Professional Services

Service Overview

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https://www.huawei.com/en/psirt/vul-response-process

For vulnerability information, enterprise customers can visit the following web page:

https://securitybulletin.huawei.com/enterprise/en/security-advisory

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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, modelbased 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 understandin g	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

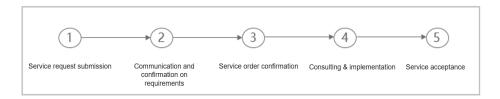
Service Deliverables

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, modelbased 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 architectu re 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 assessme nt	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 emergenc y 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
		SELECT statements Transactions and locks
		6. High availability
		7. Best practices of cloud migration
		7. Dest practices of cloud migration
		RDS for PostgreSQL:
		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
		CourseDD
		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.

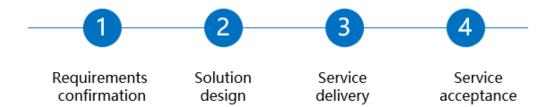
Benefits

- 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.

2 Cloudification & 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	Requirement analysis	R	R
analysis	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* (handwritten 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 3D digital content production for digital content innovation. Professional delivery teams provide high-quality production services to enable businesses to go digital.

Service Content

Category	Sub- Category	Service Description
Solution	3D realistic virtual human	Provides consulting related to designing 3D realistic virtual humans, develops, renders, and composites a 3D realistic virtual human model based on the design. A 30-second CG video and a set of hairstyle and clothes are provided.
		Portrait: The 3D realistic virtual human portrait design is output. Select one from the three designs in the draft phase. The design to be submitted includes a colored front view and reverse perspective at 45° and an orthographic view draft. After the complete version is submitted, minor design modifications can be made a maximum of five times, but major modifications are not allowed.
		Model: Based on the 3D portrait of the realistic virtual human, a 3D realistic virtual human model is output. This model can be used for subsequent video production, holographic production, poster production, and livestreaming activities. Application scenarios include new media, production below the movie level, realistic faces, eyeball structures, and hairstyles (using XGen), skin with physically based rendering (PBR), and live UE projects. During modeling, minor design modifications can be made a maximum of five times, but major modifications are not allowed. The fees for scanning and hiring models are not included.

Category	Sub- Category	Service Description
	3D beauty virtual human	Provides consulting related to designing 3D beauty virtual humans, develops, renders, and composites a 3D beauty virtual human model based on the design. A 30-second CG video and a set of hairstyle and clothes are provided.
		Portrait: The 3D beauty virtual human portrait design is output. Select one from the three designs in the draft phase. The design to be submitted includes a colored front view and reverse perspective at 45° and an orthographic view draft. After the complete version is submitted, minor design modifications can be made a maximum of five times, but major modifications are not allowed.
		Model: Based on the 3D portrait of the beauty virtual human, a 3D beauty virtual human model is output. This model can be used for subsequent video production, holographic production, poster production, and livestreaming activities. Application scenarios include production below and at the movie level, filtered head structure, skin with PBR (without realistic details), realistic eyeball structures, realistic hairstyles (using XGen), and live UE projects. During modeling, minor design modifications can be made a maximum of five times, but major modifications are not allowed.

Category	Sub- Category	Service Description
	3D animated virtual human	Provides consulting related to designing 3D animated virtual humans, develops, renders, and composites a 3D animated virtual human model based on the design. A 30-second CG video and a set of hairstyle and clothes are provided.
		Portrait: The 3D animated virtual human portrait design is output. Select one from the three designs in the draft phase. The design to be submitted includes a colored front view and reverse perspective at 45° and an orthographic view draft. After the complete version is submitted, minor design modifications can be made a maximum of five times, but major modifications are not allowed.
		Model: Based on the 3D portrait of the animated virtual human, a 3D animated virtual human model is output. This model can be used for subsequent video production, holographic production, poster production, and livestreaming activities. Application scenarios include production below and at the movie level, animated skin and eyeball structure, model hair structure, and live UE projects. During modeling, minor design modifications can be made a maximum of five times, but major modifications are not allowed.
	3D stylized virtual human	Based on the modeling of a single photo, the system outputs a virtual human model similar to the photo, with clothes and hairstyles provided.
	CG-only poster production	Creates CG-only posters based on the virtual human model, virtual background, and other objects. The procedure includes sketch design, virtual human pose, lighting rendering and compositing, and retouching. After the complete version is submitted, minor design modifications can be made a maximum of five times, but major modifications are not allowed.
	Virtual- real poster production	Creates virtual-real posters based on the virtual human model, real background, and real person. The procedure includes sketch design, virtual human pose, lighting rendering, integration with the real background, and retouching. The fees for hiring models and location shooting are included. After the complete version is submitted, minor design modifications can be made a maximum of five times, but major modifications are not allowed. The fees for location rental, actors, and travel are not included.

