic or Incremental Package, you will obtain the *Huawei Cloud Storage Solution Planning and Design for Large AI Models*, which includes the survey results of your service systems, storage performance evaluation, resource configuration suggestions, and detailed configuration guide.

- If you have purchased the EVS Performance Evaluation and Optimization - Basic or Incremental Package, you will obtain the *Huawei Cloud EVS Solution Planning and Design*, which includes the survey results of your service systems, storage performance evaluation, resource configuration suggestions, and detailed configuration guide.

4.3.3 Billing

This document describes the billing of Cloud Storage Optimization Service (CSOS), including billing items and modes.

Billing Items

Sub-service	Specifications	Billing Description	Unit Price 1 (USD)	Unit Price 2 (USD)	Unit
Cloud Storage Performance Evaluation and Optimization for Large AI Model Training	SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Basic Package	Scenarios: large AI model training and inference with a scale of less than 100 cards If you come from regions in the Chinese mainland, Huawei Cloud preferentially provides remote services, and the consecutive onsite services of up to two person-days will be provided based on your project requirements. If you come from regions outside the Chinese mainland, this service can only be delivered remotely.	50,400.00	75,600.00	Set

Sub-service	Specifications	Billing Description	Unit Price 1 (USD)	Unit Price 2 (USD)	Unit
	SFS Turbo Performance Evaluation and Optimization for Large AI Model Training - Incremental Package	Scenarios: large AI model training and inference with a scale of less than 100 cards, and an incremental package is required. If you come from regions in the Chinese mainland, Huawei Cloud preferentially provides remote services, and the consecutive onsite services of up to one person-day will be provided based on your project requirements. If you come from regions outside the Chinese mainland, this service can only be delivered remotely.	20,160.00	30,240.00	Set
Cloud Storage Performance Evaluation and Optimization	EVS Performance Evaluation and Optimization - Basic Package	If you come from regions in the Chinese mainland, Huawei Cloud preferentially provides remote services, and the consecutive onsite services of up to two person-days will be provided based on your project requirements. If you come from regions outside the Chinese mainland, this service can only be delivered remotely.	50,400.00	75,600.00	Set

Sub-service	Specifications	Billing Description	Unit Price 1 (USD)	Unit Price 2 (USD)	Unit
	EVS Performance Evaluation and Optimization - Incremental Package	If you come from regions in the Chinese mainland, Huawei Cloud preferentially provides remote services, and the consecutive onsite services of up to one person-day will be provided based on your project requirements. If you come from regions outside the Chinese mainland, this service can only be delivered remotely.	20,160.00	30,240.00	Set

 NOTE

- You can purchase an incremental package only after you have purchased a basic package of this service.
- **Unit Price 1** is intended for customers in Asia Pacific, Russia, and Latin America (excluding Brazil). **Unit Price 2** is intended for customers in Europe, South Africa, Brazil, and Middle East.

Billing Mode

All CSOS packages are purchased on a one-time basis.

Configuration Change

Configurations of products in CSOS cannot be changed, and these products cannot be unsubscribed once being purchased. You should buy these products based on typical application scenarios and your service needs.

Renewal

CSOS is purchased on a one-time basis and cannot be renewed. To use the service after it has expired, purchase it again.

Expiration and Overdue Payment

CSOS is purchased on a one-time basis and cannot be renewed. After the service expires, you can purchase it again as needed.

4.4 Storage Security Optimization Service

4.4.1 Statement of Work (SOW)

Service Overview

Customers have to use professional capabilities to ensure data security, due to stricter laws and regulations, increasing data leakage, and the urgent need for professional security of cloud services. Moreover, cloud security capabilities are becoming increasingly intricate, posing challenges for enterprise users to properly configure security policies.

To address these issues, Huawei Cloud launches Storage Security Optimization Service (SSOS). It evaluates customers' storage service statuses, provides key capabilities to identify and handle data security risks, and helps customers reduce costs of handling audits as well as minimize the risks of business suspension, criminal punishment, economic loss, and reputational loss caused by data leakage.

Service Content

● **Storage Security Diagnosis**

Specifications	Content	Application Scenario
Storage Security Diagnosis - Basic Package	Huawei Cloud evaluates customers' cloud storage service content, summarizes the customers' cloud storage services from static data assets and dynamic access behaviors, and delivers survey reports to them.	These packages are intended for medium- and large-sized enterprises with complex service data usage. They help customers evaluate security capability maturity, identify potential risks, and handle related security reviews.
Storage Security Diagnosis - Incremental Package	Huawei Cloud evaluates the customers' cloud storage service systems based on Data Security Capability Maturity Mode (DSMM) and the survey of their service data. The evaluation includes analyzing the customers' access control policies, transmission security, storage security, and data compliance processing. By analyzing the customers' cloud service data security capabilities, potential risks are identified and reported to the customers.	

