



EPAM Cloud

TERMS AND CONDITIONS

EPM-CSUP – EPAM Cloud Service

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Related Artifacts	
Ref.	Name

Abbreviations and Acronyms	
VM	Virtual Machine (Virtual Server)
CLI	Command Line Interface
ESP	EPAM Support Portal
AWS	Amazon Web Services
UPSA	EPAM Utilization and Project Staffing Analyzer
GCP	Google Cloud Platform

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1 INTRODUCTION

1.1 THE SCOPE OF THE DOCUMENT

The document covers the main terms and definitions of EPAM Cloud Service, the parties' obligations, responsibilities and rights as well as the main principles of the Service provisioning and support.

1.2 THE PURPOSE OF THE DOCUMENT

The purpose of this document is to define the scope of services provided by EPAM Cloud, the scope of responsibilities of EPAM Cloud team in terms of these services provisioning, and all the related limitations.

The document is available online on this page:

https://cloud.epam.com/site/about/terms_and_agreements/epc_terms_and_conditions.pdf

2 DEFINITIONS

2.1 PARTIES

- Service Provider: EPAM Cloud team
- Service Recipient: EPAM Customer who approved the usage of EPAM Cloud by a team of EPAM employees working on the Customer's project; EPAM internal projects who use EPAM Cloud for project needs (by approval of the project managers).
- Service Users: a team of EPAM employees working on a project or projects activated in Cloud

2.2 EPAM CLOUD DEFINITION

- EPAM Cloud is a self-service that provides the users with the ability to create and manage their own virtual infrastructure, as well as to provide the users with a set of related services.
- The virtual infrastructure can consist of one or several virtual servers (VMs) configured according to user's needs (in scope of the possibilities provided by EPAM Cloud), and can include additional storage volumes and checkpoints.
- The list of the services provided by EPAM Cloud is given on https://cloud.epam.com/site/competency_center/e=p=c_services page

3 GENERAL NOTIONS

3.1 OFFER ACCEPTANCE

EPAM Cloud Service offering is considered accepted in two cases:

- When a Project Manager or Coordinator submits a request for activating a project in Cloud. Since then, the EPAM Customer who approved using Cloud for their project is considered **service recipient** and all the members of the activated project are considered **Service Users** and should keep to the rules and recommendations listed in this document.
- When an EPAM Employee activates a personal project for themselves. Since then, the employee is considered a **Service User** and should keep to the rules and recommendations listed in this document.

3.2 SERVICE PROVIDER OBLIGATIONS, RESPONSIBILITIES, AND RIGHTS

EPAM Cloud team acts as Service provider and is responsible for the following:

- Delivering EPAM Cloud Computing service and the other services related to it (The list of the services provided by EPAM Cloud is given on https://cloud.epam.com/site/competency_center/e=p=c_services page)
- Notifying Service Recipient and Users about all planned and unplanned service interruptions
- Providing Service Recipient and Users with complete and comprehensive information about service delivery status
- Notify Service Recipient and Users on the changes introduced to the service. This is done via delivering “What’s New” and “Release Notes” documents (available on the Announcements page: <https://cloud.epam.com/site/about/announcements>), e-mail notifications, Yammer announcements.
- Notify Service Customer about changes and amendments to terms and conditions of service

Service Provider has right to:

- Change the Service performance and components
- Stop providing the Service to the Recipients who fail to timely pay for the Service usage, with the following Service resumption after all the Recipient’s debts are sunk.

3.3 SERVICE RECIPIENT OBLIGATIONS, RESPONSIBILITIES, AND RIGHTS

Service Recipient is responsible for:

- Providing the project teams with clear instructions on the extent to which they can use the service, this can include the monthly sum the Recipient agrees to cover for the Service usage.
- Timely payment for the Service Usage

Service Recipient has right to:

- Request the information on the Service Usage cost, the cost details, and the resources created by Service Users in scope of the Service Recipient’s project needs and get the full details according to the request
- Request delivering Cloud education programs to Service users, assigned to Recipient’s projects. Trainings delivery is a paid service.