Category	Sub- Category	Service Description
	CG-only video production	Advertisement production based on the virtual human model, virtual background, and other objects. The scenes are complex and contain many special effects. CG-only videos are produced and high quality is required.
	Virtual- real video production	Advertisement production based on the virtual human model, real background, and real person. Virtual-real videos are produced and high quality is required.
	CG-only virtual livestream ing	Performs CG-only virtual livestreaming using the existing assets, virtual human, and virtual background. The livestreaming lasts for no more than 90 minutes. This service is benchmarked against simple Vlog livestreaming by virtual humans, including live UE project customization, motion capture device setup and commissioning, motion capture actor interview and hiring, rehearsal, and operations on livestreaming by virtual humans.
	Virtual- real livestream ing	Performs livestreaming using the existing assets, virtual human, real human, and virtual (or real) background. The livestreaming lasts for no more than 90 minutes. This service is benchmarked against medium-sized livestreaming by virtual humans and real persons, including live UE project customization, motion capture device setup and commissioning, motion capture actor interview and hiring, rehearsal, and operations on livestreaming by virtual humans. The fees for studio setup, lighting, video recording, and director team are included. The fees for location rental, actors, and travel are not included.
	CG-only video for news broadcast	News video production based on the virtual human model, virtual background, and other objects. The scenes are simple and contain few special effects. CG-only videos are produced without high quality requirement.
	Virtual- real video for news broadcast	News video production based on the virtual human model, real background, and other objects. The scenes are simple and contain few special effects. Virtual-real videos are produced without high quality requirement.
	CG-only video for 3D object display	Advertisement production based on the 3D object model and virtual background. The scenes are complex and contain many special effects. CG-only videos are produced and high quality is required.

Category	Sub- Category	Service Description
	Virtual- real video for 3D object display	Advertisement production based on the 3D object model and real background. The scenes are complex and contain many special effects. Virtual-real videos are produced and high quality is required.
	Sara 3D virtual human video production	Advertisement production based on the Sara virtual human model and virtual/real background. The scenes are complex and contain many special effects. Advertisement videos are produced and high quality is required.
	Yunxiao 3D virtual human video production	Advertisement production based on the Yunxiao virtual human model and virtual/real background. The scenes are complex and contain many special effects. Advertisement videos are produced and high quality is required.
	3D stylized virtual human video production	Creates a stylized virtual human model based on the modeling of a single photo. The background is simple and there is no special effect. Advertisement videos are produced without high quality requirement.
	Virtual human video broadcast (basic)	Produces advertisement videos based on the simple virtual human model.
	Virtual human video broadcast (advanced)	Refines the virtual human image and produces advertisement videos based on the refined virtual human model.
Integration implement ation	3D space integratio n implement ation	Provides integration guidance for specific 3D application scenarios.
3D materials	3D realistic hairstyle modeling	Creates 3D realistic hairstyles for realistic virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.

