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Here is the RACI model defining the distribution of responsibilities Between the customer and Cloud Temple for the use of infrastructure Iaas of Cloud Temple.

## Definition of different roles

Here we recall the different roles of the Raci:

| Role Description |
| --- |
| (R )  \_  \_ r  \_ \_ \_ Ealizes the process Accomplished  (A )  \_ \_ a  \_ \_ \_ pproves the realization of the process Approved |
| (C )  \_ \_ c  \_ \_ onsulted during the process Consult |
| (I )  \_  \_ i  \_ \_ nform of the results of the process (via tools, Informed the portal or messaging) |

## Definition your need

| Activité | Rôle Client | Rôle Cloud Temple |
| --- | --- | --- |
| Définir l’architecture globale de votre plateforme Cloud Temple | **RA** | **CI** |
| Définir le nombre de tenants et le nombre de zone de disponibilité pour chaque tenant fine your overall recovery or \*\* RA \*\* \*\* strategy ntinuity of activity | **RA** | **CI** |
| operly size your cloud platform \*\* ra \*\* \*\* ci \*\* mple (calculation, storage, network, backup, …) |  |  |
| bscribe to services with information \*\* RA \*\* \*\* I \*\* cessary |  |  |

## Initial implementation of your Cloud Temple supporters

| Role role Client Client Temple |
| --- |
| Ensure the implementation of \*\* Physical Datacenters \*\* \*\* RA \*\* |
| Ensure the implementation of infrastructure \*\* i \*\* \*\* ra calculation\*\* |
| Ensure the implementation of infrastructure \*\* i \*\* \*\* ra storage\*\* |
| Ensure the implementation of connectivity to \*\* i \*\* \*\* ra  Backbone network (1) \*\* |
| Acquire and maintain essential software licenses \*\* ra \*\* For the operation of the Cloud Temple platform |
| Implement the basic configuration of your supporters \*\* CI \*\* \*\* RA \*\* Cloud Temple |
| Implement the initial configuration for the service \*\* CI \*\* \*\* RA  **backup *If they are subscribed:*implement the configuration**  CI \*\* \*\* RA \*\* Initial network for Internet and Firewall services |
| Offer the assistance required for the handling of \*\* i \*\* \*\* ra \*\* Your Cloud Temple environments |
| Make the final configuration adjustments of \*\* RA \*\* \*\* C \*\* service after delivery |
| Configure an external authentication repository \*\* RA \*\* \*\* C \*\* For the Cloud Temple console |
| Create users of each holder in the console \*\* Ra \*\* Cloud Temple and affect rights |
| Validate the compliance of the platform delivered with the \*\* i \*\* \*\* Ra \*\* SECLUMCLOUD repository |
| Validate the compliance of the platform delivered with the \*\* ra \*\* \*\* CI \*\* required specifications |

*(1) The Backbone network is the central cloud infrastructure Temple, offering a spine on which the networks rest specific customers, which are integrated and supported by this main infrastructure.*

## Integrate your information system into your Cloud Temple environments

| Role role Client Client Temple |
| --- |
| Create, install, update your virtual machines \*\* Ra \*\* |
| Install and configure software and middleware on \*\* ra \*\* Your virtual machines |
| Buy and hold licenses and rights \*\* RA \*\* of use for operating systems of your virtual machines |
| Configure the network for each your machines \*\* ra \*\* virtual |
| Ensure that each virtual machine is associated with a \*\* ra \*\* \*\* c \*\* coherent backup |
| Ensure that each virtual machine is associated with a \*\* ra \*\* \*\* c \*\* Recovery plan or activity continuity consistent |
| Implement an antiviral protection strategy on \*\* ra \*\* Your virtual machines |
| Set up a metrology and \*\* ra \*\* solution Monitoring on your virtual machines |
| Define the tag policy of your virtual machines \*\* ra \*\* |