● **Storage Security Planning and Design**

Specifications	Content	Application Scenario
Storage Security Planning and Design - Basic Package	Huawei Cloud provides customers with solutions for complex service scenarios, including account classification, permission policy configuration, data encryption, data compliance processing, data retention, data deletion, backup, disaster recovery, and ransomware protection. Huawei Cloud designs optimization and improvement solutions to minimize data security risks identified in Storage Security Diagnosis.	These packages are intended for customers who have complex service data usage and have purchased Storage Security Diagnosis packages. They help customers optimize system design and recommend configurations based on the identified risks.
Storage Security Planning and Design - Incremental Package		
Storage Security Planning and Design - Technical Support Package	Huawei Cloud guides customers to complete complex policy configuration and implement best security practices such as storage data transmission, storage, and deletion based on the solutions provided by Storage Security Planning and Design.	This package is intended for customers who have complex service data usage and have purchased Storage Security Diagnosis and Storage Security Planning and Design packages. It helps customers implement the solution.

Prerequisites

- The customer has migrated data to the cloud and is using storage products.
- The customer is highly cooperative. The owner takes the lead and assigns personnel to make surveys, analysis, and plans.
- Before implementing the service and providing a data security diagnosis report, Huawei Cloud must first obtain authorization from the customer to learn about the customer's data access behaviors.
- Both parties shall agree on the service objectives and the customer shall pay for the service.

Applicable Scope

1. Service Content Covered

   During the entire process, Huawei Cloud provides the following services:

   – **Storage Security Diagnosis**: Huawei Cloud evaluates customers' cloud storage services by conducting surveys on their static data assets and dynamic access behaviors. The survey reports are delivered to the customers. In addition, Huawei Cloud evaluates the customers' cloud storage service systems based on DSMM and the survey of their service data. The evaluation includes analyzing the customers' access control policies, transmission security, storage security, and data compliance processing. By analyzing the customers' cloud service data security capabilities, potential risks are identified and reported to the customers.

   – **Storage Security Planning and Design**: Huawei Cloud develops storage security solutions for complex service scenarios. These solutions include account classification, permission policy configuration, data encryption, data compliance processing, data retention, data deletion, backup, disaster recovery, and ransomware protection. Additionally, Huawei Cloud designs optimization and improvement solutions to help customers minimize security risks that have been diagnosed and identified.

   – **Storage Security Technical Support**: Huawei Cloud guides customers to implement the security optimization solutions formulated in the Storage Security Planning and Design service.

2. Service Content Not Covered

   Services implemented by customers, including but not limited to:

   Integrating different systems.

3. Service Regions

   Global

Service Process

- **Storage Security Diagnosis**

Phase	Description
Requirement survey	Clarifying service objectives: Huawei Cloud conducts surveys on customers' storage service statuses and basic requirements, aligns with the customers' data security development goals and scope, clarifies data access authorization, conducts interviews, and agrees on the service objectives with the customers.
	Formulating solutions: Huawei Cloud aligns detailed solutions with customers, including the service content, process, schedule, and expense, to ensure that the solutions meet the customers' requirements and are feasible.

Phase	Description
Diagnosis and evaluation	Evaluating static data assets: Huawei Cloud analyzes and evaluates the data assets in customers' cloud storage, including the types of stored data, existing data distribution, and encrypted data proportion.
Evaluating dynamic access behaviors: Huawei Cloud analyzes customers' access patterns and behaviors to the cloud storage, including the access frequency, access IP address location, and access peak and off-peak hours.
Evaluating the security of the cloud storage service systems: Huawei Cloud conducts surveys on customers' cloud storage features and evaluates the access control policies, transmission security, storage security, and data compliance processing of their systems based on DSMM and the dynamic and static models of the customers' services to identify potential security risks.
Determining security risk level: Huawei Cloud analyzes potential risks based on their severity and likelihood of occurrence, determines the level of data security risk, and provides preliminary measures to minimize risks.
Exporting reports: Huawei Cloud presents the items mentioned above in reports.
Service acceptance	Customers accept the solutions. Huawei Cloud hands over related documents and delivers the data security diagnosis report with interpretation.

- **Storage Security Planning and Design**

Phase	Description
Requirement survey	Clarifying service objectives: Huawei Cloud aligns with customers' data security development goals and project budgets, designs the application scope, conducts interviews, and agrees on the service objectives with customers.
Formulating solutions: Huawei Cloud aligns detailed solutions with customers, including the service content, process, schedule, and expense, to ensure that the solutions meet the customers' requirements and are feasible.