Category	Sub- Category	Service Description	
	3D beauty hairstyle modeling	Creates 3D beauty hairstyles for beauty virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D animated hairstyle modeling	Creates 3D animated hairstyles for animated virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D realistic clothing modeling	Creates 3D realistic clothing for realistic virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D beauty clothing modeling	Creates 3D beauty clothing for beauty virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D animated clothing modeling	Creates 3D animated clothing for animated virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D realistic accessory modeling	Creates 3D realistic accessories for realistic virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D beauty accessory modeling	Creates 3D beauty accessories for beauty virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D animated accessory modeling	Creates 3D animated accessories for animated virtual humans. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	3D scene modeling	Creates 3D scenes. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	Dynamic special effects for 3D virtual humans	Creates dynamic special effects for 3D virtual humans, such as light and shadow effects on the body.	

Category	Sub- Category	Service Description	
	Animated actions for 3D virtual humans	Creates animated actions for 3D virtual humans, such as punching and bowling.	
	3D object modeling	Creates 3D models of products (such as electrical appliances, locomotives, and dolls) based on the real products/design drawings provided by the customer. Design modifications can be made a maximum of five times for the portrait and model, respectively.	
	Scanning for 3D scene modeling	Scans large outdoor and indoor scenes for modeling.	
	3D model polygon reduction	Reduces the number of polygons of a scene model.	
Model rendering	3D scene model rendering	Renders a 3D scene model.	
	3D virtual human model rendering	Renders a 3D virtual human model.	
	Virtual simulation model rendering	Renders a virtual simulation model.	

Category	Sub- Category	Service Description	
2D virtual human livestreami ng	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.	

Category	Sub- Category	Service Description	
	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.	
	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

Services Covered

Modeling of virtual humans, accessories, and virtual scenes, and applications such as virtual human videos, posters, and livestreaming. Videos and livestreaming 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	Sub- Category	Service	Deliverable
Digital content delivery & implement ation service	Solution	3D realistic virtual human	3D realistic virtual human model
		3D beauty virtual human	3D beauty virtual human model

Category	Sub- Category	Service	Deliverable
		3D animated virtual human	3D animated virtual human model
		3D stylized virtual human	3D stylized virtual human
		CG-only poster production	CG-only poster
		Virtual-real poster production	Virtual-real poster
		CG-only video production	CG-only video
		Virtual-real video production	Virtual-real video
		CG-only virtual livestreaming	CG-only virtual livestreaming
		Virtual-real livestreaming	Virtual-real livestreaming
		CG-only video for news broadcast	CG-only video for news broadcast
		Virtual-real video for news broadcast	Virtual-real video for news broadcast
		CG-only video for 3D object display	CG-only video for 3D object display
		Virtual-real video for 3D object display	Virtual-real video for 3D object display
		Sara 3D virtual human video production	Sara 3D virtual human video production
		Yunxiao 3D virtual human video production	Yunxiao 3D virtual human video production
		3D stylized virtual human video production	3D stylized virtual human video production
		Virtual human video broadcast (basic)	Virtual human video broadcast (basic)
		Virtual human video broadcast (advanced)	Virtual human video broadcast (advanced)

Category	Sub- Category	Service	Deliverable
	Integratio n implement ation	3D space integration implementation	Technical support
	3D materials	3D realistic hairstyle modeling	3D realistic hairstyle model
		3D beauty hairstyle modeling	3D beauty hairstyle model
		3D animated hairstyle modeling	3D animated hairstyle model
		3D realistic clothing modeling	3D realistic clothing model
		3D beauty clothing modeling	3D beauty clothing model
		3D animated clothing modeling	3D animated clothing model
		3D realistic accessory modeling	3D realistic accessory model
		3D beauty accessory modeling	3D beauty accessory model
		3D animated accessory modeling	3D animated accessory model
		3D scene modeling	3D scene model
		Dynamic special effects for 3D virtual humans	Dynamic special effects for 3D virtual humans
		Animated actions for 3D virtual humans	Animated actions for 3D virtual humans
		3D object modeling	3D object modeling
		Scanning for 3D scene modeling	Scanning for 3D scene modeling
		3D model polygon reduction	3D model polygon reduction
	Model rendering	3D scene model rendering	3D scene model rendering
		3D virtual human model rendering	3D virtual human model rendering

Category	Sub- Category	Service	Deliverable
		Virtual simulation model rendering	Virtual simulation model rendering
	2D virtual human livestreami	Virtual avatar video production (basic edition)	1080p virtual avatar video
ng	ng	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 understandin g	S	R
Model definition	Application scenarios and characteristic s of the virtual human model	Business understandin g and model building	S	R
Modeling	Modeling based on information provided by the customer	Modeling	R	S
Acceptance	Model delivery	Deployment summary and documentatio n 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. This service provides 3D model production and high-quality video tailored to the service innovation of enterprises.