3.4 SERVICE USER OBLIGATIONS, RESPONSIBILITIES, AND RIGHTS

Service User is obliged to:

- Keep to the Service terms and conditions rules and recommendations covered in this and other Service-related documents
- By request, provide the project management with the information on the resources the User utilizes in Cloud
- PM/PC is responsible for removing the project infrastructure from the Cloud before the project closure.

3.5 REVISION OF TERMS AND CONDITIONS

Current Terms and Conditions document is reviewed on annual basis by the Service Manager and approved by the Director of the IT department.

3.6 BILLING AND COSTS

- EPAM Cloud is a paid service except for the servers run under Personal Projects.
- The bills are issued monthly basing on EPAM Cloud Billing strategy published on the https://cloud.epam.com/site/management/billing_and_quotas page.
- EPAM Cloud bills can include costs for AWS utilization in case the service was used via Maestro CLI or web interface tools. The details on the Amazon billing are available by the following link: <http://aws.amazon.com/ec2/pricing/>
- EPAM Cloud bills can include costs for Microsoft Azure utilization in case the service was used via Maestro CLI or web interface tools. The details on the Azure billing are available by the following link: <http://azure.microsoft.com/en-us/pricing/>
- EPAM Cloud bills can include costs for Google Cloud Platform utilization in case the service was used via Maestro CLI or web interface tools. The details on the Google Cloud billing are available by the following link: <https://cloud.google.com/pricing/>
- EPAM Cloud team is not responsible for any changes in performance and billing strategy of the third-party services/applications integrated with Cloud.
- The user can estimate the cost of an infrastructure planned or existing in EPAM Cloud private regions using the [Cost Estimator](#) tool accessible at <http://cloud.epam.com>. This tool provides approximate costs for the described infrastructure. The estimated sum can differ from the real billing data due to infrastructure changes and differences in load.
- Every Project has its own quota for cloud resource utilization. Account Manager defines the actual quota value in UPSA, for each project separately, on its activation.
- Every project activated in AWS, Azure, or GCP gets a default monthly total quota of 300 USD per provider. This quota can be later updated by the Project Manager or Coordinator, with the approval of the Account Manager.
- A project in ON HOLD state is billed the same way as ACTIVE state projects are.
- Project Managers/Coordinators have possibility to watch over the project quotas.
- The month-end closure is performed on the 5th of the following month. At this day we send e-mail reports to EPAM Revenue Group. These reports contain the costs for the previous month for all the projects activated in EPAM Cloud. It includes EPAM Cloud, AWS, Google Cloud Platform, and Azure costs.
- For more details on quota utilization, see the Account Management Guide (https://cloud.epam.com/site/management/account_activity/csug_05_account_management.pdf)
- Projects can buy AWS Reserved Instances only if the following conditions are met:
 - The project's infrastructure cost is billed to the external client.

- The reservation period is not larger than 1 year.
- The Reserved Instances are 100% prepaid.
- In case the specified Reserved Instances pre-payment rules are violated, the project can get additional billing items during the whole reservation period. These items can include the costs related to the Reserved Instances and 15% processing fee.
- In case RIs monthly utilization is too low to ensure the planned savings, the Cloud support team is eligible to share the benefits of the underused RIs across EPAM AWS Organization tree. All the costs related to the underutilized RI will still be assigned to the project that owns the RI.
- In case a project is closed before the reservation of its RIs is over, all the unpaid monthly RI costs are summed and added to project bill before the closure.