## Recurrent operations

### Access management and identities

| Role role Client Client Temple |
| --- |
| Ensure the accessibility of the Cloud Temple \*\* RA \*\* console service and associated API |
| Ensure the accessibility of the information system deployed \*\* RA \*\* On your virtual machines |
| Manage the physical and logical authorizations of the teams \*\* Ra \*\* Cloud Temple with SecnUMCLoud Infrastructure. |
| Administer access and security policy \*\* RA \*\* associated associated with the interface of the Cloud Temple console and to his api |
| Administer access and security policy \*\* RA \*\* associated with the information system hosted within your Cloud Temple supporters |

### Maintain in operational condition and safety condition

Activities aimed at keeping in operational condition and security for the infrastructure and services offered by Cloud Temple, as part of its IAAS offer, are made with the objective compliance with the SecnUMCloud qualification.

| Role role Client Client Temple |
| --- |
| Ensure the maintenance in operational condition of \*\* i \*\* \*\* ra  **Infrastructure**  Physical datacenters \*\* |
| Ensure the maintenance in safety condition of \*\* i \*\* \*\* ra  **Infrastructure**  Physical datacenters \*\* |
| Ensure the maintenance in operational condition of \*\* i \*\* \*\* ra  **Infrastructure**  Calculation \*\* |
| Ensure the maintenance in safety condition of \*\* ra \*\* \*\* CI  **Infrastructure**  Calculation (2)  **Ensure the maintenance in operational condition of**  i \*\* \*\* ra  **Infrastructure**  Storage \*\* |
| Ensure the maintenance in safety condition of \*\* i \*\* \*\* ra  **Infrastructure**  Storage \*\* |
| Ensure the maintenance in operational condition of \*\* i \*\* \*\* ra  **Infrastructure**  Backbone networks  **Ensure the maintenance in safety condition of**  i \*\* \*\* ra  **Infrastructure**  Backbone networks \*\* |
| Ensure the maintenance in operational condition of \*\* ra  **virtual machines deployed in customer supporters**  (3) \*\* |
| Ensure the maintenance in safety condition of \*\* ra  **virtual machines deployed in customer supporters**  (3) \*\* |
| Ensure the maintenance in operational condition of \*\* ra \*\* Middlesware deployed in customer supporters |
| Ensure the maintenance in safety condition of \*\* ra \*\* Middlesware deployed in customer supporters |

*(2) Cloud Temple regularly provides the most recent versions of the operating system for your hypervisors.Nevertheless, given that Cloud Temple is not informed of the specifics of your production environments and requirements related to your work,*  ***The decision to update the system operating your hypervisors, thus resulting in a restart, you come back*** *.This operation can be carried out through the console Cloud Temple or via the API.Professional services are available If you want Cloud Temple to support some operations.*

*(3) Cloud Temple offers license packs for firewall (Fortinet, Stormshield) and load distributors (Haproxy), and works in collaboration with your teams for initial configuration during the implementation phase.However, the responsibility for maintaining operational and security condition is based on you during the phase of current operations.Professional services are available if You want Cloud Temple to support certain operations.*

### Management of changes, incidents, problems and capacities

| Role role Client Client Temple |
| --- |
| Manage incidents on infrastructure \*\* i \*\* \*\* ra  Physical datacenters \*\* |
| Manage problems on infrastructure \*\* ra  Physical datacenters \*\* |
| Manage capacities on infrastructure \*\* RA  Physical datacenters \*\* |
| Manage incidents on infrastructure \*\* Calculation \*\* \*\* I \*\* \*\* RA \*\* |
| Manage problems on infrastructure \*\* Calculation \*\* \*\* Ra \*\* |
| Manage capacities on infrastructure \*\* Calculation \*\* \*\* RA \*\* \*\* CI \*\* |
| Manage incidents on infrastructure \*\* i \*\* \*\* ra storage **Manage problems on infrastructure**  ra storage\*\* |
| Manage capacities on infrastructure \*\* ra \*\* \*\* CI storage\*\* |
| Manage incidents on infrastructure \*\* Network \*\* I \*\* \*\* RA  **backbone**  Manage problems on infrastructure \*\* Network \*\* RA  **backbone** |
| Manage capacities on infrastructure \*\* Network \*\* RA  **backbone** |
| Set up a new virtual machine or create \*\* ra  **a new application environment within a holder customer Modify the configuration of virtual machines**  RA \*\* deployed |
| Remove a virtual machine deployed \*\* RA \*\* |
| Make the decision to add, modify or \*\* ra \*\* \*\* ci \*\* Remove resources from the Cloud Temple platform |
| Execute the decision to modify resources on \*\* i \*\* \*\* ra  **The Cloud Temple platform Apply tags to virtual machines in accordance**  Ra \*\* to defined policy |

