Cradle-7

From concept to creation...

3SL

Cradle as a SaaS Subscription

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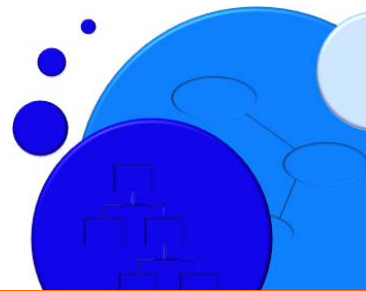
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Introduction

Cradle® is a requirements management and systems engineering environment that can support part of, or all of, your organisation's agile or phase-based processes.

Cradle is typically purchased as perpetual licences with an annual maintenance fee for technical support and updates. It is installed in your organisation's IT for use on multiple projects over several years.

Nature of the Problem

This purchase-and-install deployment model is not always the most appropriate:

- Cradle may only be needed for a single project with a fixed term
- Your IT may lack the resources to deploy Cradle in a timely manner
- Your IT may be out-sourced and a Cradle deployment may create extra costs
- Cashflow is improved if costs are spread evenly across several months or years
- Perpetual licences are an asset, but fixed term licences are an expense and can be offset against current tax abilities

Solution

3SL offers a choice of Cradle systems as a range of fixed term *subscriptions*, each *SaaS* (software as a service), accessible by your choice of concurrent users.

Benefits

- Rapid deployment
- No software installation
- No in-house deployment costs or delays
- Service is fully managed by 3SL
- On-boarding and off-boarding assistance
- Reduced cost, as a business expense

Cradle Service 1

The Cradle service provides Cradle directly to your users from a remote environment managed by 3SL:

- In a matter of days from order
- With no software installations
- With no, or minimal, involvement from your IT

The Cradle service:

- Is a self-contained set of Cradle and third party tools
- Is integrated with your filesystems and printers
- If you wish, is integrated with your e-mail
- Is secure, resilient and, if you wish, exclusive to you
- Requires no administration by your organisation

Service Summary 2

The Cradle service delivers the latest version of Cradle, and related applications, directly to your users' desktops. Cradle and the other applications will appear in windows like any other application that your users are running locally. But Cradle, and the databases that you will work with, all run on remote servers inside the Cradle service:

Figure 1: Cradle Service Architecture

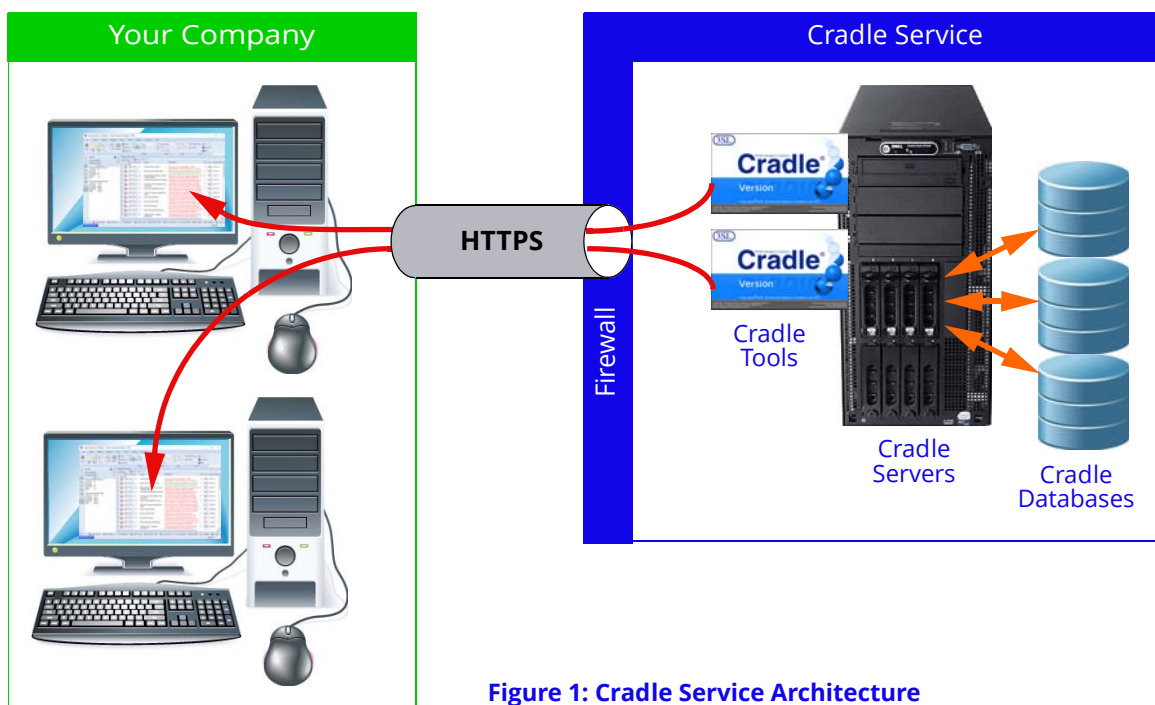You can have any number of Cradle databases. They, and the data inside them, are private to you and are not accessible by 3SL, nor (for the *shared* Cradle service see "Service Options" on page 3) by any other organisation.