4 EPAM CLOUD SERVICE

4.1 EPAM CLOUD MAIN POINTS

- The main aim of EPAM Cloud is to provide necessary development environment for EPAM engineers.
- EPAM Cloud is a self-service. EPAM Cloud Support Teams do not take part in creating and setting servers for Cloud users (except for the cases when the users cannot perform the needed operations by themselves due to Service specifics or issues).
- EPAM Cloud provides the users, registered in system, with the possibility to create and manipulate virtual resources by means of the tools supported by EPAM Cloud. The following EPAM Cloud tools are available:
 - Maestro CLI (download at <https://cloud.epam.com>): A Command line interface that allows the user to manipulate the infrastructure and retrieve the information on it.
 - Web-interface (available at <https://cloud.epam.com>): designed to provide the user with the ability to monitor their Cloud infrastructure components, their performance and billing details. Here, the user can also find a Cost Estimator tool used for estimation of the costs for the resources planned to create, and the links to EPAM Cloud knowledge base.
- Projects activation/deactivation, adding new shapes for projects, migrating instances to another project in EPAM Cloud can be performed only after PM/PC approval and only by Cloud Support specialists.
- A project can be automatically activated in a new virtualization region within a public cloud provider, in case Orchestrator detects virtual services usage in this region.
- User permissions customization is performed by PM/PC on self-service basis via the tools provided by EPAM Orchestrator.
- EPAM Cloud team is responsible only for the images officially provided by EPAM Cloud service. Custom and imported images are out of scope of the team's responsibilities, and the team can reject support requests related to such images.
- EPAM Cloud team does not perform OS reinstall on the existing VMs. In case the user needs another OS, they should run a new VM.
- EPAM Cloud Services can include the third-party software, configured properly and verified by EPAM Cloud Support teams.
- Any customization of the provided virtual resources, including, but not limited to, software installation and configuration changes, is performed by the user in terms of self-service and in accordance with the general EPAM policies and regulations.
- The user is responsible for the consequences of customization of the default software provided within EPAM Cloud Services.
- EPAM Cloud Support team can reject the requests related to the cases above.

- For effective and correct integration with external Cloud providers, each project, activated in AWS, Azure, or GCP, has a system user account, used by Orchestrator.
- The system user accounts should not be updated or removed by project teams. Any attempt to do this can be considered as a hacking action on EPAM infrastructure servers.
- The user who updates or removes the system user account is fully responsible for the consequences of this action, and can face disciplinary and administrative measures up to dismissal in case of recurrent violation.
- VM names are unique, are generated at VMs creation and cannot be changed.
- The recommended alternate work/backup strategies for EPAM Cloud usage are:
 - Environment automatic restoring by prepared and tested scripts (auto-configuration feature) in another EPAM Cloud availability zone;
 - External Cloud providers (AWS, Azure, GCP, etc.) usage;
 - VM backups/replication;
 - Using another available EPAM Cloud zone;
 - Using infrastructure provided by Customer.
- The user can submit a VM-related support and maintenance request only in case they are a member of the project to which this VM is assigned or the request deals with their personal VM.
- The user can receive email notifications from EPAM Orchestrator and EPAM Cloud team. Reacting on these notifications properly and timely is the responsibility of the recipient. In case the recommended actions are not taken, the responsibility for the consequences goes to the notification recipient.
- EPAM Cloud can provide access to AWS via Maestro CLI and web interface tools. The details on the available facilities are described in the respective sections of the Hybrid Cloud Guide (https://cloud.epam.com/site/develop/hybrid_cloud/csug_04_hybrid_cloud.pdf)
- EPAM Cloud can provide access to Microsoft Azure via Maestro CLI and web interface tools. The details on the available facilities are described in the respective sections of the Hybrid Cloud Guide (https://cloud.epam.com/site/develop/hybrid_cloud/csug_04_hybrid_cloud.pdf)
- EPAM Cloud can provide access to Google Cloud Platform via Maestro CLI and web interface tools. The details on the available facilities are described in the respective sections of the Hybrid Cloud Guide (https://cloud.epam.com/site/develop/hybrid_cloud/csug_04_hybrid_cloud.pdf)
- The user is responsible for the licensing of the third-party software installed to VMs in Cloud. All the unlicensed software that runs counter to EPAM policy should be licensed properly or removed by the owners of the VMs.
- Projects activation/deactivation, adding new shapes for projects, user permissions setup (except of the default [Cloud Project roles](#)), migrating instances to another project in EPAM Cloud can be performed only after PM/PC approval and only by Cloud Support specialists.
- The project can be deactivated in Cloud in two cases:
 - The project remains active in UPSA, but does not need to use Cloud any more. In such case, the deactivation is performed by the respective request to the Cloud Support team.
 - The project deactivation in Cloud is performed within the procedure of project closure in UPSA.
- In both cases, the project team should terminate or migrate all existing virtual resources before the project is deactivated in Cloud.
- In case the Cloud Support team indicates any virtual resources during the project deactivation in Cloud, they can address the project responsible persons for further instructions on whether the resources should be migrated or terminated. This is true for all supported platforms - EPAM Cloud, AWS, Azure, GCP.