### Performance management

| Role role Client Client Temple |
| --- |
| Ensure monitoring of proper functioning and \*\* i \*\* \*\* ra \*\* reliability of all the equipment involved in the Service of the qualified secnumcloud service |
| Follow up on resource performance \*\* RI \*\* \*\* A  **computing physical, storage and network provision of your supporters**  (4) \*\* |
| Supervise the performance of virtual machines \*\* ra \*\* \*\* i \*\* supporting your environments |

*(4) The Cloud Temple platform adopts a philosophy centered on*  ***the Supply of dedicated infrastructure***  *for the needs of*  ***Calculation***  *(with physical blades),*  ***storage***  *(via dedicated luns on without) and*  ***network***  *(including firewalls and distributors of charge).These dedicated resources are made available to the customer, whose resulting use and load depend directly on the use it makes of it.It is therefore the responsibility of the customer to set up and to manage the supervision and metrology systems necessary for ensure the optimal operation of its system information.*

### Management of backup and resumption of activity on integrated backup

| Role role Client Client Temple |
| --- |
| Ensure the maintenance in operational condition on the \*\* ra  backup infrastructure \*\* integrated into the Cloud Temple Platform \*\* (5) \*\* |
| Ensure the maintenance in safety condition of \*\* i \*\* \*\* ra  backup infrastructure \*\* integrated into the Cloud Temple platform |
| Manage incidents on infrastructure \*\* i \*\* \*\* ra  Backup \*\* Integrated into the Cloud Temple platform |
| Manage problems on infrastructure \*\* ra  Backup \*\* Integrated into the Cloud Temple platform |
| Manage capacities on infrastructure \*\* AI \*\* \*\* RC  Backup \*\* Integrated into the Cloud Temple platform |
| Ensure the maintenance in operational condition on the \*\* ra  **backup solution chosen within its supporters by The customer**  (6) \*\* |
| Ensure the maintenance in security condition on \*\* ra  **backup solution chosen within its supporters by the customer Manage incidents on the chosen backup solution**  ra \*\* within its proponents by the customer |
| Manage problems on the backup solution chosen \*\* Ra \*\* within its proponents by the customer |
| Manage the capacities on the backup solution chosen \*\* RA \*\* \*\* CI \*\* within its proponents by the customer |
| Manage the life cycle of safeguard policies \*\* ra  **Ensure that safeguard policies are**  ra \*\* consistent with the life cycle of the data |
| Ensure that the activity continuity or \*\* ra \*\* plans resumption of activity are consistent with the life cycle of data |
| Perform periodic tests to assess the efficiency \*\* ra  **safeguard strategy Perform periodic tests to assess the efficiency**  RA \*\* \*\* CI \*\* of the strategy of taking over activity or continuity activity |

*(5) on January 1, 2024, the backup solution integrated into the Cloud Temple platform is IBM Spectrum Protect Plus.This solution is fully automated and can be managed via the cloud console Temple or the Cloud Temple API.*