2.2.2.1.2 What Does the Cloud Video Delivery & Implementation Service Provide?

3D digital content production, virtual video production, and virtual human livestreaming

Service Type	Service	Typical Scenario
3D digital content production	Provides 3D animated, beauty, and realistic virtual humans, and related accessories production services for scenarios such as entertainment, education, enterprises, and e-commerce.	Customers in the manufacturing, tourism, and finance industries can use virtual human video to promote their products and convey corporate values.
Virtual video production	Provides video lens design and outputs high-quality video based on the virtual human model, virtual background, and real background.	Education and training institutes can use virtual humans to develop courseware, which is repetitive and laborconsuming for teachers.
Virtual human livestreaming	Provides the virtual human livestreaming service for scenarios such as entertainment, enterprises, and ecommerce. Users can configure livestreaming attributes to generate visual-driven virtual human live streams.	Entertainment and e- commerce platforms promote sales and increase user loyalty through virtual-physical interactions.

2.2.2.1.3 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.

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

It takes about 60 days to develop a realistic virtual human model and 45 days to develop an animated virtual human model. Negotiate with the customer on the specific delivery time.

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	Sub- Category	Billing Item	Sales Unit	Price (USD)
Digital content delivery & implementati on service	Solution	3D realistic virtual human	Model	233,143
		3D beauty virtual human	Model	198,857
		3D animated virtual human	Model	113,143

Category	Sub- Category	Billing Item	Sales Unit	Price (USD)
		3D stylized virtual human	Model	86
		CG-only poster production	Poster	12,857
		Virtual-real poster production	Poster	14,143
		CG-only video production	Second	2,880
		Virtual-real video production	Second	3,223
		CG-only virtual livestreaming	Session	54,857
		Virtual-real livestreaming	Session	68,229
		CG-only video for news broadcast	Second	276.57
		Virtual-real video for news broadcast	Second	285.15
		CG-only video for 3D object display	Second	2,880
		Virtual-real video for 3D object display	Second	3,223
		Sara 3D virtual human video production	Second	2,880
		Yunxiao 3D virtual human video production	Second	2,880
		3D stylized virtual human video production	Minute	171
		Virtual human video broadcast (basic)	Minute	21
		Virtual human video broadcast (advanced)	Minute	1,029

Category	Sub- Category	Billing Item	Sales Unit	Price (USD)
	Integration implement ation	3D space integration implementation	Person- day	4,800
	3D materials	3D realistic hairstyle modeling	Model	23,657
		3D beauty hairstyle modeling	Model	16,800
		3D animated hairstyle modeling	Model	8,537
		3D realistic clothing modeling	Model	26,743
		3D beauty clothing modeling	Model	18,514
		3D animated clothing modeling	Model	9,086
		3D realistic accessory modeling	Model	5,914
		3D beauty accessory modeling	Model	4,029
		3D animated accessory modeling	Model	3,514
		3D scene modeling	Person- day	1,920
		Dynamic special effects for 3D virtual humans	Person- day	1,920
		Animated actions for 3D virtual humans	Person- day	1,920
		3D object modeling	Person- day	1,920
		Scanning for 3D scene modeling	Person- day	1,920
		3D model polygon reduction	Person- day	1,920
	Model rendering	3D scene model rendering	Time	11,520

Category	Sub- Category	Billing Item	Sales Unit	Price (USD)
		3D virtual human model rendering	Time	69,120
		Virtual simulation model rendering	Time	34,286
	2D virtual human livestreami	Virtual avatar video production (basic edition)	Minute	10
	ng	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

Sub-services such as 3D realistic virtual human and 3D beauty virtual human of 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 databases to Huawei Cloud.

