



Service Description

AirWatch Custom Reports

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1. Introduction

1.1 Overview

The Custom Reports functionality (the “Service Offering”) of VMware’s AirWatch services, whether those services are used by the customer as part of VMware’s Workspace ONE offering, or as part of any standalone VMware AirWatch offering, is a cloud service designed to provide a customer with secure access to its data collected by the AirWatch services. The Service Offering is hosted by AWS, in a separate environment from the customer’s VMware AirWatch hosted environment.

The Service Offering is an optional feature within the VMware AirWatch services. All customers using the VMware AirWatch services will have, if they opt in, access to the Service Offering through the AirWatch service’s console. The Service Offering has the following features:

- A “wizard” to create, preview and download custom reports.
- The ability to subscribe to custom reports.
- Up-to-date snapshots as well as historical data from the customer’s AirWatch instance.

The Service Offering is included an optional feature within the VMware AirWatch offerings; there is no need to place a separate order, but a customer that wishes to use the Service Offering must log in, access and use it through the AirWatch console. For additional information, consult your VMware sales specialist.

1.2 Additional Information

Online help outlining key concepts, and technical documentation for the Service Offering is available through the myAirWatch portal (<https://my.air-watch.com/>).

Use of the Service Offering is subject to the standard VMware cloud service offering Terms of Service located at <https://www.vmware.com/download/eula.html>.

The Service Offering collects data directly from the machines and/or devices involved in the delivery or receipt of the Service, such as configuration, performance, usage and consumption data, for the purposes of improving VMware products and services and your and your users’ experiences. To the extent that any of this data is considered personal data under applicable data protection laws, the data will be treated in accordance with the VMware Privacy Policy, found at <https://www.vmware.com/help/privacy.html>.

2. Service Operations

2.1 Provisioning, Monitoring, Change Management

Service Provisioning

VMware will provide the following provisioning services:

- Creating service “tenants” for your organization in the Service Offering with default authentication and authorization policies for you to log on to the service.
- Making available the AirWatch ETL Service installer and installation documents, for customers with an on-premises AirWatch environment.

You will be responsible for the following provisioning services:

- If AirWatch is installed in your on-premises environment, you are responsible for configuring it with the Service Offering.

Monitoring

VMware will provide the following services with respect to monitoring:

- Monitor availability of the Service Offering.

You are responsible for the following services with respect to monitoring:

- Monitoring the availability of the AirWatch ETL Service and its connectivity with the Service Offering, if it is installed in your On-Premises environment.
- Monitoring connectivity of the AirWatch ETL Service to the AirWatch Database server, if it is installed in your On-Premises environment.

Incident and Problem Management

VMware will provide incident and problem management services (e.g. detection, severity classification, recording, escalation, and return to service) pertaining to:

- Availability of the Service Offering

You are responsible for incident and problem management (e.g. detection, severity classification, recording, escalation, and return to service) pertaining to:

- The AirWatch ETL Service, only if this is installed in your on-premises environment.

Change Management

VMware will provide the following change management services:

- Processes and procedures to maintain the health and availability of the Service Offering.
- Processes and procedures to release new code versions, hot fixes, and service packs related to the Service Offering and the AirWatch ETL Service.

You are responsible for:

- Installing and upgrading to new releases of the AirWatch ETL Service for new features and bug fixes, if it is installed in your on-premises environment.
- Administration of the features in the Service Offering that are provided to you.

Security

VMware will use commercially reasonable efforts to provide:

- **Information Security:** VMware will protect the information systems used to deliver the Service Offering over which it has sole administrative level control.
- **Network Security:** VMware will protect the networks containing its information systems up to the point where you have some control, permission, or access to modify your networks.
- **Security Monitoring:** VMware will monitor for security events involving the underlying infrastructure servers, storage, networks, and information systems used in the delivery of the Service Offering over which it has sole administrative level control. This responsibility stops at any point where you have some control, permission, or access to modify an aspect of the Service Offering.

- **Patching and Vulnerability Management:** VMware will maintain the systems it uses to deliver the Service Offering, including the application of patches it deems critical for the target systems. VMware will perform routine vulnerability scans to surface critical risk areas for the systems it uses to deliver the Service Offering. Critical vulnerabilities will be addressed in a timely manner.

You are responsible for addressing the following:

- **Information Security:** You are responsible for ensuring adequate protection of the information systems, data, content or applications that you deploy and/or access with the Service Offering. This includes, but is not limited to, any level of patching, security fixes, data encryption, access controls, roles and permissions granted to your internal, external, or third party users, etc.
- **Network Security:** You are responsible for the security of the networks over which you have administrative level control. This includes, but is not limited to, maintaining effective firewall rules, exposing communication ports that are only necessary to conduct business, locking down promiscuous access, etc.
- **Security Monitoring:** You are responsible for the detection, classification, and remediation of all security events that are isolated with your Service Offering account, associated with virtual machines, operating systems, applications, data or content surfaced through vulnerability scanning tools, or required for a compliance or certification program in which you are required to participate and which are not serviced under another VMware security program.

2.2 Support

VMware will provide support for problems that you report, and selected additional services to assist with adoption of and related to the Service Offering. Support may be provided in any country in which VMware or its providers maintain facilities. To the extent you provide your Content (as defined in the Terms of Service) in connection with support, VMware will handle your Content in any such country in accordance with the Terms of Service.