Phase	Description
Solution design	Evaluating customers' cloud and on-premises environments: Based on the security diagnosis report, Huawei Cloud conducts surveys on customers' on-premises infrastructure and personnel organization for proper security design.
	Formulating security planning and design solutions: Huawei Cloud creates security planning and design solutions based on customers' requirements, their existing environments and resources, industry standards, and Huawei Cloud best practices. These solutions comprise security objectives, policies, and measures, as well as security-related feature selection and configuration guidance and are designed to enhance the customers' cloud storage service security capabilities.
	Communication and confirmation: Huawei Cloud communicates with customers about the solutions, explains the key points and contents of the solutions, and ensures that the customers understand and accept the solutions. If necessary, Huawei Cloud will adjust and modify the solutions until a consensus is reach.
Service acceptance	Customers accept the solutions. Huawei Cloud hands over related documents and guides customers to implement the solutions.

Service Deliverables

- **Storage Security Diagnosis**

Specifications	Deliverable	Acceptance Report
Storage Security Diagnosis - Basic Package	Huawei Cloud Storage Security Diagnosis Report	Huawei Cloud Storage Security Optimization Service Acceptance Report for *XX* Project
Storage Security Diagnosis - Incremental Package		

- **Storage Security Planning and Design**

Specifications	Deliverable	Acceptance Report
Storage Security Planning and Design - Basic Package	Huawei Cloud Storage Security Planning and Design Proposal	Huawei Cloud Storage Security Optimization Service Acceptance Report for *XX* Project
Storage Security Planning and Design - Incremental Package		
Storage Security Planning and Design - Technical Support Package	None	None

Responsibility Division

1. Huawei Cloud and Customer
   - Negotiate and confirm specific requirements and objectives.
   - Negotiate and confirm project management plans.
   - Negotiate, confirm, and review solutions.
   - Sign contracts.
2. Huawei Cloud
   - Receives customer requirements and designates experts to help implement and guarantee the service delivery onsite or remotely.
   - Develops a service plan and quotation based on the service items for customers to review and confirm.
   - Provides services based on the service plan and creates the deliverables needed.
   - Provides the list of deliverables based on the selected service items after services are all complete.
   - Specifies a project owner and notifies customers of any personnel changes three working days in advance.
   - Uses the authorized data only for this service and not for any other purposes.
3. Customer
   - Assigns a project owner to assist Huawei Cloud in implementing the service. The project owner is responsible for arrangement and coordination between the two parties, and reviewing and accepting the services provided by Huawei Cloud.

– Assists Huawei Cloud in the requirement survey, provides accurate service requirements, and provides service system information (including but not limited to the application architecture, deployment architecture, resource quantity, and performance).

– Provides necessary authorization to assist Huawei Cloud in reading and analyzing the service data.

4. Responsibility Matrices

The following table provides responsibility matrix examples and can be modified as needed.

R: responsible; S: supportive.

– Storage Security Diagnosis

No.	Process	Content	Huawei	Customer
1	Requirement survey	Specify service objectives and required data authorization.	R	R
2		Formulate solutions.	R	S
3	Diagnosis and evaluation	Evaluate the static data assets.	R	S
4		Evaluate the dynamic access behaviors.	R	S
5		Evaluate the security of the cloud storage service systems.	R	S
6		Evaluate the level of the security risk.	R	S
7		Output and review reports.	R	R
8	Service acceptance	Accept the solutions.	S	R
9		Deliver the data security diagnosis report with interpretation.	R	S

– Storage Security Planning and Design

No.	Process	Content	Huawei	Customer
1	Requirement survey	Specify service objectives.	R	R
2		Formulate solutions.	R	S
3	Solution design	Evaluate customers' cloud and on-premises service environments.	R	S
4		Formulate the security planning and design solutions.	R	S

No.	Process	Content	Huawei	Customer
5		Communicate with the other party and confirm the solutions.	R	R
6	Service acceptance	Accept the solutions and related documents provided by Huawei Cloud.	S	R
7		Guide customers to implement the solution.	R	S

Acceptance Criteria

- **Storage Security Diagnosis**

  Huawei Cloud submits standard deliverables based on service sub-items. Customers confirm the acceptance on the Huawei Cloud official website console, or signs and seals the *Huawei Cloud Storage Security Optimization Service Acceptance Report for XX Project* onsite as the basis for service acceptance.

- **Storage Security Planning and Design**

  - For the Storage Security Planning and Design packages, Huawei Cloud submits standard deliverables based on service sub-items. Customers confirm the acceptance on the Huawei Cloud official website console, or signs and seals the *Huawei Cloud Storage Security Optimization Service Acceptance Report for XX Project* onsite as the basis for service acceptance.

  - For the Storage Security Planning and Design - Technical Support Package, customers confirm the acceptance on the Huawei Cloud official website console, or signs and seals the *Huawei Cloud Storage Security Optimization Service Acceptance Report for XX Project* onsite as the basis for service acceptance.

4.4.2 FAQs

4.4.2.1 About the Service

4.4.2.1.1 What Is Storage Security Optimization Service?

Customers have to use professional capabilities to ensure data security, due to stricter laws and regulations, increasing data leakage, and the urgent need for professional security of cloud services. Moreover, cloud security capabilities are becoming increasingly intricate, posing challenges for enterprise users to properly configure security policies.