3SL will actively manage the service and will ensure its resilience so you can be assured that the service is always available. 3SL will ensure the integrity of your data and

will restore backups of your database if you request it.

You can access your local and network drives and printers from the service. This means you can load information from your local computer or network into Cradle. It also means that any reports, documents or other information produced by Cradle can be saved to your local computer and network drives. If you use the Cradle alert mechanism in your projects, these alerts can produce e-mails that you will receive through your company's e-mail system, in the same way as any other e-mails from the Internet.

The service includes licensing for Cradle and third party software, and includes charges for the host servers.

Service Options   3

The Cradle service is specified by:

1. A Cradle *system type*
2. The *host environment* for this system
3. The *number of users* who are to have access
4. How long you want the service for, its *term*

These are described in the following sections. For more information, you can download:

- The Cradle Subscription User Guide
- The End User Subscription Agreement

from our website, or contact 3SL or your supplier.

System Type   3.1

Four types of system are available in a subscription:

- **Cradle Enterprise-RM Basic**
- **Cradle Enterprise-RM Pro**
- **Cradle Enterprise-SE Basic**
- **Cradle Enterprise-SE Pro**

These are all **Cradle Enterprise** systems, identical in all respects to a Cradle system that you could install in-house.

Each system type is configured with appropriate numbers of licences of the following *subset* of the Cradle modules:

- **PDM**, Project Data Management
- **REQ**, Requirements Management
- **SYS**, System Modelling
- **DOC**, Document Generation
- **MET**, Metrics
- **DASH**, Dashboards

for the number of users who will use your Cradle service.

The choices between these system types is essentially:

- Do you want modelling (MBSE) support?
- Do you want to publish complete documents?

and note that all systems can publish reports.

The characteristics of each system type are:

Table 1: Cradle System Types									
		System Capabilities							
System Type Name	Cradle Modules	Multi-User	Import/ Export	Load/ Link	CMS	Format Outputs[a]	Manage Non-Model Data	Manage Models[b]	Publish Documents
Cradle Enterprise-RM Basic	PDM / REQ / / MET / DASH	Yes	Yes	Word / Excel / PwrPt / Project / Visio / PDF	Yes	Yes	Yes		
Cradle Enterprise-RM Pro	PDM / REQ / / DOC / MET / DASH	Yes	Yes	Word / Excel / PwrPt / Project / Visio / PDF	Yes	Yes	Yes		Yes
Cradle Enterprise-SE Basic	PDM / REQ / SYS / / MET / DASH	Yes	Yes	Word / Excel / PwrPt / Project / Visio / PDF	Yes	Yes	Yes	Yes[c]	
Cradle Enterprise-SE Pro	PDM / REQ / SYS / DOC / MET / DASH	Yes	Yes	Word / Excel / PwrPt / Project / Visio / PDF	Yes	Yes	Yes	Yes[c]	Yes

a. Tables, compliance and traceability views, nested tables, matrices, graphs and reports
b. Model Based Systems Engineering (MBSE)
c. 'Basic' has one of the three notation groups (Functional Architecture Data - FAD, UML or SysML), 'Pro' has all notation groups

You can upgrade to a more capable system type at any time, in return for an extra charge.

