

# Unit4 Student Management

## Cloud Service Description

Version 1.4

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# 1. Introduction

Unit4 Student Management transforms the student information experience. Ideal for both traditional and non-traditional learners, its “touch-first” design also makes it highly appealing to mobile users. A true-cloud, comprehensive and configurable solution, it is easy to deploy and gives you control over the entire student lifecycle, delivering even better value.

The purpose of this Appendix is to describe the cloud service composition provided to the Customer.

Unit4 provides a complete technically-managed solution for Unit4 Student Management deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management and maintenance of the entire solution (including backups), disaster recovery and service updates.

Unit4 offers cloud enterprise solutions as Software as a Service : Unit4 SaaS - a software as a service delivery model deployed on Microsoft Azure. This model leverages of Microsoft Azure’s scale and experience of running highly secure and compliant cloud services around the globe. Microsoft Azure’s infrastructure is second to none in terms of physical and electronic security, and it adheres to industry standards such as ISO 27001, SOC 1 & 2, PCI DSS and many more.

Unit4 Student Management is available as SaaS dedicated, where compute resources are dedicated to a single customer.

In summary, Unit4 provides the following:

- Full deployment of Unit4 Products, including any required administration web client and mobile web sites and API’s/web services.
- All user access to Unit4 Student Management is over secure internet connections (HTTPS). A variety of browsers and mobile platforms are supported. There is an Azure ExpressRoute option to provide a private communications channel.
- Comprehensive integration options available, including the use of Unit4 API’s/Web Services, batch file-based interfacing and SQL read-only access to data (Dedicated option).
- Infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware, network communications.
- Firewalls, anti-virus and access controls.
- Continuous monitoring is in place, covering servers, services and applications, feeding alerts and continuous improvement.
- Application of all updates, patches, hot fixes to Unit4 and other supporting software.
- Production and non-production environments with a separate database for your data.
- Forgiveness restores (where applicable),, plus disaster recovery in a physically separate secondary site.
- Service Level Agreement, with service credits based on service availability.
- Unit4 Community4U to engage with Unit4 directly, giving insight in the service performance indicators and see the status of services.
- Various Azure regions leveraged to enable Unit4 to meet your data residency needs; your data always resides within a specified a geo-political zone (except where explicitly stated otherwise).

- Formal policies in place for: Information Security, Data Processing, Disaster Recovery and Business Continuity and Acceptable Use

## 2. Data centers & data residency

Unit4 uses the Microsoft Azure infrastructure and platform services, to deliver the Unit4 Student Management. These services are delivered from within different geo-political zones, using a primary and a secondary location in every zone to meet service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geo-political zones, along with the data center locations. For more information, see Azure region details: [azure.microsoft.com/regions](https://azure.microsoft.com/regions).

Geopolitical zone	Provider	Data Location (Countries/City's/Regions)	Time Zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Iowa (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	Victoria and New South Wales (DR)	AEDT/AEST
Norway	Microsoft Azure	Stavanger and Oslo (DR TBD)	CET/CEST

Unless agreed in a deviation schedule the chosen deployment of the customer will be as follows:

Customer residence	Geopolitical zone used	Available solutions
APAC	Asia	All

Customer residence	Geopolitical zone used	Available solutions
Australia/New Zealand	Australia	All
Canada	Canada – Azure	All
EU	EU – Azure	All
Norway/ Denmark	Norway – Azure	All
UK	UK – Azure	All
US	US – Azure	All

In the unlikely event the primary and secondary redundancy of the network in a Geopolitical zone fails, connections are rerouted using tertiary redundancy in the following way.