To address these issues, Huawei Cloud launches Storage Security Optimization Service (SSOS). It evaluates customers' storage service statuses, provides key capabilities to identify and handle data security risks, and helps customers reduce

costs of handling audits as well as minimize the risks of business suspension, criminal punishment, economic loss, and reputational loss caused by data leakage.

4.4.2.1.2 What Services Does Storage Security Optimization Service Provide?

- **Storage Security Diagnosis**: Huawei Cloud evaluates customers' cloud storage services by conducting surveys on their static data assets and dynamic access behaviors. The survey reports are delivered to the customers. In addition, Huawei Cloud evaluates the customers' cloud storage service systems and the survey of their service data. The evaluation includes analyzing the customers' access control policies, transmission security, storage security, and data compliance processing. By analyzing the customers' cloud service data security capabilities, potential risks are identified and reported to the customers.

- **Storage Security Planning and Design**: Huawei Cloud develops storage security solutions for complex service scenarios. These solutions include account classification, permission policy configuration, data encryption, data compliance processing, data retention, data deletion, backup, disaster recovery, and ransomware protection. Huawei Cloud also designs optimization and improvement solutions to help customers minimize security risks that have been diagnosed and identified. Additionally, Huawei Cloud guides customers to implement the customized security optimization solutions.

4.4.2.1.3 What Are the Advantages of Storage Security Optimization Service?

- **30 years of security experience**: Huawei has security solutions, best practices, and expert experience in all scenarios from cloud computing, network products, to physical devices, and has extensive design specifications and methodologies gained from 60+ products of 10+ product lines. This aims to handle complex service scenarios in government, education, automobile, energy, and more.

- **Self-developed security operations tools**: Huawei Cloud's self-developed analysis tools can be used to perform multi-dimensional modeling on historical access to enterprise data and quickly conduct in-depth data mining, examining items like data asset maps and access profiles. With these tools, Huawei Cloud can better identify potential security risks and threats with expertise, to provide comprehensive security operations analysis and design solutions.

- **Extensive security capabilities**: Huawei Cloud storage has robust security capabilities in access control, transmission, data protection, and monitoring and auditing to help implement the optimization solution.

- **Spectacular user experience**: Huawei Cloud focuses on user experience and closely cooperate with customers to customize security solutions that meet their specific requirements. In the service process, engineers align service objectives with customers for multiple times to ensure that they can receive satisfactory security diagnosis and planning and design solutions. Additionally, Huawei Cloud provides professional technical support to help customers implement the solution.

4.4.2.2 About Service Purchase

4.4.2.2.1 How Can I Place an Order?

You can place an order on the Huawei Cloud official website. For any questions, contact customer service.

4.4.2.2.2 Do I Need to Purchase Other Related Services Before Purchasing This Service?

You are advised to purchase Huawei Cloud storage services before purchasing this service.

To purchase a Storage Security Planning and Design package, you must purchase a Storage Security Diagnosis package first. To purchase a Storage Security Planning and Design - Technical Support Package, you need to purchase a basic package of this service at least. To purchase an incremental package of a service, you must purchase a basic package of this service first.

4.4.2.3 About Service Delivery

4.4.2.3.1 Can the Service Be Delivered Onsite?

For customers from regions outside the Chinese mainland: This service can only be delivered remotely.

4.4.2.3.2 How Long Does the Delivery Take After An Order Is Placed?

The delivery cycle depends on the start time of delivery and customer requirements. Factors such as service volume and service complexity may affect the delivery.

4.4.2.3.3 What Are the Final Deliverables From Storage Security Optimization Service?

- Customers who have purchased Storage Security Diagnosis - Basic or Incremental Package will receive the *Huawei Cloud Storage Security Diagnosis Report*. This report includes the survey results of the customers' service systems, risks that have been identified by Huawei Cloud, and brief suggestions for improving the service systems.

- Customers who have purchased Storage Security Planning and Design - Basic or Incremental Package will receive the *Huawei Cloud Storage Security Planning and Design Proposal*. This document includes brief descriptions of the risks listed in security diagnosis, suggestions and a guide for configuring security capabilities such as access control, and the configuration priority of these capabilities.

- The Storage Security Planning and Design - Technical Support Package does not provide any deliverables.

4.4.3 Billing

This document describes the billing of Storage Security Optimization Service (SSOS), including billing items and modes.