Service Scope

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.

Phase	Description
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.

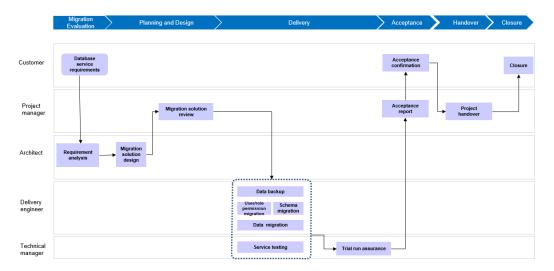
Scenarios

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

Category	Source DB Engine	Data Flow
	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	Projec	Initial preparations	S	R
t initiat ion	Project kick-off meeting	S	R	
2	Migra	Business system survey	R	S
	tion evalu	Source database survey	R	S
	ation	Network status	R	S
		IT O&M status	R	S
		Feasibility assessment	R	S
3	3 Planni ng and desig n	Database migration team setup	S	R
		Formulation of an overall database migration plan	S	R

No.	Phase		Huawei	Customer
		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	Delive	Migration drills	R	S
	ry	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	Accep	Trial run assurance	R	S
	tance	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. There are a series of phases from migration evaluation, solution design, technical verification, migration drill, migration implementation to acceptance, helping the customer smoothly migrate their databases to Huawei Cloud 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
Homogen eous 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

Category	Content	Scenario
Heteroge neous 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 self-managed databases and other-cloud databases to Huawei Cloud. The following table lists the supported databases and migration types. For other information, contact the customer manager.

Category	Source DB Engine	Data Flow
Homogeneo us migration	MySQL	MySQL -> RDS for MySQL/GaussDB(for MySQL)/DDM DDM/DRDS->DDM DDM -> MySQL
	PostgreSQL	PostgreSQL -> RDS for PostgreSQL
		PostgreSQL -> GaussDB primary/standby and distributed
		GaussDB primary/standby -> GaussDB primary/ standby
		GaussDB primary/standby -> GaussDB distributed
		GaussDB distributed -> GaussDB distributed

Category	Source DB Engine	Data Flow
	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	Oracle	Oracle -> RDS for MySQL /GaussDB(for MySQL)/DDM
migration		Oracle -> GaussDB primary/standby and distributed
		Oracle -> RDS for 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	500 GB data per package. If the data in your source database is not greater than 500 GB, you only need to buy a basic package.	72,858.00
Homogeneous migration: incremental packages	500 GB data per package. If the data in your source database is greater than 500 GB, you need to buy a basic package and one or more incremental packages.	8,743.00
Heterogeneous migration: basic packages	500 GB data per package. If the data in your source database is not greater than 500 GB, you only need to buy a basic package.	121,429.00
Heterogeneous migration: incremental packages	500 GB data per package. If the data in your source database is greater than 500 GB, 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 Management Implementation Service

Service Overview

Data Management Implementation Service (DMIS) 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 realtime 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.

- 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

- 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	 Hold a project kick-off meeting and set up a project team. Communicate with related personnel, determine project objectives and acceptance criteria, and provide baseline documents. Develop the project's organizational structure and operating
	mechanism. 4. Develop the SOW and project plan.
Planning	Obtain business requirements, identify missing and incomplete requirements, and define requirement types.
	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.
Implementa tion	Based on the project solution, the implementation engineer uses the selected design methods, technologies, and security specifications to perform the detailed design.
	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	 Organize users and related engineers to check and verify that the platform and data meet requirements. Record and verify defect rectification. Deliver an acceptance test report.
Trial run	 Develop a trial run plan and confirm the plan with relevant parties. Organize a trial run. Prepare the trial run report.
Closure	 Create a satisfaction questionnaire after the trial run. The project manager collects the survey targets and organizes the satisfaction survey. The project manager prepares the project summary report
	 according to the template. 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	Data Asset Catalogs (L1–L5) (Excel) Data Standards (Excel)
Business metric design	 Business Metric Design (Excel) Data Mapping Table (Excel) Logical Model Design (including the ER diagram of the logical model)
Data lake design and implementation	Data Governance Implementation Solution HLD IT System Data Survey Form Huawei Cloud Service Configuration Description
Data integration survey	Thanker cloud service comigaration Description

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
Data standard implementation	ETL Script or Code User Guide
Data quality implementation	O&M Guide
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	Custome r
1	Project kick-off	Organize a kick-off meeting and formulate the project plan.	R	S
2	Requireme nt 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	Developme nt	Implement data integration, data governance, and data application integration.	R	S

No.	Process	Task	Huawei	Custome r
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.