Host Environment 3.2

A Cradle service can be hosted on servers that are either:

- **_Shared_**, the servers are housed in 3SL in the UK. You share these servers with users from other companies. Your Cradle databases remain private to you.
- **_Dedicated_**, the servers are from a third party, such as Amazon Web Services ("AWS"), as a Virtual Private Cloud ("VPC") housed in a geographic location that you choose. These servers are dedicated to you, and are only accessible by you and by 3SL.

In both cases, the servers will be managed for you by 3SL.

Number of Users 3.3

You specify the maximum number of users of your Cradle subscription, in the range 1 to 500. You can increase your initial choice during the subscription, for an extra charge.

Term   3.4

You specify the term of the subscription as 1, 3, 6, 12, 24, 36, 48 or 60 months. You can renew the subscription for a further term, of any duration, at any time before the current term ends, for an extra charge.

At the end of the term, 3SL will remove your users and data, as described in "When the Service Ends" on page 7.

Service Setup   4

3SL will need some information to configure your Cradle service. We will ask you to specify some *lead users*, as our points of contact with you. We will ask the lead users to provide the information that we need. Once the Cradle service is operational, we will accept instructions from these lead users to make changes within the service.

You can change the lead users at any time.

Users   4.1

3SL will ask for details of the people who are to access the service and create a *service login account* for each person.

The lead users can instruct 3SL to change who have access to the service, subject to the maximum that you chose.

Locations   4.2

3SL will ask for the *locations* from where users will access the service. We will need an IP address, or a range of IP addresses (a *CIDR*) for each location.

3SL will configure a firewall to guarantee that your service can only be accessed from the locations that you provided.

The lead users can instruct 3SL to change the locations that can access the service.

Databases   4.3

Only 3SL can create Cradle databases in the service.

You can have any number of databases and use them for any purpose. You control the content of these databases, and the *Cradle login accounts* used to access them.

3SL has *no* ability to login to *any* of your Cradle databases.

If your Cradle service is hosted in the *shared* environment, then *no one* from *any* other organisation also using this environment can login to *any* of your databases.

Access to the Service   5

As shown in Figure 1: 'Cradle Service Architecture' on page 2, the only direct connection between your locations and the Cradle service is one HTTPS link. 3SL will provide the IP address of the Cradle service. Its URL will be of the form:

- `cradle.threesl.com` : *shared* host environment
- *company*`.threesl.com` : a *dedicated* environment

If your organisation does not restrict the URLs that you can access, then you will be able to connect to your Cradle service as soon as it has been configured by 3SL.

If your organisation does restrict the URLs that you can access, then your IT **must** be told to allow access to the Cradle service, which may mean one or both of:

• Add the Cradle service URL to a **whitelist**, or
• Add a rule to your firewalls to allow TCP connections on port 443 to the Cradle service IP address

Using the Service   6

You access the Cradle service from a web browser. If your service is in the **shared** server, use the URL:

`https://cradle.threesl.com/RDWeb/`

If your subscription is in a **dedicated** server, you will use a URL of the form:

`https://`*company*`.threesl.com/RDWeb/`

where *company* will be your company's name, or an abbreviation of its name, that was given to 3SL when the subscription was purchased.

In either case, your web browser will display a login screen as shown. You can login to the service using the username and password provided by 3SL.

Once you are logged-in to the service you will see a collection of icons, one for each of the Cradle tools and one for each of the third party tools provided in the service.