Billing Items

Sub-service	Specifications	Billing Description	Unit Price 1 (USD)	Unit Price 2 (USD)	Pricing Unit
Storage Security Diagnosis	Storage Security Diagnosis - Basic Package	●This package is paid at one time based on sets customers have purchased. A basic package includes a maximum of 10 Identity and Access Management (IAM) IAM users and two VPCs. ●For customers from regions in China, Huawei Cloud preferentially provides remote services, and the onsite services of up to five person-days will be provided based on project requirements. ●For customers from regions outside the Chinese mainland, this service can only be delivered remotely.	23,040.00	34,560.00	Set
	Storage Security Diagnosis - Incremental Package	●This package is paid at one time based on sets customers have purchased. There are five IAM users and one VPC more than those included in a basic package. ●For customers from regions in China, Huawei Cloud preferentially provides remote services, and the onsite services of up to two person-days will be provided based on project requirements. ●For customers from regions outside the Chinese mainland, this service can only be delivered remotely.	9,216.00	17,280.00	Set

Sub-service	Specifications	Billing Description	Unit Price 1 (USD)	Unit Price 2 (USD)	Pricing Unit
Storage Security Planning and Design	Storage Security Planning and Design - Basic Package	●This package is paid at one time based on sets customers have purchased. A basic package includes a maximum of 10 IAM users and two VPCs. ●For customers from regions in China, Huawei Cloud preferentially provides remote services, and the onsite services of up to five person-days will be provided based on project requirements. ●For customers from regions outside the Chinese mainland, this service can only be delivered remotely.	57,600.00	86,400.00	Set
	Storage Security Planning and Design - Incremental Package	●This package is paid at one time based on sets customers have purchased. There are five IAM users and one VPC more than those included in a basic package. ●For customers from regions in China, Huawei Cloud preferentially provides remote services, and the onsite services of up to two person-days will be provided based on project requirements. ●For customers from regions outside the Chinese mainland, this service can only be delivered remotely.	23,040.00	34,560.00	Set

Sub-service	Specifications	Billing Description	Unit Price 1 (USD)	Unit Price 2 (USD)	Pricing Unit
	Storage Security Planning and Design - Technical Support Package	This package is paid at one time based on how many times customers have purchased. It provides a continuous remote support of up to five person-days.	11,520.00	17,280.00	Time

 NOTE

- Customers can purchase a Storage Security Planning and Design package only after they have purchased a Storage Security Diagnosis package first.
- Customers can purchase a Storage Security Planning and Design - Technical Support Package only after they have purchased a basic package of this service at least.
- Customers can purchase an incremental package only after they have purchased a basic package of this service.
- **Unit Price 1** is intended for customers in Asia Pacific, Russia, and Latin America (excluding Brazil). **Unit Price 2** is intended for customers in Europe, South Africa, and Brazil.

Billing Mode

All SSOS products should be paid at one time.

Configuration Change

Configurations of products in SSOS cannot be changed, and these products cannot be unsubscribed once being purchased. Customers should buy these products based on typical application scenarios and their service needs.

Renewal

SSOS is a one-off charging service and cannot be renewed. The validity period is one year. After placing an order, customers need to cooperate with the delivery personnel to complete the service within the validity period. After the service expires, customers can purchase it again as needed.

Expiration and Overdue Payment

SSOS is a one-off charging service and is valid for one year. After placing an order, customers need to cooperate with the delivery personnel to complete the service within the validity period. After the service expires, customers can purchase it again as needed.

4.5 GaussDB(DWS) Optimization and Support Service

4.5.1 Statement of Work (SOW)

Service Overview

Some enterprises have many platforms with various types of data. They are grappling with data silos and have limited expertise in building data warehouses. As the data volume increases year by year and the service complexity increases, the original data warehouse may encounter the performance bottlenecks. The construction and maintenance costs of the data warehouse are high. How to effectively control the cost while ensuring the performance and data quality of the data warehouse is an important challenge for customers. To control costs and improve efficiency, enterprises need to optimize and upgrade the existing platform or build a new data warehouse platform.

The GaussDB(DWS) optimization and support service offers technical assistance for developing, testing, and implementing enterprise service systems. It covers guidance on data warehouse development, performance optimization, support for integrating with third-party platforms, and ensuring smooth application integration and deployment. This service meets customers' requirements for service upgrade and data volume increase by solving problems encountered during data warehouse development and service operations. It helps improve the development and support capabilities of developers, ensures stable and efficient operation of enterprise service systems, and reduces data warehouse development and service O&M costs.

Service Content

GaussDB(DWS) development and support service is a professional data management service, aiming to help enterprises build efficient, stable, and reliable data warehouses for data integration, cleaning, analysis, and application. This service includes data warehouse design, modeling, development, testing, deployment, and maintenance, as well as data quality management and data security assurance.

L6 Service	Content	Use Case
GaussDB(DWS) Development and Support Service - Basic	Design a service survey table. After the survey, communicate with the customer to resolve pain points in application development and query performance, compare with benchmark cases, develop solutions, and implement delivery. These can be completed remotely. For details on time and manpower, refer to the *GaussDB(DWS) Optimization and Support Service Workload Baseline Template*. Adjust based on the customer's actual services if necessary.	This is suitable for small-sized enterprises or department-level applications with small data volume. It is perfect for scenarios requiring less than 100 vCPUs and have minimal data warehouse optimization needs.
GaussDB(DWS) Development and Support Service - Standard		This is suitable for medium-sized enterprises or department-level applications with moderate data volume. It is perfect for scenarios requiring 100 vCPUs to 300 vCPUs (for reference only), thorough optimization, and personalized services, such as data cleaning, integration, and modeling.