4.2 SECURITY AND DATA SAFETY

- Projects teams bear full responsibility for data and VMs safekeeping. Project environments and VMs are not backed up or replicated in any way in EPAM Cloud by default. It is Project/Account Manager responsibility to define and implement a backup strategy for environment.
- EPAM Cloud project resources (VMs, storages etc.) should be used for project needs solely by employees assigned to the project to which these resources belong.
- Please note that VM administrator settings stay unchanged during the VM migration from one project to another. The correct Admin users settings is the matter of the VM security and is the responsibility of the VM owner.
- The detailed regulations on the security in EPAM Cloud are provided in EPAM Cloud Security Policy (https://cloud.epam.com/site/about/terms_and_agreements/epc_security_policy.pdf).

4.3 EPAM CLOUD INFRASTRUCTURE SPECIFICS

- EPAM Cloud provides infrastructure within the limits of EPAM Systems hardware capacities. The performance of virtual servers depends on EPAM Cloud infrastructure load and may vary.
- EPAM Cloud, as other Cloud Service Providers, provides VMs with virtual CPUs (vCPU) that differ from hardware CPUs. The CPUs performance and capacity depend on the load of the EPAM Cloud server where the VM is located and cannot be influenced manually.
- VMs ordered by EPAM Cloud user must comply with standard SHAPES available in EPAM Cloud. The list of the shapes is available on [EPAM Cloud website](#).

4.4 PERSONAL VIRTUAL SERVERS

- Each EPAM Employee has possibility to order Personal VM.
- Depending on job title, each user has personal quotas for monthly infrastructure usage. The details are available in the Quick Start Guide (https://cloud.epam.com/site/learn/quick_start/csug_01_quick_start.pdf) .
- Virtual servers created under the PERSONAL Project should be used for personal purposes only (training, investigation, estimations, etc.), not for project activities.
- Personal VMs usage includes a number of limitations. They are, as follows:
 - Personal allowance cannot be increased.
 - The user is not allowed to create custom machine images.
 - Creating instance checkpoints is not supported.
 - There is no ability to detach/reattach storage volumes. This includes termination of instances with the ‘-leaveAttachedStorages’ flag specified.
 - It is impossible to create personal resources via web interface
 - EPAM Cloud platform services are not available for personal projects.
 - Change shape operation is not available for personal projects.
 - Personal VMs cannot be exposed to internet.
 - Personal VMs can be stopped or terminated by EPAM Cloud team in case there is a technical need for this action.
 - Capacity limitations, described in the Quick Start Guide (https://cloud.epam.com/site/learn/quick_start/csug_01_quick_start.pdf) .
- A personal project is deactivated and all the related resources are deleted if the project owner status changes from ‘active’ to ‘inactive’, ‘maternity leave’, ‘extended leave’.
- A personal VM is terminated with a week’s notice, in case it remains in the STOPPED state for 30 days in a row.

5 EPAM CLOUD SUPPORT AND CUSTOMER CARE

5.1 MAIN PRINCIPLES

- EPAM Cloud is a self-service that is accurately documented. In case an issue or question arise, it is recommended to learn the [Cloud FAQ](#) section on the EPAM Cloud website and the [Documentation](#) related to your issue area. This way often takes less time than submitting and processing a support request.
- In case the issue is not covered in the mentioned resources or any additional assistance is needed, it is recommended to submit a Support Request at EPAM Service Portal at <http://support.epam.com>. For Cloud Support and Consulting teams, these requests have higher priority than any.

