Service Level Objective (SLO)

Availability and reliability	Operation rate	Aiming to 99.99%
	Recovery time	within 10 min
	Notification time	Real-time releases through automatic detection (https://status.cybozu.com/status/) In cases where automatic detection is not possible, a notification will be sent out on the day if a failure occurs during business hours (9:00-18:00). If a failure occurs outside of business hours, a notification will be sent out during business hours on the next business day.
	Service hours	24 hours a day, 365 days a year (excluding regular maintenance)
	Scheduled maintenance	Before 1 week, on the top page appearing after login
	Regular maintenance	Every second Sunday of each month from 1:00 A.M. to 7:00 A.M.
	Redundancy	All servers, networks, storage, and data redundancy
	Performance monitoring	The usage of services is monitored. Planning and implementation of enhancement and expansion is based on usage trends
Fault management	Fault management system	Fault management is the set of functions that prevent, detect, correct malfunctions and recover with manuals in the Kintone cloud system
	Information	https://cs.cybozu.co.jp/trouble/ Important notification, update, maintenance, system failure, and security information
Security	Data encryption	All data including In-Transit and At-Rest is encrypted.
	VAPT (VULNERABILITY ASSESSMENT & PENETRATION TESTING)	Third-party's Penetration Testing
Data Management	Data center location	Data centers are located at East Japan Data Center, and stores backup data with the West Japan Data Center
	Backups	Daily backup of client data
	Data deletion	30 days After contact termination, date should be deleted. Backup data should be completely deleted approximately 2 weeks from data deletion
	Administrator access control	Access control set for the system Administrator is based on the information security policy
	System configuration	Multi-tenant configuration
Version UP	Version UP	Version updates are conducted for all clients simultaneously
Support	Support hours	Mon. to Fri. 9 am to 12 am/1 pm to 5:30 pm (time zone: Japan, excluding holidays) *We provide a malfunction reception counter in the β version for night and weekend hours
	Contact	Phone, e-mail
	Night and holiday failure support window	Weekdays: 17:30-9:00 the following day / weekends and holidays: all day / contact method: telephone