L6 Service	Content	Use Case
GaussDB(DWS) Development and Support Service - Expert	Design a service survey table. After the survey, communicate with the customer to resolve pain points in application development and query performance, fully consider the customer's requirements, formulate the solution, and implement delivery. These tasks require both remote and onsite completion. For details on time and manpower, refer to the *GaussDB(DWS) Optimization and Support Service Workload Baseline Template*. Adjust based on the customer's actual services if necessary.	This is suitable for large-sized enterprises with large-scale data warehouses. It is perfect for scenarios requiring 300 vCPUs to 700 vCPUs (for reference only) and comprehensive development and maintenance support, including architecture design, ETL development, data analysis, and report development.
GaussDB(DWS) Development and Support Service - Platinum		This is suitable for large-sized enterprises or enterprises with complex data warehouse projects. It is perfect for scenarios requiring 700 vCPUs to 1,000 vCPUs (for reference only) and highly customized data warehouse development and maintenance support, including the aforementioned services.

L6 Service	Content	Use Case
GaussDB(DWS) Development and Support Service - Flagship	Communicate with the customer's executives, understand their requirements and goals, carefully assess their service needs, and develop and implement tailored solutions. Assist enterprises in resolving issues during data warehouse development and operations, enhancing developer skills. These tasks require both remote and onsite completion. For details on time and manpower, refer to the *GaussDB(DWS) Optimization and Support Service Workload Baseline Template*. Adjust based on the customer's actual services if necessary.	This is suitable for ultra-large enterprises or data warehouses with high requirements. It is perfect for scenarios requiring more than 1,000 vCPUs (for reference only). The premium edition offers the most comprehensive and advanced data warehouse support, including all aforementioned services.

Prerequisites

1. Customers should apply for professional services in advance, so that Huawei Cloud can evaluate their business objectives and service schedule.

2. Before providing professional services for customers, Huawei Cloud must obtain customers' authorization for site survey, personnel cooperation, and material input.

Service Scope

1. Items Covered

   GaussDB(DWS) optimization and support service allows development and support engineers to focus on the development guidance, performance optimization, and troubleshooting of Huawei Cloud GaussDB(DWS) based on the customer's internal processes and requirements, data warehouses on the live network, and other big data component environments, helping customers improve data warehouse development and support capabilities and ensure the stable running of customers' service systems.

   This service consists of the following five parts:

   a. **GaussDB(DWS) development guide**: includes sample code explanation, API usage guide, and development problem handling.

   b. **Performance optimization**: Based on the customer's service performance objectives and requirements, Huawei provides a solution, including data warehouse performance evaluation, parameter optimization, and resource optimization.

   c. **Support for interconnecting with third-party platforms:** provide consulting services and answer questions about interconnecting third-

party systems or monitoring platforms with data warehouses. The systems or monitoring platforms should be verified by Huawei.

    d. **Application joint commissioning and rollout support**: It is not the same as being tested in a test environment. Your application is more prone to problems in an actual production environment, but we can help you handle any problems you run into.

    e. **Database localization**: Huawei provides end-to-end professional services, including database surveys, reconstruction solution design, database migration, application reconstruction, service verification, and acceptance assurance.

2.   Items Not Covered

Huawei development support engineers only provide the services specified in this document. Additional fees apply for services outside the scope, including:

    a. Customer business logic code development and transformation.

    b. Purchased products, such as DataArts and Migration.

Service Process

Phase	Description
Business survey	Based on the subscribed service package, conduct a comprehensive survey of the customer's business, architecture, performance, and stability to identify problems and bottlenecks.
Requirement analysis and assessment	Understand and analyze the customer's service requirements, evaluate the current data warehouse's performance, capacity, and data quality, and determine the optimization objectives, scope, and solutions.
Optimization and support	Perform optimization and support based on the designed solution, including software installation, configuration, testing, performance improvement, and quality optimization.
Service acceptance	Accept the corresponding capability items based on the project objectives, output the GaussDB(DWS) Optimization and Support Service Acceptance Report, and pass the customer's review and acceptance.

Service Deliverables

Service	Deliverable	Acceptance Report
GaussDB(DWS) Development and Support Service - Basic	*XX Customer GaussDB(DWS) Requirement Survey Form (Public Cloud)*	*GaussDB(DWS) Optimization and Support Service Acceptance Report*
GaussDB(DWS) Development and Support Service - Standard	*XX Project Optimization and Support Service Solution Design* *GaussDB(DWS) Development Technical Specifications*	
GaussDB(DWS) Development and Support Service - Expert	*GaussDB(DWS) Database Security Configuration* *GaussDB(DWS) Performance Tuning Guide*	
GaussDB(DWS) Development and Support Service - Platinum		
GaussDB(DWS) Development and Support Service - Flagship		

Responsibility Matrix

1. Shared Responsibilities

   – Negotiate and confirm requirements and objectives.