3 0&M

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.
 - 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
 - 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

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
 - 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

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:	
	Service performance and scalability, including dynamic and static separation, traffic distribution, isolation and decoupling, traffic limiting, and downgrading	
	Data access speed, including cache and database optimization	
	3. Single point of failure (SPOF) and no data backup	
Capacity	Provides capacity optimization recommendations based on customer service analysis and the expected peak traffic.	
	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
 - 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

- 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-	Requirement survey	√	✓
assuranc e	Solution	√	✓
	Risk inspection	√	✓
	Security evaluation		✓
	Capacity evaluation		✓
	Performance test		✓
During- assuranc e	On-duty team	√	✓
Post- assuranc e	Assurance summary	√	✓

2. Service Content

Phase	Service Item	Service Content
Pre- assuranc	Requirement survey	Communicates with customers on assurance scenarios, time, service scope, and objectives.
e	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- assuranc e	Assurance team	24/7 support, Technical Account Manager (TAM), and War Room experts
Post- assuranc e	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 onduty 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	Specification s	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	Specification s	Billing	Unit Price (USD)	Pricing Basis
Cloud Operatio	8/5 onsite O&M Service	Yearly/Monthly	30,000	Per month
n Support Service			360,000	Per year
	24/7 onsite O&M Service	Yearly/Monthly	130,000	Per month
			1,560,000	Per year
Stability Improve ment	Standard Edition	One-off payment based on the number of	Number of resources ≤ 100: 60,000 (startup price)	Per order
Service		resources	100 < Number of resources ≤ 1,000: 50 per resource	
			Number of resources > 1,000: 40 per resource	
	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 times purchased	2,000	Per time

• 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 length of it shall not exceed remote assurance 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, day-based payment for remote assurance, and times-based 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.

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	Huawe i	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	Huawe i	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.

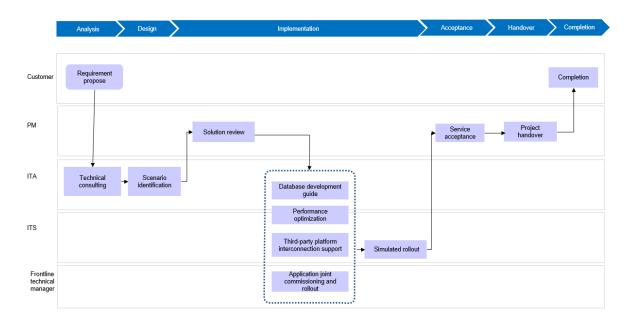
3. Huawei:

- 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	Starter: fewer than 480 CPUs
Big Data Development Technical Support– Medium Scale	big data platform. Huawei provides guidance in API calling, component selection, and key parameter configuration.	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	Basic package for cluster tuning
Big Data Cluster Tuning–Incremental Unit Price (per Task)	clusters on Huawei Cloud and maximize resource utilization.	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	Standard online questionnaires, onsite personalized supplementary surveys, and solution design
Convergence-Level Data Management System Design	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.	Standardized online questionnaires, onsite personalized supplementary surveys, and solution design focusing on indepth 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	Standard online questionnaires, onsite personalized supplementary surveys, and solution design
Convergence-Level Data Management System Design	departments.	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 indepth 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	Onsite personalized supplementary
Data Management Optimization–Senior Consultant	can help you use the preceding big data optimization and improvement services to better manage your data.	surveys and solution design
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 component parameters and cluster resources based on 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	Set up a project team.	
initiation	Present the project content to the customer.	
	Formulate the project survey plan based on project requirements.	
As-is	Complete the basic survey.	
diagnosis and	Diagnose the customer's business data and system data.	
evaluation	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	Set up a project team.	
initiation	Present the project content to the customer.	
	Formulate the project survey plan based on project requirements.	
As-is	Complete the basic survey and output the meeting minutes.	
diagnosis and evaluation	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	Set up a project team.	
initiation	Present the project content to the customer.	
	Formulate the project survey plan based on project requirements.	
As-is	Complete the basic survey and output the meeting minutes.	
diagnosis and evaluation	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	Set up a project team.
initiation	Present the project content to the customer.