Primary	Secondary	Tertiary
Geopolitical zone EU	Geopolitical zone EU	Geopolitical zone UK
Geopolitical zone UK	Geopolitical zone UK	Geopolitical zone EU
Geopolitical zone USA	Geopolitical zone USA	Geopolitical zone Canada
Geopolitical zone Canada	Geopolitical zone Canada	None
Geopolitical zone Asia	Geopolitical zone Asia	Geopolitical zone Australia
Geopolitical zone Australia	Geopolitical zone Australia	Geopolitical zone Asia
Geopolitical zone Norway	Geopolitical zone Norway	TBD

### 3. Service model

Unit4 Student Management is available in the Unit4 SaaS dedicated deployment only on Azure infrastructure.

Category	Component	Dedicated
SOLUTION	Release Upgrade elasticity: Ability to defer a Release for 6 months (maximum)	Yes
	All patching, updates of the standard solution (technical)	Included and automatic
INFRASTRUCTURE	Environments included	Preview + Acceptance + Production
	Storage (Documents)	250GB
	Availability guarantee	Yes
	Response time guarantee	Yes
	Dedicated deployment	Yes
SERVICES	Releases will commence	Automatically, with possibility to defer
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Backup & Restore services	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes

## 4. Environments

### Unit4 Student Management

Three (3) environments are provided as part of the Unit4 Unit4 Student Management, including:

- one Cloud Production Environment (or “live” environment) being the environment that the Customer uses in day to day (live) operation; and
- two non-production environment (or “preview” environment) which can be used as test, QA, pre-production or acceptance environment or for training purposes).

A Customer's preview environment always contains the latest updates for the Unit4 Product in use by the Customer. Additional environments can be provided at an extra charge.

### People Platform Services

Unit4 People Platform services are multitenant, shared services. Except where explicitly stated in the service's Service Description, each Unit4 People Platform service has a Preview instance and a Production instance; there is no concept of customer specific instances of Unit4 People Platform services. As such, no additional instances of Unit4 People Platform services are provided.

### 4.1 Production Environments

Only the Cloud Production Environment (PE) is subject to the Service Level Agreement.

### 4.2 Non-Production Environments Characteristics

Although a non-Production Environment (NPE) is not subject to the SLA, NPEs have some characteristics as described below.

#### Definition of an NPE refresh from or to PE

- A refresh of an NPE from PE encompasses:
- The restore of transactional database(s)
- The restore of non-transaction data store
- Copy of most recent 90 days of documents or the most recent 2Gb of documents, whichever results in greater amount of documents (blob store)
- Custom report templates (e.g. Purchase order template, invoice template, etc.)
- Customisations
- Report output from last 90 days. There is no NPE refresh option for Unit4 People Platform Services.

#### Point in time used

The NPE refresh is from a point in time prior to the current business day. The specific point in time is selected by Unit4.

## Frequency of NPE refresh from or to PE

Where the PE and NPE environment are at the same Release level or at the different Release levels, one refresh per NPE per month is included.

Additional requests will give an extra charge per refresh per NPE.

## How to request a refresh?

Refreshes must be submitted to Unit4 by a Named Support Contact using a Service Request on Unit4 Community4U.

## Throughput time

A NPE refresh from PE will be available for use at the start of the second business day following the Service Request acceptance (depends on the contracted support level).

## Users accessing an NPE

NPEs are configured to handle maximum of 15 concurrent users.

## Customer responsibilities

Customer needs to manage non-production WIP such as non-production report templates (e.g. in progress changes to purchase order report template) as refresh will replace WIP with copies from production.

## What happens to the previous NPE details after a refresh?

Everything in NPE environment will be erased and replaced with a fresh copy from PE; same reports as in PE, same data as in PE, etc.

## Update of an NPE to a new Update

The Preview (NPE) environment is updated as soon as an Update is available following an announcement of Unit4.

Once an NPE has been updated to the latest Update, it is not possible to move back to the previous Update.

## Backups

Backups of NPE are made daily in the time zone of the geo-political zone in use. Backups of NPE are kept for fourteen (14) calendar days.

## Restores

A restore request can be made by issuing a Service Request on Unit4 Community4U.

