beacon

Activities	PaaS or SaaS (with Enhanced Infrastructure Services)		PaaS or SaaS (without Enhanced Infrastructure Services)	
	Beacon	Customer	Beacon	Customer
Infrastructure and Server Management				
Maintain platform availability as per uptime SLA specified in agreement. Please see downtime definition.	R/A	I	R/A	I
Upsize/downsize persistent hosts based on CPU/memory needs	R/A	C	C	R/A
Manage elastic host pools, including provisioning of additional servers/cores based on client compute requirements	R/A	I		R/A
Manage capacity of storage devices used by platform, including database sizing and adding disk space	R/A	I	C	R/A
Periodically upgrade to the latest supported/tested version of required 3rd party platform components (e.g. Ubuntu, MongoDB)	R/A	I	C	R/A
Maintain a wsq.io DNS record by which client may access the platform	R/A	I	R/A	I
Create regular production backups based on client's reqs	R/A	C/I		R/A
In the event of a disaster (e.g. AWS / Azure Availability Zone failure), execute DR process within contractual RTO	R/A	C/I	R/A	C/I
Monitoring				
Availability monitoring of all persistent hosts	R/A	I	R/A	I
Leverage monitoring tools to track memory & CPU performance of persistent hosts & inform decisions about host size	R/A	R/I		R/A
Leverage Beacon's monitoring tools to track capacity of all storage devices	R/A	I	C	R/A
Running periodic smoke tests/checkouts to ensure health of key platform components	R/A		R/A	
Managing custom integration between platform and other systems or vendors used by customer		R/A		R/A
Security				
Maintain and update SSL certificates	R/A	I		R/A
Configure firewalls, network security, and IP allow lists	R/A	C/I	R/A	C/I
Manage connectivity with downstream systems and vendors (including market data providers)	C	R/A	C	R/A
Security vulnerability & penetration testing of Beacon platform (for Private Tenant Clients, Beacon will perform PEN testing on their own instances of Beacon & inform the client of any indented vulnerabilities and plans to remediate, but the	R/A	I	R/A	I

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responsibility/accountability of scanning the client's instance of the platform belongs to the client)				
Security vulnerability & penetration testing of applications built on top of platform; remediation of issues found during testing		R/A		R/A
Identification and remediation of common vulnerabilities and exposures (CVEs) impacting platform	R/A	I	R/A	I
Application Upgrades				
Ongoing support and maintenance of custom 3rd party components or nonstandard solutions that the customer has integrated with the platform		R/A		R/A
Develop platform enhancements as per Beacon's product roadmap	R/A	C/I	R/A	C/I
Perform regression testing on new platform releases	R/A	I	R/A	I
Make new releases available to the customer	R/A	I	R/A	I
Publish changelogs detailing the contents of a new software release	R/A	I	R/A	I
Perform UAT on new software releases; validate customer use cases involving both Beacon- and customer-developed code		R/A		R/A
Validate new code developed by the customer, including performance testing		R/A		R/A
Deploy new releases to customer's domain	R/A		R/A	
Support & Incident Management				
Troubleshoot incidents/unexpected platform behavior; escalate as needed to Beacon Technical Customer Support via customer's designated Expert Users		R/A		R/A
Triage, investigate, and resolve customer-reported incidents as per SLA, including delivery of tested bug fixes/patches	R/A	I	R/A	I
Triage, investigate, and resolve incidents caused by customer code built on top of platform		R/A		R/A
Maintain online library of platform documentation with FAQs, runbooks, and user guides	R/A	I	R/A	I
User management, including creation/removal of users and managing user access		R/A		R/A
Create and schedule new batch (Bob) jobs; update the actions and/or scheduling of existing jobs as required		R/A		R/A