RACI Matrix for TeraRecon Cloud SaaS Services

The following RACI matrix defines tasks and who is Responsible, Accountable, Consulted and Informed between TeraRecon (**TR**) and Customer (**CUS**) as follows for the TeraRecon's Cloud SaaS Services.

- Responsible (R) – Party that is responsible for the actual execution of the task
- Accountable (A)– Party that is accountable for all parts of the task and that it is done correctly
- Consulted (C)– Party that is consulted for either information or guidance needed to complete the task
- Informed (I) – Party that is informed as to the result of the task

Task	TeraRecon (TR)	Customer (CUS)	Description
Cloud Security Safeguard			
Deploy TR Cloud Security Safeguards	RA	I	TeraRecon ensures automated safeguards (encryption at rest/transit) are implemented.
Ensure Client Device Security	IC	RA	Customer is responsible for safeguards (all Customer Managed Devices, such as workstation or other on-premise devices.) designated as their responsibility.
Database Management			
Database Administration	RA	I	TeraRecon manages database administration tasks.
Database restore	RA	I	TeraRecon is responsible for restoring data from backups when required.

Task	TeraRecon (TR)	Customer (CUS)	Description
Manage encryption of DB connections	RA	I	TeraRecon ensures encrypted connections for any database hosted.

Security & Compliance

Task	TeraRecon (TR)	Customer (CUS)	Description
Provide Anti-Virus and Anti-Malware Cloud Instances	RA	I	TeraRecon ensures proper anti-virus and anti-malware protection for Cloud instances.
TLS Certificate Procurement	RA	I	TeraRecon is responsible for procuring TLS certificates
TLS Certificates Installation/Configuration	RA	I	TeraRecon manages installation and configuration of certificates on cloud endpoints
Provide Anti-Virus and Anti-Malware on Customer Desktops	I	RA	TeraRecon Customer ensures proper anti-virus and anti-malware protection for Customer Desktop.
24/7 Monitoring, Alerting, and Response	RA	I	TeraRecon continuously monitors the security status of cloud instances.
System audit log collection	RA	I	TeraRecon ensures that audit logs are collected and retained.

Capacity Modifications

Task	TeraRecon (TR)	Customer (CUS)	Description
Request capacity increase for resources	IC	RA	Customer submits requests for additional resources (e.g., adding instances, DB, or Storage clusters).
Respond to capacity request	RA	IC	TeraRecon responds to and processes requests for capacity changes in the customer's cloud environment, including adjustments to

Task	TeraRecon (TR)	Customer (CUS)	Description
			compute, storage, or network resources as needed.
Create security groups for subnets	RA	IC	TeraRecon manages the creation of security groups and rules for the customer's environment within Cloud.

Backup and Restoration

Task	TeraRecon (TR)	Customer (CUS)	Description
backups of storage volumes	RA	I	TeraRecon manages backups of storage volumes with a Pre-defined retention period.
Restore from backup	RA	IC	TeraRecon restores from backup when required.
Ensure data integrity of backups	RA	IC	TeraRecon ensures data integrity during restore processes.

Incident Management

Task	TeraRecon (TR)	Customer (CUS)	Description
Manage incident response	RA	IC	TeraRecon handles incident response and works with the customer to resolve issues.
Report and close incident	RA	R	TeraRecon informs the customer and ensures incidents are closed only after customer confirmation.

Monitoring

Task	TeraRecon (TR)	Customer (CUS)	Description
Monitor system performance and capacity	RA	I	TeraRecon monitors the overall system performance and identifies any performance issues.

Task	TeraRecon (TR)	Customer (CUS)	Description
Investigate compliance deviations	RA	IC	TeraRecon investigates any compliance deviations and works with the customer to remediate.
Software Updates			
All On-Premises devices, such as Customer Desktops' Operating System updates and patching.	I	RA	Customer is responsible for updating and patching all software installed on all On-Premises devices (such as the Customer Desktop) that the Intuition client may be installed upon.
TeraRecon Cloud Infrastructure and TR Cloud Service updates and patching.	RA	I	TeraRecon is responsible for updating and patching all software installed within the TeraRecon Cloud.