Throughput time, amount of included restores and the charge is same to a refresh of a NPE. Please note there is no customer specific restore option for Unit4 People Platform services.



## 5. Reporting and monitoring

### 5.1 Reporting on Service Performance

Unit4 provides operational information regarding Unit4 Student Management on Unit4 Community4U. That information includes:

- Service availability
- Monthly Average Response Time
- Scheduled maintenance (times, dates per region).
- Release information and deployment schedules.
- Incidents overview.
- Site recovery status (in the event of the disaster plan initiation)

### 5.2 Monitoring program

A continuous 24x7x52 monitoring and resolution program is in place to detect and resolve incidents to meet the Service availability and response time targets.

The monitoring covers availability and response times

## 6. Releases and updates

Periodically, Unit4 introduces new features in Unit4 Student Management including enhanced features and functionality across applications. Features and functionality will be made available as part of a Release. As part of regular maintenance Unit4 will apply Updates and Hotfixes, as deemed necessary by Unit4 in order to maintain the existing features of the Service and to maintain service level commitments and security.

Releases and Updates will be provided free of charge as part of the Service. However, it should be noted:

- Any Releases or Updates may result in additional Configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved service partner consultants, which are not included in the Unit4 Student Management Service and would be chargeable.
- Where any Release or Update replaces or updates any Customisation or non-standard functionality utilised by Customer, the Customer will be required to adopt the standard functionality. Unit4 reserves the right to charge a reasonable fee to provide assistance to the Customer to the extent any such Release or Update replaces or updates any Customisation or non-standard functionality utilised by Customer and Customer wishes to maintain the previous Customisation or non-standard functionality.

### 6.1 Release deployment

Releases may take place approximately twice per year. The frequency of Releases may be increased or decreased at Unit4's discretion. Releases may take up to twelve (12) hours to deploy, resulting in the Service being unavailable for some or all of that time (such unavailability shall not be counted as service downtime for the calculation of Service Availability). A schedule of planned deployment of Releases to the Production environment

will be published on the Unit4 Community4U. A customer's Preview environment always contains the latest updates of Unit4 Student Management in use by the customer. Unit4 will use reasonable endeavours to ensure that Releases will be carried out during the Planned Maintenance window.

## [APPLICABLE FOR UNIT4 PEOPLE PLATFORM SERVICES]

Given the foundational nature of the Unit4 People Platform services, releases of Unit4 People Platform services occur more frequently than end user facing aspects of Unit4 business solutions. Unit4 People Platform service releases are deployed in a transparent manner and result in no downtime. As such, Unit4 People Platform service releases can be deployed outside of Planned Maintenance windows. In rare cases when downtime is necessary, the release will be performed during a Planned Maintenance window. Details regarding changes contained in a Unit4 People Platform service release can be found on the Unit4 Community4U as soon as the release has been deployed. Releases of Unit4 People Platform services cannot be deferred.

### 6.2 Update Deployment

Updates are applied as deemed necessary by Unit4 in order to maintain the existing features of Unit4 Student Management as well as maintaining service level commitments and security.

An update calendar per Geopolitical zone will be released at least 4 weeks before an update commences on preview. The Production environment will follow no sooner than 9 weeks after the update announcement. Updates are not capable of being deferred.

Please note there is no concept of an update to Unit4 People Platform services. All changes to a Unit4 People Platform service are considered a release of the service.

### 6.3 Hotfix Deployment

Hotfixes are applied as deemed necessary by Unit4 in order to maintain the existing features of the Unit4 Student Management as well as maintaining service level commitments and security.

Please note there is no concept of an update to Unit4 People Platform services. All changes to a Unit4 People Platform service are considered a release of the service.

## 7. Planned and unplanned maintenance

### 7.1 Planned Maintenance

Currently, the Planned Maintenance window is from Saturday 18:00 to Sunday 06:00 CET/CEST on the 4<sup>th</sup> week of every month. Next to that a Planned Maintenance Window might be planned twice (2x) in a 12 months period to deploy a software Release from Saturday 18:00 to Sunday 06:00 CET/CEST. The Production Service may be periodically

unavailable at this time. Planned Maintenance windows are subject to change upon reasonable notice.