Process	Task
	Formulate the project survey plan based on project requirements.
Solution	Complete the basic survey and output the meeting minutes.
design	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	Set up a project team.	
initiation	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	Specificati	Survey	xx Data Management Maturity Diagnosis
2	ons	Diagnosis report	Report
3	Integratio Survey	Survey	
4	n	Diagnosis report	
5	Converge	Survey	
6	nce	Diagnosis report	

3. Data Management System Design

No	Level	Activity	Deliverable
1	Specificati ons	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	Converge nce	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			Deliverable
10			

4. Master Data Management System Diagnosis and Design

No	Level	Activity	Deliverable
•			
1	Specifications	Master data survey	xx Master Data Management System Diagnosis Report
2	-level diagnosis	Master data diagnosis	
3	Specifications -level design	Master data management system design	xx Master Data Management System Design Report
4	Convergence-	Master data survey	
5	level design	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	Data security specifications survey	XX Data Security Specifications Diagnosis
2	diagnosis	Data security specifications diagnosis	Report
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
 Sends the information collection form to the customer. Sorts out and identifies 	 Provides necessary information related to big data technical support and tuning and the information query methods.
information related to big data technical support and tuning.	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

N o.	Service Process	Activity	Huawei	Custome r
1	Project initiation	Set up a project team.	Responsi ble party	Assisting party
		Explain the project content.	Responsi ble party	Assisting party
2	Project survey	Make a survey plan.	Responsi ble party	Assisting party
		Conduct a survey.	Assisting party	Responsi ble party
		Evaluate the status.	Responsi ble party	Assisting party
		Generate the status diagnosis report.	Responsi ble party	Assisting party
		Perform a phased acceptance of the status diagnosis report.	Assisting party	Responsi ble party
3	Solution design	Output the design plan.	Responsi ble party	Assisting party
		Perform a phased acceptance of the design plan.	Assisting party	Responsi ble party
4	Project acceptance	Accept the project, and sign and seal the acceptance report.	Assisting party	Responsi ble 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 guick and accurate Al-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 Managemen t Maturity Diagnosis	Specification s-Level Data Managemen t Maturity Diagnosis	Set	\$28,600 USD	\$42,800 USD
	Integration- Level Data Managemen t Maturity Diagnosis	Set	\$71,500 USD	\$107,000 USD
	Convergence -Level Data Managemen t Maturity Diagnosis	Set	\$114,400 USD	\$171,200 USD
Data Managemen t System Design	Specification s-Level Data Managemen t 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 Managemen t System Design	Set	\$143,000 USD	\$214,000 USD
Master Data Managemen t System Diagnosis and Design	Specification s-Level Master Data Managemen t Diagnosis	Set	\$28,600 USD	\$42,800 USD
	Specification s-Level Data Managemen t System Design	Set	\$42,900 USD	\$64,200 USD
	Convergence -Level Data Managemen t System Design	Set	\$143,000 USD	\$214,000 USD
Data Security Specification s Diagnosis and Design	Specification s-Level Data Security Specification s Diagnosis	Set	\$28,600 USD	\$42,800 USD
	Specification s-Level Data Security Specification s Design	Set	\$42,900 USD	\$64,200 USD
	Convergence -Level Data Security Specification s Design	Set	\$143,000 USD	\$214,000 USD
Data Managemen t Optimization	Data Managemen t 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 Managemen t Optimization –Senior Consultant	Person -day	\$1,920 USD	\$2,880 USD
	Data Managemen t 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.