   – Negotiate and confirm project management plans.

   – Negotiate, confirm, and review solutions.

   – Sign contracts.

2. Huawei Responsibilities

   – Specifies a project owner. If Huawei personnel are changed due to special reasons, Huawei shall notify the customer three working days in advance until the project acceptance is complete.

   – Huawei Cloud can only use the authorized data for the GaussDB(DWS) Optimization and Support Service.

3. Customer's Responsibilities

   – Assign a project owner to help Huawei Cloud implement services. The project owner is responsible for coordination between the two parties and for reviewing and accepting the services provided by Huawei Cloud.

   – Provide service system information, including but not limited to application architecture, deployment architecture, resource quantity, and performance.

4. Responsibility Matrix

   Before implementing GaussDB(DWS) optimization and support, essential information must be collected from the customer's existing system to

determine the service scope and delivery period. This includes, but is not limited to, data warehouse cluster version information, component information, user and permission details, sample code demos, and routine maintenance scope.

Huawei Responsibility	Customer Responsibility
1. Submit the information collection form to the customer for completion. 2. Sort out and identify information related to data warehouse optimization and support.	1. Cooperate with Huawei engineers to provide necessary information and the corresponding query methods for the data warehouse optimization and support solution. 2. Provide account information and access conditions for the implementation of GaussDB(DWS) Optimization and Support Service.

The following table provides responsibility matrix examples and can be modified as needed.

R: responsible; S: supportive.

No.	Process	Content	Huawei	Customer
1	Project initiation	Set up a project team.	R	S
		Explain the project content.	R	S
2	Project survey	Make a survey plan.	R	S
		Conduct a survey.	S	R
		Evaluate the status.	R	S
		Generate the status diagnosis report.	R	S
		Perform a phased acceptance of the status diagnosis report.	S	R
3	Solution design	Develop a design solution.	R	S
		Perform a phased acceptance of the design plan.	S	R
4	Project acceptance	Accept the project, and sign and seal the acceptance report.	S	R

Acceptance Criteria

- Acceptance Criteria

   a. Online and on-site acceptance are available.

b.   Acceptance criteria: Huawei must submit standard deliverables for each
     service sub-item. The customer can confirm acceptance on the Huawei
     Cloud console or by signing and sealing the *GaussDB(DWS) Optimization
     and Support Service Acceptance Report* offline.

● Service Acceptance Criteria

– The acceptance should focus on the content of the delivered documents.
  If the content of the deliverables complies with this SOW, the deliverables
  should pass the acceptance. A few formatting or description issues should
  not be used as the reason for rejecting the deliverables. However, Huawei
  should modify the issues within a reasonable period of time as required
  by customers.

– To ensure mutual understanding and expedite acceptance, it is important
  to discuss and review project deliverables on a daily basis throughout the
  project. The customer should provide timely feedback and approval for
  any suggestions or requirements from Huawei. Based on the actual
  situation of the project, some or all deliverables must be reviewed by the
  project team and business department and be reported to relevant
  leaders before being accepted and signed. The customer should organize
  (including coordinating consultants) and complete all internal reviews
  and reporting in time before the acceptance time specified in the
  contract.

– Huawei shall complete deliverable modifications within 5 working days
  based on feedback, then submit the final version for customer
  acceptance.

– After receiving the final version, the customer has 5 working days to
  provide feedback. Huawei should submit modified deliverables within 5
  working days of receiving feedback. This process should not exceed 2
  rounds (i.e., a maximum of 3 submissions). Deliverable acceptance should
  be completed within 15 working days from the customer receiving the
  final version. The customer should accept and sign the project
  deliverables within this period. If no written feedback is received from the
  customer within 5 working days of submission, the deliverables are
  deemed accepted as final.

– If more time is needed due to factors other than Huawei, the project
  team will apply for a change request to extend the timeline and obtain
  corresponding payment.

– If acceptance is not completed after 3 submission rounds within 15
  working days, both parties should evaluate the impact on subsequent
  work and negotiate further modifications and acceptance.

– After the deliverables are accepted and signed, any additions or deletions
  to the deliverables will be evaluated for complexity and risk (impact on
  fees, schedule, and resources), with changes executed upon agreement by
  both parties.

– Once milestone deliverables are accepted, the person in charge will
  authorize the signing of the milestone acceptance report. Completion of
  tasks outside Huawei's scope should not affect milestone acceptance.