The exact dates of Planned Maintenance windows are communicated in the Unit4 Community4U.

If actual downtime for scheduled or planned maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or planned maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Unit4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to emergency / Unplanned Preventative Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavours to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as Service Outage. This is so that Unit4 is not encouraged to wait until the next Planned Maintenance window to deal with an urgent issue and avoid a Service Credit penalty.

## 7.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability of, or the security of Unit4 Student Management. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window.

Unplanned Preventative Maintenance is counted as a Service Outage.

# 8. Customer permissions and responsibilities

## 8.1 Customer permissions

Customer has the right to:

- 1) Monitor PE availability and Service Response Time on an active basis using a third-party monitoring service. Monitoring acts as a consumer of Unit4 Unit4 Student Management and is subject to any and all present and future Usage Restrictions of Unit4 Student Management. Customer and Unit4 must agree, prior to monitoring, on monitoring details in order to ensure that the monitoring does not interfere with the Unit4 Unit4 Student Management offering and that Unit4 security tooling does not block the monitoring service.
- 2) Conduct an external security vulnerability scan on an annual basis. Details of the planned scan must be provided to Unit4 at least 30 days in advance of each scan using a Service Request.

- 3) Conduct a security penetration test on an annual basis. Details of the planned test must be provided to Unit4 at least 30 days in advance of each test, using a Service Request.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

## 8.2 Customer Responsibilities

### Release and Service Updates

The following list summarizes typical Release and/or Update tasks and indicates services included as part of Unit4 Student Management and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
<b>Project Planning</b>		
<ul style="list-style-type: none"> <li>• Publishing general availability schedule of Releases on the Unit4 Community4U</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Managing timelines, outline goals, roles and responsibilities</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Business analysis and discovery</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Creating test plans</li> </ul>		✓
<b>Release deployment in Preview environment</b>		
<ul style="list-style-type: none"> <li>• Update Preview environment with Release</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• User training on changes</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Test: conducting basic Release testing</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Training support to assist with testing</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Functional and user acceptance testing as desired</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Training, implementation and Configuration for new features</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Uplift and testing of all Customisation</li> </ul>		✓

Task	Included	Customer Responsibility
<ul style="list-style-type: none"> <li>Reviewing test scripts and testing outcome for issues resolution</li> </ul>		✓
<ul style="list-style-type: none"> <li>Go/No-go criteria's and agreement on Production Release deployment timing</li> </ul>		✓
<b>Release deployment in Production</b>		
<ul style="list-style-type: none"> <li>Update existing application Configuration, being all activities undertaken to set up application provided by the service which involve the use of standard menus and functionality. There may be rare cases where it is not technically possible to determine the correct business Configuration; in these rare cases any tasks that must be completed manually are the responsibility of the customer.</li> </ul>	✓	✓
<ul style="list-style-type: none"> <li>Update Production environment with Release</li> </ul>	✓	✓

## Customisation update responsibilities

Unless otherwise agreed, Customer responsibilities include Customisation code lift and testing for compatibility, functional testing and any application (re)Configuration.

Unless otherwise agreed, any Customisations that are not updated to run on the current Release (n) in time for the production Release or Service Update deployment will be disabled in the production environment prior to Release deployment.

## Technical & functional responsibilities

Technical Environment responsibilities:

- Supply, administration and maintenance of customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of customer-side network, devices and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth (see Unit4 Solution Specific Service Description Connectivity section).
- Functional Environment responsibilities:
- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including user and role administration.