These applications include:

• Microsoft Office 2016: Word, PowerPoint®, and Excel® and, for an extra fee, Visio® and/ or Project
• Firefox® browser, noting that it has no access to the Internet and is provided to view Cradle help and HTML / SVG output from Cradle
• Adobe Acrobat Reader® to view Cradle's documentation in PDF files
• Some basic text editing tools

In general, you have access to the service all day for every day of the term of your subscription.
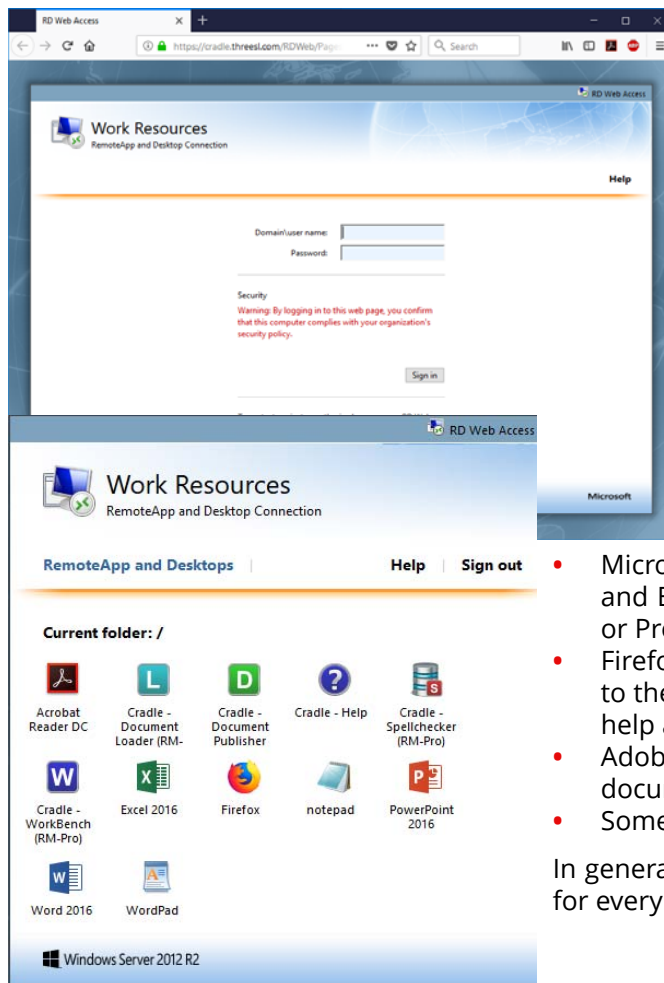
Backups   7

3SL implements automated backups at 05:00, 13:00 and 21:00 UTC daily. The backup retention policy is:

Table 2: Backup Retention Policy	
Retention Period	**Backups That are Kept**
1 week	05:00, 13:00 and 21:00 backups from each day
Further 2 weeks	21:00 backups from each day
Further 1 month	21:00 backups from Friday of each week
Further 6 months	21:00 backups from last Friday of each month

Service Outages   8

There are two exceptions to your universal, continuous access to the service:

1. The service will be stopped daily at 23:00 UTC and then restarted at 23:05 UTC. This 5 minute window is so the service can accept administrative updates by 3SL. Your lead users can change this time if your service is in a *dedicated* host environment.

2. 3SL has the option for a maintenance outage period from 15:00 UTC to 17:00 UTC on the 3rd Monday in each month to apply operating system and application software upgrades and patches. 3SL will provide notice if we need to use this option in a month. Your lead users can change this time if your service is in a *dedicated* host environment.

Links to Your IT   9

You will be able to access your computer's local drives and printers from the applications run inside the service. You can also access the network drives and printers accessible by your computer from the tools run inside the service.

You can use these facilities to easily load data from your organisation's IT systems into Cradle, and to transfer reports, documents and other outputs from Cradle from the service back to your local IT systems.

When the Service Ends   10

We recommend that you extract all important information from your Cradle databases before your subscription ends using an appropriate *off-boarding* process. We have provided recommendations for this process in the Cradle Subscription User Guide.

3SL will disable the *service login accounts* for all users in your subscription within 7 calendar days of the end of the subscription's term.

Within 30 calendar days of the end of your subscription's term, 3SL will remove all of your databases, both from the host environment's servers and from all backups.

This data will then be irrecoverable.