4.5.2 FAQs

4.5.2.1 About the Service

4.5.2.1.1 What is GaussDB(DWS) optimization and support service?

Some enterprises have many platforms with various types of data. They are grappling with data silos and have limited expertise in building data warehouses. As the data volume increases year by year and the service complexity increases, the original data warehouse may encounter the performance bottlenecks. The construction and maintenance costs of the data warehouse are high. How to effectively control the cost while ensuring the performance and data quality of the data warehouse is an important challenge for customers. To control costs and improve efficiency, enterprises need to optimize and upgrade the existing platform or build a new data warehouse platform.

The GaussDB(DWS) optimization and support service offers technical assistance for developing, testing, and implementing enterprise service systems. It covers guidance on data warehouse development, performance optimization, support for integrating with third-party platforms, and ensuring smooth application integration and deployment. This service meets customers' requirements for service upgrade and data volume increase by solving problems encountered during data warehouse development and service operations. It helps improve the development and support capabilities of developers, ensures stable and efficient operation of enterprise service systems, and reduces data warehouse development and service O&M costs.

4.5.2.1.2 What services does the GaussDB(DWS) optimization and support service provide?

1. GaussDB(DWS) Development and Support Service - Basic
2. GaussDB(DWS) Development and Support Service - Standard
3. GaussDB(DWS) Development and Support Service - Expert
4. GaussDB(DWS) Development and Support Service - Platinum
5. GaussDB(DWS) Development and Support Service - Flagship

4.5.2.1.3 What are the advantages of the GaussDB(DWS) optimization and support service?

Experienced data warehouse service team: Huawei has a team of over 300 veteran engineers with extensive experience in data warehouse applications across a wide range of fields, including sample code development, data warehouse performance tuning guidance, routine service maintenance, and service assurance during major holidays.

Efficient and easy-to-use tools: Huawei offers sample code, development guidelines, scenario-specific samples, and performance tuning tools to facilitate data warehouse service development.

Comprehensive development assets and knowledge bases: From the over 1,000 projects it has delivered in China, Huawei has accumulated methodologies in background surveys, key development points, continuous tuning, and continuous maintenance, as well as rich assets, facilitating data warehouse application development for enterprises.

An E2E service system: Huawei's E2E service system quickly resolves enterprise issues, responds to faults in a timely manner, and facilitates service development.

4.5.2.1.4 Can I use these services from sites off Huawei Cloud?

Yes. Huawei Cloud and partner clouds are supported.

4.5.2.2 About Service Purchase

4.5.2.2.1 How do I place an order?

Place orders on customers' behalf.

4.5.2.2.2 Do I need to purchase other related services before purchasing these services?

You need to consult and purchase a GaussDB(DWS) cluster.

4.5.2.3 About Service Delivery

4.5.2.3.1 Can these services be delivered onsite?

Yes. It supports both onsite and remote delivery based on the requirements in different phases.

4.5.2.3.2 How long does the delivery take after an order is placed?

It varies depending on the project.

4.5.3 Billing

This document describes the billing policy for the GaussDB(DWS) optimization and support service, including billing items, modes, changes, renewal, and arrear.

Billing Items

Sub-service	Service	Billing	Unit Price of Outside China 1 (USD)	Unit Price of Outside China 2 (USD)	Unit
GaussDB(DWS) Development and Support Service	GaussDB(DWS) Development and Support Service - Basic	One-off payment based on the number of sets purchased	$25,000	$37,000	Set

Sub-service	Service	Billing	Unit Price of Outside China 1 (USD)	Unit Price of Outside China 2 (USD)	Unit
	GaussDB(DWS) Development and Support Service - Standard	One-off payment based on the number of sets purchased	$76,000	$115,000	
	GaussDB(DWS) Development and Support Service - Expert	One-off payment based on the number of sets purchased	$206,000	$309,000	
	GaussDB(DWS) Development and Support Service - Platinum	One-off payment based on the number of sets purchased	$570,000	$850,000	
	GaussDB(DWS) Development and Support Service - Flagship	One-off payment based on the number of sets purchased	$700,000	$1,050,000	

☐ NOTE

- Outside China 1: Asia Pacific/Russia/Latin America (Excluding Brazil)
- Outside China 2: Europe/South Africa/Brazil/Middle East

Billing Mode

Huawei Cloud GaussDB(DWS) optimization and support service uses one-off billing.

Configuration Change

This service does not support configuration changes or unsubscription. Before you make a purchase, you can learn about the typical application scenarios of the service.

Renewal

Huawei Cloud GaussDB(DWS) optimization and support service uses one-off billing and cannot be renewed. To use the service after it has expired, purchase it again.

Expiration and Overdue Payment

Huawei Cloud GaussDB(DWS) optimization and support service is one-off purchase. After you accept the service, the service will be unavailable. The default validity period is one year.

Whether There Are Purchase Dependencies or Whether Add-on Purchase Is Supported

You can purchase the service together with other products. For example, if there are new links during synchronization, you need to purchase Migration or Flink together.

Before purchasing GaussDB(DWS), contact the service owner and purchase a GaussDB(DWS) cluster.