## 8.3 Customer Obligations

### Account Set-up

Customer is responsible for designating its Users, and for ensuring that all Users are adequately trained and understand Customer's remote access and use obligations and requirement to comply with Unit4's acceptable use policy ([www.unit4.com/terms](http://www.unit4.com/terms)). Where applicable each individual User must establish an Account. Customer is responsible for managing its Accounts and disabling a User's Account when Unit4 Student Management access is no longer required, including immediately upon termination of such User's affiliation with Customer. Customer is responsible for its Users' acts and omissions and for all activities occurring under its Users' Accounts.

### Account Administrator

Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding the Service and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 Unit4 Student Management, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

### Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and Customer may not recycle Account credentials when activating or disabling Accounts. Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access to, misuse of, or breach of security in Unit4 Student Management SaaS or its Users' Accounts, and will provide all information and take all steps requested by Unit4.

## 9. WordPress

Customers can use their own WordPress environment integrated with Unit4 Student Management. In the case customers do not yet use WordPress, Unit4 can deliver WordPress as part of the Service, where Unit4 provides access to a limited subset of the huge variety of capabilities, configurability, options and plug-ins available within WordPress. The subset allows customers to realize the functionality of the Unit4 Student Management solution.

### 9.1 WP-Administrator Role Access

WP-Administrator role access is permitted for customer designated site owners. This role allows (CRUD) restricted (no RDP access to server) access to:

- Content (Posts, Pages, Categories).
- Users (WP Users Only, Unit4 Student Management Users come from Unit4 Student Management).
- Themes (Install, Update, Change, Delete).

- Plug-ins (Install, Update, Change, Delete) – only plug-ins listed below are permitted.

## 9.2 ‘Unit4 Student Management Adaptor’ Plugin

The Unit4 Student Management Adaptor plugin provides a connection between WordPress and your Unit4 Student Management instance. As a ‘first-class’ WordPress plugin, the Unit4 Student Management Adaptor follows the same updating method as other, standard WordPress plugins served from Unit4’s repository. Inherent support of this includes:

- Unit4 Student Management API Support – The plugin relies on the API to communicate with your Unit4 Student Management instance
- Released Unit4 Student Management page content – Unit4 will support the function of Unit4 Student Management pages that are shipped with the plugin.

## 9.3 Support for Required 3rd Party plugins

The ‘Unit4 Student Management Adaptor’ plugin relies on functionality provided by the following 3rd party plugins:

- ‘Groups, by itthinks’ – This plugin enforces page access authorization by group membership. Note that this secures access only to the page/wrapper, while the contents of a Unit4 Student Management page are governed by Unit4 Student Management security measures.
- ‘Groups 404 Redirect’ – A helper plugin used by the “Groups, by itthinks” plugin above and simply facilitates redirecting the user if the user has no access to a group membership-secured page.
- ‘Hide Admin Bar Toolbar’ – This is a plugin that hides the WordPress ‘Admin’ toolbar from non-site admin users.

## 9.4 Basic Theme Support

WordPress theming is accomplished using Unit4 Student Management’s theme. Unit4 will support any issues arising from standard, default usage of this theme, including:

- The ability to activate and use the theme
- The ability for Unit4 to update the theme
- The ability to use built-in theme features – e.g. the ‘Customizer’ functionality

The list above is exclusive; meaning that if something is NOT listed above, it is NOT permitted.

## 9.5 Additional considerations

If a customer chooses to use a different theme, e.g. any theme other than the Unit4 Student Management Theme, Unit4 will ONLY be responsible for ensuring that the ‘Unit4 Student Management Adaptor’ plugin is functioning.

**This responsibility does NOT include:**

- CSS changes required to make Unit4 Student Management portal content render in any specific way. If the content from the ‘Unit4 Student Management Adaptor’ plugin does not have the desired visual appearance or does not function correctly in the customer’s



own theme, the customer is responsible for all efforts to correct the visual appearance and/or solution functionality impacted by the non-Unit4 theme.

- The creation of additional pages.