### Management of safeguarding and recovery of activity for third -party platforms within a customer holder

| Role role Client Client Temple |
| --- |
| Ensure the maintenance in operational condition on the \*\* ra  **backup solution chosen within its supporters by The customer**  (6) \*\* |
| Ensure the maintenance in security condition on \*\* ra  **backup solution chosen within its supporters by the customer Manage incidents on the chosen backup solution**  ra \*\* within its proponents by the customer |
| Manage problems on the backup solution chosen \*\* Ra \*\* within its proponents by the customer |
| Manage the capacities on the backup solution chosen \*\* RA \*\* \*\* CI \*\* within its proponents by the customer |
| Manage the life cycle of safeguard policies \*\* ra  **Ensure that safeguard policies are**  ra \*\* consistent with the life cycle of the data |
| Ensure that the activity continuity or \*\* ra \*\* plans resumption of activity are consistent with the life cycle of data |
| Perform periodic tests to assess the efficiency \*\* ra  **safeguard strategy Perform periodic tests to assess the efficiency**  RA \*\* \*\* CI \*\* of the strategy of taking over activity or continuity activity |

*(6) This concerns any additional backup solution Place in customer environments and managed by the latter.Cloud Temple offers professional services for those who wish delegate certain operations to Cloud Temple.*

### Documentation and contract management

| Role role Client Client Temple |
| --- |
| Ensure the customer’s commercial and contractual management, \*\* i \*\* \*\* ra \*\* including the establishment of quotes, the treatment of Orders and billing management |
| Ensure contractual follow -up of the service, including the \*\* ra \*\* \*\* i \*\* validation of quotes, monitoring of deliveries and billing monitoring |
| Ensure the maintenance and availability of the inventory \*\* i \*\* \*\* ra \*\* resources provided by Cloud Temple relating to the offer Secnumcloud |
| Ensure maintenance and provision of \*\* i \*\* \*\* ra  **Technical documentation relating to the SecnumCloud offer Follow up on the life cycle of virtual machines**  Ra \*\* deployed in your cloud temple environments via your CMDB (Database Management Configuration) |
| Keep up to date the access policy to the \*\* ra \*\* interface Cloud Temple console or API Cloud Temple |

## ### Journal Management

Role role Client Client Temple ————————————————————————- Keep and make available the newspapers of \*\* Ra  **Iaas Cloud Temple**  (7) \*\* platform

Keep and make available the newspapers of \*\* Ra \*\* Information system hosted within your supporters Cloud Temple ——————————————————————————

*(7) On January 1, 2024, the duration of retention of the newspapers of the platform is one year.* ## Connectivity to the customer network (MPLS, dedicated fiber, IPSEC, …)

| Role Role Role Activity Temple client |
| --- |
| Subscribe to a network connectivity for \*\* ra \*\* \*\* ci \*\* Access a Cloud Temple physical datacenter (8) |
| Manage the IP addressing plan \*\* ra \*\* \*\* i \*\* |
| Manage incidents on operator network links \*\* RA \*\* customer |
| Manage problems on operators networks \*\* ra \*\* \*\* ci \*\* customer |
| Manage the capacities on the Networks Operators \*\* RA \*\* \*\* CI \*\* customer |

*(8) Cloud Temple takes responsibility for the network concerning his backbone infrastructure, its collection points as well as the points interconnection Datacenter, thus guaranteeing connectivity between These points and its backbone network.In the bay accommodation offer physics, Cloud Temple assumes responsibility from equipment Located at the top of the rack, commonly known as “Top of Rack”.*

## Reversibility

| Role role Client Client Temple |
| --- |
| Plan the reversibility project and choose the \*\* ra \*\* \*\* i \*\* Target infrastructure |
| Implement the transitional operations, which they \*\* ra \*\* \*\* i  **imply manual extraction, the use of API or any other third -party method compatible with the platform Cloud Temple. Transfer data while controlling the repercussions**  Ra \*\* migration on the quality of the service provided by the customer information system. |
| Proceed with the dismantling of private cloud configurations \*\* i \*\* \*\* RA  **and options associated with the customer, following the termination of the contract. Carry out the secure erasure of data on the supports**  I \*\* \*\* RA \*\* storage and provide a certificate |