Service Level Agreement

For Webdashboard

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Document details & change history			
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1.1	21-04-2021	First review revisions	Olivier van de Rhoer
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Document Approvals		
Name	Role	Date
Anton van Daal	CEO	05-05-2021
Anton van Daal	CEO	19-08-2022
Anton van Daal	CEO	25-06-2024

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2.0. Agreement Overview

2.1. SLA Introduction

This is a Service Level Agreement (SLA) between a Customer and Webdashboard.

2.2. Definitions, Conventions, Acronyms, and Abbreviations

Term	Description
SLA	Service Level Agreement.
SAAS	Software as a Service.
Customer	The person that has the authorization from their company and has subscribed to Webdashboard.
Webdashboard	The person representing Webdashboard that approved this document on page 1.
Portal User	A user that has the role 'User' in Webdashboard.
Portal Admin	A user that has the role 'Portal admin' in Webdashboard.
Major bug	Impacts the Portal User's ability to access a report. Security is impacted.
Severe bug	Some management screens around security are not working. For example, the RLS popup or Access management to reports.
Minor bug	Everything that is not related to security and report viewing.
Standard subscription	A subscription model of Webdashboard where you use everything from Webdashboard and connect that to a shared Power BI environment managed by Webdashboard
Enterprise subscription	Enterprise is a subscription model of Webdashboard where you use everything from Webdashboard and connect that to your own Power BI environment
Publish account	The account the Customer uses to sign in to https://app.powerbi.com or Power BI Desktop to manage reports.
MFA	Multi factor authentication.
Azure AD	Azure Active directory https://azure.microsoft.com/nl-nl/services/active-directory/
Azure B2C	Azure Business to Customer https://docs.microsoft.com/en-us/azure/active-directory-b2c/overview

2.3. Purpose

The purpose of this SLA is to specify the requirements of the Webdashboard as defined herein with regards to:

- Support Window
- Monthly uptime percentage
- Scheduled downtimes
- Performance considerations
- Security standards

2.4. Contractual Parameters

Contract renewal is executed by the Webdashboard team yearly and is binding without confirmation by the Customer.

If modifications, amendments, or extensions on this SLA are needed, Webdashboard will notify the Customer. If the Customer does not agree to the modified SLA, the Customer has the right to terminate the subscription.

In case no modifications are needed the Customer will not be notified.

3.0. Service Agreement

3.1. Availability - Global

All Webdashboard's services run on Azure. Each service has its own SLA. The availability part of these SLA's directly impact our services.

Resource	# in use	SLA link	Availability
Azure SQL Database	1	https://azure.microsoft.com/en-us/support/legal/sla/sql-database/v1_5/	99.99%
Function App	1	https://azure.microsoft.com/en-us/support/legal/sla/functions/v1_1/	99.95%
Key vault	1	https://azure.microsoft.com/en-us/support/legal/sla/key-vault/v1_0/	99.9%
Storage Account	2	https://azure.microsoft.com/en-us/support/legal/sla/storage/v1_5/	99.8%
App Service plan	1	https://azure.microsoft.com/en-us/support/legal/sla/app-service/v1_4/	99.95%
Docker container registry	1	https://azure.microsoft.com/en-us/support/legal/sla/container-registry/v1_1/	99,9%
Expected hosting uptime			**99,49%**

Webdashboard will go down during new releases for approximately 10 minutes. These are usually scheduled on Friday nights at midnight West European time. There are two reasons to release Webdashboard on other moments than Friday nights.

1. Release of a Severe bug fix. These are always released at midnight West European time.
2. Release of a Major bug fix. These are done the moment they are ready.

3.1.1 Availability – Standard / Enterprise subscription

All our services run on Azure. Each service has its own SLA. The availability of these SLA's directly impact Webdashboard's services. For Standard or Enterprise subscriptions one extra Azure resource is used.

Resource	# in use	SLA link	Availability
Power BI Embedded	1	https://azure.microsoft.com/en-us/support/legal/sla/power-bi-embedded/v1_1/	99.9%
Expected hosting uptime			**99,39%**

3.1.2 Availability – Enterprise subscription

In case of Enterprise subscriptions, the Customer brings their own Power BI licenses and environment. These are therefore not part of this agreement.

3.1.3 Availability for the reports

Webdashboard's responsibility for the availability of the Customer's reports is to ensure that they are successfully embedded. When the Customer's datasources behind the report aren't available, or the

report shows incorrect data, that's the responsibility of the Customer and is therefore not part of this SLA.