## 10. Customizations, integrations, custom reports and fields

Customisations, custom reports and integrations are permitted in Unit4 Student Management and can be written by Unit4, Unit4 partners or the Customer. Maintenance, support, implementation and update considerations for these custom components are not included in the Service fee. Customisations are not supported by Unit4 under Standard Support. The Customer has sole responsibility for the Customisations, custom reports and integrations, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customisation (including Unit4 delivered Customisation as part of a project implementation, bespoke code written by Unit4). If any assistance is required in regard to Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Customisation, but this will be subject to review and extra charge. Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

User-created customized reports, ad-hoc reports, and basic user defined fields are permitted. Next to that third-party solutions can connect to the Unit4 Student Management service by using APIs, but they require third party vendor hosting or customer hosting.

### 10.1 Unit4 Created Customisations

Maintenance of Unit4 authored or created Customisations, including custom entities, fields, relationships, screens, reports, imports, exports, workflows, interaction plans, lookup data, localization files, C# / Java /etc. code, database views, web styles and scripts, are outside the scope of Unit4 Student Management offerings. Maintenance, support, implementation and update considerations for these components are not included in the Service fees.

### 10.2 Restrictions in Customisations

In general, there are restrictions regarding allowing Customisations in Unit4 Unit4 Student Management including but not limited to:

- no third-party applications/DLL installed
- no direct access to local resources such as file system, network, etc., access must be indirect via approved methods that provide abstraction from specific infrastructure
- all Customisations must be delivered fully documented
- any code needs to be transparent and readable delivered to Unit4
- all Customisations must include installation routines that require no manual interaction and allow for end users to validate installation has been completed and the Customisation ready for Configuration or use via standard application capabilities

### 10.3 Customisation Review process



Unit4 reserves the right to review all Customisations submitted by customers in order to protect the security, stability and performance of the Services. In such event Unit4 may ask for the source code of the Customisation in order to assess the risk to the stability, security and/or performance of the Service. In case Unit4 identifies a reasonable concern Unit4 reserves the right to reject the Customisation.

## 10.4 Unit4 APIs backward compatibility

Unit4 recommends using the most recent version of the Unit4 APIs in order to receive optimum performance and stability. Prior versions of Unit4 APIs are updated to support backward compatibility for all prior versions of Unit4s APIs that have not reached an end-of-life status. End-of-life announcements will be made not less than eighteen (18) months before the end-of-life of each Unit4 API.

## 10.5 Maintenance of Customization, Custom Reports and Integrations:

- Maintenance, support, implementation and update considerations for these components is not included in the Unit4 SaaS fee.
- Customer or Unit4 Partner authored customizations, custom reports and integrations are the full responsibility of the customer for all aspects of deployment and maintenance. Customer responsibilities include code lift for release version compatibility, functional testing and configuration and error resolution.
- Unit4 authored customizations, custom reports and integrations are outside the scope of the Unit4 Student Management Service. Maintenance of customizations, custom reports and integrations must be formally set up and included on an executed Order form to ensure that Unit4 takes responsibility. If Unit4 maintenance of customizations, custom reports and integrations has not been included on an executed Order form, responsibility for all aspects of deployment and maintenance will reside with the customer.

## 10.6 Integrations

Unit4 Student Management does integrate to Unit4 ERP (M6 and higher) to support the order to cash scenario. In this scenario, invoices generated in Unit4 Student Management can be posted into the Accounts Receivable module in Unit4 ERP for cash collection, and to the General Ledger to report the financial transactions. This integration works both to cloud as well as on-premise Unit4 ERP environments, provided the integration is setup as documented in the technical documentation.

Other integrations, defined as any solution capability that shares data with an external, are permitted according to the guidelines described below. Interface methods that are supported are described below. Interface methods not explicitly stated below are not permitted.

Integration Type	Permitted?
Interfaces using Unit4 Student Management API/web services	Yes

# 11. Technical operations

## 11.1 Printing

All printing is carried out on the client side.

