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Service Certificate – STACKIT Cloud Foundry

Service Name
STACKIT Cloud Foundry

High level service description
STACKIT Cloud Foundry („Cloud Foundry“) provides the customer with a runtime environment facilitating simple and fast development, testing, deployment and operation of Cloud-native applications. Cloud Foundry assumes management of the underlying infrastructure (Security, Patches, Backup, Release Management), offers a predefined approach to development and supports the Lifecycle management of Cloud-ready applications. Therefore customers can focus on the development of the applications (Business Logic). The development is supported in different programming languages and frameworks with the help of System Buildpacks. Available System Buildpacks: Staticfile, Java, Ruby, .NET Core, nodeJS, Go, Python, PHP, Binary, nginx. Additional languages and frameworks can be integrated as needed using externally available Community or Custom Buildpacks (Bring Your Own Language). The Cloud Foundry Command Line Interface (CLI) as well as the UI Console (Stratos) are provided to interact with the Cloud Foundry. Other STACKIT Services (for example Databases, Messaging, Caching, Logging) can be instantiated, integrated and used via the Cloud Foundry Marketplace.

Key Features
- Support of the structured development and operation of native Cloud applications.
- Polyglot: Support of different programming languages using the Buildpack concept (System, Community-Buildpacks and Bring Your Own Language).
- Focus on Business Logic for application development: Abstraction and management of the underlying infrastructure (Out of the box Security, Backup, Release and Patch-Management for the underlying levels), Lifecycle Management for deployed applications.
- Standardized approach: Service binding and consumption via CF marketplace.
- Simple deployment, thanks to Buildpack and Docker support.
- Elasticity: Simple scaling of applications by means of Autoscaler using metrics defined by customers.

Service Plans
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Metric
- Billing independent of the selected customer quota per hour commenced of the memory used by application instances on the Cloud Foundry per Megabyte RAM started.

- Other STACKIT Services (for example Databases, Messaging, Caching, Logging) which are instantiated, included and used as standard by customers via the Cloud Foundry Marketplace are billed separately according to the respective service certificate from STACKIT Services.

SLA Specifics

- Cloud Foundry is available when it is possible to access the applications provided by customers via the route assigned by the Cloud Foundry.
- The scaling of applications provided by customers to more than one instance is required to guarantee the availability of Cloud Foundry as defined in the general service description (for example for use in productive environments.
- Incorrect use of the STACKIT Cloud Portal and the Cloud Foundry API by the customer with regard to the settings made in self-service and a resulting non-availability of the Cloud Foundry is not considered with regard to the actual attained availability of the Cloud Foundry. It is pointed out to the customer that in the case of incorrect setting and use of the Cloud Foundry, the applications in the affected organizations may be deactivated.

Backup

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Additional Terms

- The use and maintenance of Community Buildpacks and Custom Buildpacks is the responsibility of the customer. In particular the customer should ensure that they own the required rights of use to the Community and Custom Buildpacks they use. Community Buildpacks and Custom Buildpacks used by the customer are not the subject of the service.
- The performance of backups on data processed in the application instances is the customer's responsibility.
- The following conditions also apply to the use of Cloud Foundry:
    - https://docs.cloudfoundry.org/buildpacks/system-buildpacks.html

Annex: Exportability (Online Register)

Data Type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (Application Content)	Data stored by the customer in the database (if available) or within the product/service	Yes	JSON (app config as YAML, app source and container image as TAR.GZ)	The uploaded source code ("packages") and previous versions can be retrieved from the CF v3 API like documented here. The current app configuration ("manifest") can be retrieved as YAML from the CF v3 API as documented here. The built containers images ("droplets") can be retrieved from the CF v3 API like documented here. The revisions of an app including the container image ("droplet"), app configuration and app environment variables can be retrieved from the CF v3 API like documented here.
User Accounts & Permissions	*Information about users and their permissions*	Yes	JSON	User Permissions for SCF Organizations and Spaces and therefore apps and services can be retrieved from the CF v3 API like documented here.
System Metrics (Instances / Resources in Use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage)	Yes	Syslog (stream) or JSON (current)	It must first be configured by the customer. A Syslog Endpoint must be provided by the customer to receive a stream of the metrics like documented here. In addition the current stats can be retrievedfrom the CF v3

				API for each process instance like documented here.
	Sizes and Capacities *Capacities of the available resources / instances*	Yes	JSON	There the usage events for billing can be retrieved from the CF v3 API like documented here. In addition the current stats can be retrieved from the CF v3 API for each process instance like documented here.
System properties (Instances / Resources in use)	Versions and information necessary to check compatibility	Yes	JSON	Just for the containers built and run for the customers, the buildpack versions used can be retrieved from the CF v3 API like documented here.
	Other information to enable compatibility checks	-	-	No other information to enable compatibility checks.
Product / service-related data (product properties)	Configuration data and source code	Yes	JSON	Just for the source code of the containers built and run for the customers the buildpack versions and packaged container images can be retrieved from the CF v3 API like documented here.
	Other service-related information	-	-	No other service-related information.
	Log Data (non personalized and personalized)	Yes	Syslog	It must first be configured by the customer. A Syslog Endpoint must be provided by the

	System-status, Technical-events, etc.			customer like documented here.
	Audit Log Data (non personalized and personalized) *Login/Logout of User, User activities* SCF Audit Events for CF User, Organization, Space, Service Instance, App Instance Lifecycles	Yes	JSON	Audit Log Events for the customer resources via CF API v3 for the last 30 days

Version and start of validity
Version 1.1, valid from 12.09.2025