3.2 Performance – Global

The following important aspects determining the performance of the report are outside the control of Webdashboard.

- The amount of data
- Import/Direct query
- Complexity of the data refreshes
- Badly optimized reports

This is why a specific performance commitment cannot be included as condition in this SLA.

3.2.1 Performance – Standard subscription

Webdashboard hosts multiple Power BI embedded capacities. Customers share these capacities. Webdashboard monitors the usage and scales up/down where needed. Scaling is done when a service is more than 20 minutes above 70% capacity.

Resource	Metric
Power BI Embedded	QPU
SQL Database	DTU
Web Apps	ACU

Resources that are automatically scaled

Webdashboard gives no performance guarantee. The performance of a specific click on a report can be impacted by too many factors outside of the control of Webdashboard.

All activities in Power BI (Data: Refresh dataflow, Refresh Dataset On-Demand, Refresh Dataset Scheduled, Full report Email subscription (PDF generation), Query, Render and XMLA Read Operation) convert to a certain amount of Capacity Units [Microsoft Power BI Embedded /Microsoft Fabric]. Consumption is highly correlated to underlying compute effort needed for the tasks performed. Each capability and the associated queries, jobs, or tasks have a unique consumption rate.

Webdashboard bases their fair use policy on these CUs, with a maximum of 2.000.000 CUs per month with a weekly average of 466.000 CUs for Refresh operations. For Query as XMLA calls we impose a limit of 30.000 CUs per hour. Insight in the CU consumptions can be found through a performance report that shows the CU usage from the last 7 days. It is in Webdashboard under 'Settings' > 'Audit & Statistics' > 'Performance'.

When Webdashboard detects a customer exceeds this fair use policy, Webdashboard will not immediately deny the customer access. Webdashboard will reach out to the Customer, to try to find a solution together with the Customer. In the performance report the customer can quickly see where their CU's are used.

If with these actions the Customer still uses more CUs than the Fair Use Policy allows, Webdashboard can request to convert the portal to an Enterprise subscription. This way the customer has their own capacity.

If the customer does not comply with these solutions, the portal will be closed until a solution is implemented by the Customer.

3.2.2 Performance – Enterprise subscription

With an enterprise subscription the Customer gets their own Power BI environment. The Customer can make the performance of their reports more predictable and configure the memory / caching usage to their own preference. When choosing the enterprise option, Webdashboard will help with the configuring and administration of this environment or even host it for the Customer.

3.3 Security

Webdashboard has no access to the Customer's data. For dataflow and data storage security Webdashboard depends on Power BI. For more information about Power BI security read this whitepaper.
https://docs.microsoft.com/en-us/power-bi/guidance/whitepaper-powerbi-security

Security to log on to Webdashboard is based on an implementation of the .Net Core security framework based on OAuth 2, with MFA support. For more information:
https://docs.microsoft.com/en-us/aspnet/core/security/authentication/?view=aspnetcore-5.0

MFA is also supported in Webdashboard for users that access Webdashboard with an Azure AD or Azure B2C account. This needs to be configured in these services.

3.3.1 Security – Standard subscriptions

For Standard subscriptions Webdashboard uses secure Workspaces and Publish accounts these are automatically created when a portal is created. A Portal admin can add extra Workspaces or Publish accounts. With these publish accounts Customers can Publish Power BI reports and connect the reports to the data. These are Active Directory accounts like described in the chapter 'Web front-end cluster (WFE)' in the security whitepaper.

3.3.2 Security – Enterprise subscriptions

For enterprise subscriptions you can create Power BI Workspaces in the Power BI backend. The only thing different from the security whitepaper is that you have to give Webdashboard one service principal (an app registration in your Azure Active Directory) that has contributer access to every Workspace that contains reports you want to show through Webdashboard.

3.4 Responses and Responsibilities

Customer should provide all necessary information and assistance related to service performance that allows Webdashboard to meet the performance standards as outlined in this document.

Webdashboard will act as primary support provider of the services herein identified except when third-party vendors are employed who shall assume appropriate service support responsibilities accordingly.

Response times:

Type	Response time
Major bug	Same day
Severe bug	Within 5 workdays
Minor bug	Prioritized

Email Support:

E-mails sent to support@webdashboard.com will be read between 8:00 and 18:00 Central European time.

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Webdashboard is the Power-up for your Power BI environment!

It's not a replacement but it adds the vital features you never knew you needed!

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Webdashboard Contact

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