## 11.2 Direct Database access

Direct database access can be provided, against additional recurring costs, to a replicated read-only database, as described below. This additional Service is not available for People Platform Services and will come at an additional cost:

- A copy of the Customer's transactional database, with a limited set of tables will be made available via one database connection (via TCP/IP TDS endpoint) with read-only access, with one set of database user credentials.
- Customer can request for specific tables/views to be replicated. Any change of the database definition for the custom objects may result in the replication process failure. In such an event customer will have to request via service request to reinitiate the replication process.
- Replication process may require to be reinitiated after software upgrades/software updates
- The database connection must be made from the Customer-provided application or system running outside of the Unit4 Global Cloud Service operating environment.
- The copy will be refreshed no less frequently than every 15 mins. Meaning the data will be no older than 15 mins as compared to the source transactional database.
- Any of the Customer's environments are candidates for this option and each has an additional cost.

Customer responsibilities for the direct database access additional service offering include:

- Customer side networking.
- Establishing secure database connections and ensuring data privacy.
- Establishing, monitoring and managing any integrations or other consumption of the database connection.
- Licensing, operating and installing in the customer's IT infrastructure any applications that consume the direct database access connection.

## 11.3 Connectivity

The Unit4 Student Management Administrative site and Academic Portals are accessed via the web client, delivered over the public internet using an HTTPS connection (RSA 2048 bits - SHA256 with RSA and/or EC 256 bits SHA256 with ECDSA).

A VPN connection (IPsec) can be provided as an option to Unit4 Global Cloud Dedicated service model customers.

### Internet bandwidth suggestions\*

For information about bandwidth please contact your account manager at Unit4.

\* Rough guidance only based on simulation testing. Response times will be dependent upon a variety of factors such as number of users, type of web processing initiated, customer side internet line capacity and infrastructure set-up such as use of proxies.

## Virtual Private Network

Unit4 can provide an optional VPN (IPsec) connection as an option

Client device terminating the VPN connection has to fulfill the following requirements:

- Be on the list of supported hardware for RouteBased VPN:  
<https://docs.microsoft.com/en-us/azure/vpn-gateway/vpn-gateway-about-vpn-devices>
- Support Network Address Translation (NAT) to limit the networks on customer side to one network with maximum 24-bit mask
- Provide, at minimum, support for VPN settings listed below:

IKE version	IKE v2
IPSec Keying Mode	PSK
IKE Phase 1 – Encryption Algorithm	AES 256
IKE Phase 1 - Authentication	SHA 256
IKE Phase 1 – DH Group	At minimum DH14
IPSec Phase 2 – Encryption	AES 256
IPSec Phase 2- Authentication	SHA 256

For Unit4 Student Management interfaces, following connectivity is available:

- Web Application access: Exclusive to VPN, Exclusive to Internet or Available from both Internet and VPN.
- Read Only Database access: Exclusive to VPN.
- SFTP access: Exclusive to Internet or Available from both Internet and VPN.

## 11.4 Authentication

By default, authentication for Unit4 Student Management (web client) is carried out using application-based username and password authentication. Management of users and passwords within Unit4 Student Management application is the responsibility of the customer.

The Unit4 Cloud services have capabilities for federated authentication to allow customers' users to use their organizational credentials (e.g. domain user name and password) when logging in to an Unit4 application using a web browser (web access). With federated authentication, the customer's authentication provider (e.g. ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific user name and password that is validated by the Unit4 application.

In order to use federated authentication, there is an optional Services called Unit4 Identity Services or Unit4 IDS. Unit4 IDS supports WS-Federation protocol with SAML tokens, SAML-P and OpenID Connect. For example, ADFS can be configured to work with Unit4 SaaS today (ADFS supports WS-Federation / SAML tokens). The customer is responsible

for configuration of their authentication provider (e.g. ADFS, Okta, Azure Active Directory, etc.). Please note that by using Unit4 IDS, IP whitelisting will not be possible anymore.