5.2 EPAM CLOUD SUPPORT TEAMS AND THEIR RESPONSIBILITIES

Cloud Support includes the following teams:

- Level 1 Support Team: registering and sorting the requests, informing the assignees on the high priority requests, answering the most common questions, providing the basic information on services, tracking the requests at every stage of their life-cycle, and other.
- Level 1.5 Support Team: Cloud infrastructure monitoring, escalation of complex issues to L2 Support Team, 24/7/365 availability, monitoring Cloud configuration and templates development, and other.
- Level 2 Support Team: resolving issues that cannot be handled by L1 and L1.5 support teams, passing the issues that cannot be solved to Level 3 Support or directly to ISV Support
- Level 3 Support Team: fixing issues in the following areas: UI usability, PMC integration, ESP Integration, report and billing, product issues, templates libraries.
- Cloud Consulting Team: initial project onboarding; existing project migration; migration process help; providing answers for general and specific Cloud Computing questions; client communication on architecture; delivery of training materials; EPAM Cloud knowledge base development; acknowledging user feedback; reacting on and monitoring of initial user requests via email

The provided responsibilities list gives the main responsibilities of EPAM Cloud Support teams. The detailed list is available at [EPAM Cloud KB](#).

The bug reporting procedure is a regulated procedure. The workflow is described in details on the following page:

<https://kb.epam.com/pages/viewpage.action?title=Consulting+Communication+Process&spaceKey=EPAM+CIT>

5.3 SUPPORT REQUESTS

The advised way for Service Users to submit a Support Request is using EPAM Service Portal (<http://support.epam.com>, section **EPAM Cloud**).

The detailed instructions on submitting a support request are given on the following page:

[https://cloud.epam.com/site/competency_center/e=p=c_services/cloud_support_service_\(=c=s=s\)](https://cloud.epam.com/site/competency_center/e=p=c_services/cloud_support_service_(=c=s=s))

In situations when the immediate assistance is needed, Cloud Users can address directly to Cloud Support Groups (the contacts are given in Section 5.4)

5.3.1 Request for Service

An interaction that contains a formal request for information, advice, standard change or access to service is a Request for Service.

5.3.2 Request for Change

An interaction that contains a formal proposal of a non-standard change to asset, process or service is a Request for Change.

5.3.3 Request for Recovery

An interaction that contains a formal complain of an incident, issue or problem is a Request for Recovery.

5.4 POINTS OF CONTACT

- Cloud Consulting: SpecialEPM-CSUPConsulting@epam.com
- Cloud Support Level 1.5: SupportEPM-CSUPL1_5@epam.com
- Cloud Support Level 2: SupportDEVSRVMSQ@epam.com
- Cloud Support Level 3: SpecialEPM-CSUPL3@epam.com
- Help Desk: Help_Desk@epam.com

6 SUBJECT OF SERVICE

6.1 SERVICE OVERVIEW

EPAM Cloud is a service that provides its users with Cloud Computing facilities. EPAM Cloud provides the users, registered in system, with the possibility to create and manipulate virtual resources by means of the tools supported by EPAM Cloud.

6.2 SERVICE LEVEL AGREEMENT

6.2.1 Service Availability

- Service Availability frame: 24/7
- Service Operation frame (Cloud Support Level 1.5): 24/7
- Cloud Support Level 1 (HelpDesk): 24/7
- Cloud Support Level 2: Mon-Fri, 9:00-18:00 Minsk time
- Cloud Support Level 3: Mon-Fri, 9:00-18:00 Kiev time
- Cloud Consulting: Mon-Fri, 9:00-18:00 Minsk time
- Exceptional one-time unavailability: no longer than 1 hour
- Planned one-time unavailability: no longer than 3 hours

