DSaaS: Flux Federation Hosting

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See What's Changed

This Schedule outlines the requirements for Biza's hosting of Data Store as a Service for Flux Federation (DSaaS:Flux) 1.8.0.

1. Definitions and Interpretations

1.1 This Schedule forms part of the Master Services Agreement between Biza and the Client (**MSA**) or the Consolidated Services Agreement (**CSA**), whichever applies. Terms defined in the MSA or the CSA have the same meaning when used in this Schedule.

1.2 This Schedule sets out the requirements for Biza's hosting of Data Store as a Service for Flux Federation (DSaaS:Flux) as provided to the Client under a Statement of Work or other ordering document issued under the MSA, or an Order Form issued under the CSA (**SOW**). The components, editions and add-ons of DSaaS:Flux hosting that the Client receives are those set out in the applicable SOW.

1.3 If this Schedule is inconsistent with the MSA, the CSA or a SOW, the order of precedence set out in the MSA or the CSA, as applicable, applies.

1.4 The following additional definitions apply:

Biza Guides
: refers to the technical documentation hosted at https://guides.biza.io

Biza ID
: refers to Biza's identity service, as described within Biza ID

CSA
: has the meaning given in clause 1.1, being the Consolidated Services Agreement published in Biza Guides

DSaaS:Flux
: refers to Data Store as a Service for Flux Federation, as described in the DSaaS: Flux Federation Schedule. The Data Adapter, DSaaS:Admin and Brand have the meanings given there

Helm Chart
: refers to the versioned package that defines every component of DSaaS:Flux and its configuration

MSA
: has the meaning given in clause 1.1

Release
: refers to one version of DSaaS:Flux. A Release names the Helm Chart and every component it deploys

SOW
: has the meaning given in clause 1.2, and includes any other ordering document issued under the MSA, and any Order Form issued under the CSA, for DSaaS:Flux

Space
: refers to one Biza-managed deployment of DSaaS:Flux for one Client environment

Work Context
: refers to the classification of a Space as Green, Yellow or Red, as described in Work contexts

2. Preamble

The Holder as a Service environment provides a turnkey solution for delivering the Consumer Data Right requirements for mandated Data Holders. For Clients whose energy billing platform is Flux Federation, DSaaS:Flux is the Data Adapter that supplies Consumer Data to HaaS: Platform.

Biza delivers DSaaS:Flux as a Helm Chart, which Biza deploys into a Biza-managed infrastructure environment in Biza's AWS cloud environment and operates on the Client's behalf.

The Client does not install, host or upgrade DSaaS:Flux. Consumer Data cached by DSaaS:Flux is held within Biza's environment.

3. Hosting Requirements

The following requirements apply to Biza's hosting of DSaaS:Flux. FC1 to FC3, FL7, FV1, FV2 and FP5 keep the identifiers they had in the DSaaS: Flux Federation Schedule.

Requirement identifiers are stable and are not reused. Gaps in numbering are intentional.

Functional Requirement	Sectors	Category	Requirement
FH1	Energy	Delivery	Biza **MUST** deliver DSaaS:Flux as a Helm Chart, and deploy each Release of it into one Space per Client environment, in Biza's AWS cloud environment in the Sydney (ap-southeast-2) region.
FH2	Energy	Environments	Each Space **MUST** run in the Green, Yellow or Red Work Context. A Release **MUST** reach the Green Space before the Yellow Space, and the Yellow Space before the Red Space.
FH3	Energy	Releases	A Space **MUST** run only a published Release, in which the Helm Chart and every component carry the same version. A Space **MUST NOT** run an unversioned component.
FH4	Energy	Credentials	Every credential of a Space **MUST** be held in a managed secret store and delivered only to the components that use it. A credential **MUST NOT** appear in configuration or in source control.
FH5	Energy	Access	The Data Adapter and DSaaS:Admin **MUST** accept only tokens issued by the Space's configured issuer, which is Biza ID.
FH6	Energy	Network	The Data Adapter **MUST** be reachable only from Biza's internal network, over TLS with a publicly trusted certificate, and **MUST** refuse requests to its management paths. DSaaS:Admin **MUST** be reachable from the internet only through Biza's shared load balancer, behind single sign-on.
FH7	Energy	Isolation	Each Space **MUST** be confined to its own isolated environment and **MUST NOT** change shared infrastructure. Every component **MUST** run without administrative privileges and with a read-only file system.
FH8	Energy	Messaging	Each Space **MUST** run its own message broker, with one node in each of three availability zones and replicated queues.
FH9	Energy	Migration	A Space **MAY** keep answering on the host names of the environment it replaced.

Functional Requirement	Sectors	Category	Requirement
FH10	Energy	Change control	Every change to a Space, including a change of Release, **MUST** be made through Biza's recorded change process and applied by automated deployment, not by hand. A Release **MUST NOT** be deployed to the Client's Yellow or Red Space until the Client has approved it, as set out for DSaaS:Flux in the Release Procedure. DSaaS:Flux is not offered on an evergreen (automatic) release basis.
FC1	Energy	Data store	DSaaS:Flux **MUST** store its data only in a managed Amazon DocumentDB cluster in the Space's own AWS account, and **MUST NOT** use a relational database.
FC2	Energy	Data store	DSaaS:Flux **MUST** keep CDR Data Sharing Arrangement state, each Brand's Consumer Data and its batch job history in separate databases.
FC3	Energy	Data store	Every connection to DocumentDB **MUST** use TLS. A Space whose database connection settings lack TLS **MUST NOT** start.
FL7	Energy	Logging	The application logs of DSaaS:Flux, including SIEM events, **MUST** be sent to the Client's Datadog through the Space's own log pipeline, tagged with the Work Context and any tags the Client asks for.
FV1	Energy	Availability	Each DSaaS:Flux application service **MUST** run as a single instance, placed across availability zones where capacity allows.
FV2	Energy	Availability	Each application service **MUST** be health-checked at start-up, for readiness and for liveness, and **MUST** be restarted when it fails its liveness check.

4. Client Obligations

The Client **MUST** provide the following for Biza's hosting of DSaaS:Flux:

Functional Requirement	Sectors	Category	Requirement
FP5	Energy	Logging	A Datadog API key and Datadog site to receive the Space's logs.

5. Excluded Functionality

The following hosting arrangements are **not** offered:

5.1 Customer-hosted deployment: DSaaS:Flux is not delivered as an appliance for installation in a Client's own or cloud environment.

5.2 Microsoft Azure: DSaaS:Flux is not hosted in Microsoft Azure.

5.3 Other databases: DSaaS:Flux does not use Amazon Aurora, Azure Database for PostgreSQL, Azure Cosmos DB or any other relational database.

5.4 Other work contexts: DSaaS:Flux runs in Green, Yellow and Red Spaces only.

5.5 Horizontal scaling: DSaaS:Flux does not run more than one instance of an application service.

6. Replaced requirements

This Schedule replaces the DSaaS (Hosting) requirements. Each of their identifiers is accounted for below:

DSaaS (Hosting) requirement	Now
H1: Deployable into Biza's AWS cloud environment	FH1
H2: Deployable into Biza's Azure cloud environment	Not offered (Excluded Functionality 2)
H4: Integration with Amazon DocumentDB	FC1
H5: Integration with Amazon Aurora	Not offered (Excluded Functionality 3)
H6: Integration with Azure Cosmos DB	Not offered (Excluded Functionality 3)
H7: Integration with Azure Database for PostgreSQL	Not offered (Excluded Functionality 3)
H8: Exporting of logs to Datadog	FL7