## 11.5 Technical overview

Topic	Description
<b>FTP</b>	
Protocol	SFTP (SSH FTP) protocol is used with AES256-SHA2 cipher
Credentials	Two sets of credentials are provided per environment (e.g. 2 username/passwords for production, 2 username/password for each NPE). By default, one credential has access to Data Import and the second credential has access to Data Export folder. Additional credentials can be requested against additional costs, with these credentials unique permissions can be set to subfolders that are directly under Data import or Data Export folder for all environments.
<b>Email</b>	
Domain	Unit4 Student Management has capabilities to send email. Outbound email is sent to recipients via customer's SMTP server or an SMTP mail sending service defined and provided by and the responsibility of the customer.
Protocol	SMTP over TLS
<b>Authentication</b>	
Protocols supported	WS-Federation, SAML-P and OpenID Connect support (see Unit4 IDS Service Description) and application specific credentials
<b>Internet communication</b>	
Protocols supported	HTTPS secured with TLS with RSA SHA256withRSA encryption and/or EC SHA256 with ECDSA

# 12. Data considerations

## 12.1 Transfers of Customer Data to Unit4 Student Management

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 customer, it is responsible for ensuring data consistency (i.e. that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is inputted into the Unit4 Student Management.

When customer requests to copy a database snapshot from outside of Unit4 Cloud environment then it should be free of any customization objects. These objects should be sent in a separate Service request and will follow standard customization review process.

## 12.2 Backup and Restore Services

Customers are given the option of a “forgiveness” restore, where a recent Production Service back-up can be restored to the PE in case of a disastrous user mistake (e.g. running month end processing in “live environment” instead of in “preview” as intended).

Backups are performed to allow for forgiveness restores to be completed with a restoration point as shown below and no later than thirty (30) days prior to current time, to a resolution as shown below. Forgiveness restores are initiated within four (4) Business Hours after request and time to complete depends on data volume.

There is no “forgiveness” restore option for Unit4 People Platform services.

Deployment model	Request restore point permitted
Unit4 Student Management	between 1 hour prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes

Customer may request a Service Restore report no more frequently than once per month via the Unit4 Community4U using a Service Request. An arbitrary example is shown below:

Current time	Restore Range	
15-03-2017 00:15	13-02-2017 00:15	14-03-2017 23:15
25-07-2017 14:25	25-06-2017 14:25	25-07-2017 13:25
22-09-2017 08:00	23-08-2017 08:00	22-09-2017 07:00

## 12.3 Data Security

### Data in transit

Customer Data in transit is protected with latest TLS encryption levels.

## Customer Data at rest

Data at rest protection using transparent, whole database encryption (e.g. transparent data encryption, and/or whole disk data encryption) is an option available against additional cost. Please see the Unit4 Information Security Policy, which is available at [www.unit4.com/terms](http://www.unit4.com/terms).

## Whitelisting

IP Whitelisting is offered as an option that will come at an additional recurring cost in Unit4 Student Management, as a means to gain an extended level of control on who has access to their environment. An IP whitelist is a list of IP addresses that are granted access to a certain Service. When an IP whitelist is used, all IP addresses are denied access, except those included in the IP whitelist.

IP Whitelisting is available according to the table below.

Whitelisting	Service	Data center	Cloud Type	Available?
Web endpoints	Unit4 Student Management	Azure	All	Yes

**When using People Platform Services whitelisting will not work due to dynamic URLs.**

Customer needs to provide VPN access to their own network for Partners or Unit4 consultants working off network (to allow remote working).

The People Platform Services like Unit4 Identity Services, Unit4 Wanda and Unit4 Extension Kit use dynamic IP addresses, there for IP Whitelisting is not supported for any combination of Unit4 Student Management with any People Platform Services.

## 12.4 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Unit4 Student Management (web-client), accessed via a supported web browser.
- Unit4 Student Management API/web services.