6.2.2 Service Categories

EPAM Cloud: Support & Consulting	Responsibilities	Task Performance Time
AWS/Azure/GCP		
AWS/Azure/GCP – Uncategorized	EPAM Cloud - Cloud Support Level 1.5	2d 0h
Configure AWS - EPAM Network VPN	EPAM Cloud - Cloud Support Level 1.5	3d 0h
Expose AWS/GCP/Azure instance to Internet	EPAM Cloud - Cloud Support Level 1.5	7d 0h
Granting access to AWS QuickSight	EPAM Private Cloud - App Support	1d 0h
IAM Users and SSO Access	EPAM Cloud - Cloud Support Level 1.5	2d 4h
Consulting		
Common Questions	EPAM Private Cloud - Consulting	1d 0h
Documentation	EPAM Private Cloud - Consulting	1d 0h
Request for training	EPAM Private Cloud - Consulting	
EPAM Cloud issues	EPAM Cloud - Cloud Support Level 1.5	0d 3h
Production cloud manipulation	EPAM - Enterprise Administration	2d 0h
Project Management		
Activate project in AWS	EPAM Cloud - Cloud Support Level 1.5	0d 3h
Activate project in GCP	EPAM Cloud - Cloud Support Level 1.5	0d 3h
Activate project or region in EPAM Cloud	EPAM Cloud - Cloud Support Level 1.5	0d 3h
Activating or deactivating project in Azure	EPAM Cloud - Cloud Support Level 1.5	0d 3h
Add available shapes for project	EPAM Cloud - Cloud Support Level 1.5	0d 2h
Moving virtual machine / instance to another project	EPAM Cloud - Cloud Support Level 1.5	6d 0h
Project Management – Uncategorized	EPAM Cloud - Cloud Support Level 1.5	1d 4h
Virtual Machine Management		
Auto-configuration	EPAM Private Cloud - Consulting	1d 0h
Change virtual machine owner	EPAM Cloud - Cloud Support Level 1.5	1d 0h
Exporting instance from EPAM Cloud	EPAM Cloud - Cloud Support Level 1.5	7d 0h
Importing instance to EPAM Cloud	EPAM Cloud - Cloud Support Level 1.5	7d 0h
Increase system disk space	EPAM Cloud - Cloud Support Level 1.5	0d 6h
Virtual Machine Management – Uncategorized	EPAM Cloud - Cloud Support Level 1.5	1d 4h

6.3 SERVICE INTERRUPTION AND RECOVERY

6.3.1 Planned Service Interruptions

The Service is updated on a regular basis, typically once in 5-7 weeks. During the update, the resources hosted in EPAM Cloud remain available, but the CLI facilities are not accessible.

Before the update, the Cloud Users get the e-mail notification with the details on the service unavailability time. After the update, the users get the notification on the Orchestration update.

6.3.2 Service Interrupt Notifications

If an unexpected Service interruption or other issues that affect Service performance happen, EPAM Cloud team notifies the Cloud users on the problem with a respective SIN message. The other message is sent when the issue is fixed.

End of document.

Ver.	Description of Change	Effective Date
0.1	Draft version.	10.30.2014
1.0	Initial publication.	11.10.2014
1.1	Billing Policy Update.	11.17.2014
1.2	Security and Data Safety section added.	04.30.2015
1.3	Azure information added. Personal project information added. Support teams responsibilities updated.	10.31.2015
1.4	Formatting updated Section 3 renamed to "General Notions".	02.13.2016
1.5	Added Reserved Instances purchasing rules.	08.08.2016
1.6	Updated Service Level Agreement table.	10.29.2016
1.7	Added Google Cloud Platform information. Added the information on the default quotas. Updated the responsibilities on customization.	07.15.2017
1.8	Added more information on RIs purchasing and management. Updated Project Closure section. Added Personal Projects cleanup information.	02.23.2018
1.9	Clarified AWS instance reservation rules. Reviewed service categories	09.05.2019
1.10	Updated Personal Projects details	29.11.2019