

**Service certificate**

**STACKIT**

**Workflows**

**Version and start of validity**

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Version 1.0	Valid from 12.03.2026
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# Service certificate | STACKIT Workflows

## Service name

STACKIT Workflows

## High level service description

STACKIT Workflows provides a fully managed service for developing, scheduling, orchestrating, and monitoring workflows also called as Directed Acyclic Graphs (DAGs) using the open-source platform Apache Airflow. The service abstracts the complexity of managing the underlying infrastructure, databases, schedulers, and web servers, allowing Customers to focus on defining and executing their data pipelines. STACKIT is responsible for the provisioning, operation, maintenance, and scaling of the Apache Airflow environment.

## Key features

- Fully managed and scalable Apache Airflow environment.
- Web-based user interface for workflow management, monitoring, and troubleshooting.
- Execution of workflows defined as Directed Acyclic Graphs (DAGs).
- Access to standard Apache Airflow operators and integrations.
- Access to STACKIT operators and integration with other STACKIT products (eg. Data Platform).
- Integration of serverless Apache SPARK within STACKIT Workflows.

## Service plans

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## Metrics

The service plans are based on a fee for the service instance, additional costs depends on resource usage. Billing for STACKIT Workflows is based on the subscribed service plan and the time the service instance is provisioned.

- Fees per Service Instance per hour

- Additional fees based on:
  - CPU hour
  - Memory hour

## SLA specifics

- The availability of STACKIT Workflows depends on the ability to access the Apache Airflow UI and the functioning of the Airflow Scheduler to process DAGs, excluding planned maintenance and excluded events as defined in the General Service Description.
- Issues related to Customer-provided DAGs, code, or misconfigurations are excluded

## Backup

- Backup and restore are the responsibility of the Customer.

## Additional terms

- “Apache ” and “Apache Airflow ” and “Apache Spark” are trademarks of the Apache Software Foundation. Any other third party trademarks, service marks, logos, trade names or other proprietary designations, that are or may become present within the Sites, including within any Materials, are the registered or unregistered trademarks of the respective parties.

When using the STACKIT Workflow Service the Customer undertakes to comply with the respective license conditions for the service:

Apache 2.0 License <https://github.com/apache/httpd/blob/trunk/LICENSE>

# Annex | Exportability

## (Online Register)

Data type	Description	Exportable (Yes/No)	Format	Additional notes
Customer data (database content)	Data stored by the customer in the database (if available) or within the product/service	Yes	JSON	Airflow API
User accounts & permissions	Information about users and their permissions	Yes	JSON	Airflow API
System metrics (instances / resources in use)	Performance data of the instance / resource in use (e.g., CPU usage, memory usage) SIZES AND CAPACITIES  <i>Capacities of the available resources / instances</i>	Yes	Open Telemetry	-
System properties (instances / resources in use)	Versions and information necessary to check compatibility	Yes	JSON/HTML	STACKIT API + Airflow API
-	-	-	-	Other information to enable compatibility checks:
Product / service-related data (product properties)	Configuration data and source code  <i>Configuration of IT-systems / rudimentary IT, settings, customizing, IP's, VLAN, interfaces, software code, scripts</i>	No	-	No. Company confidential STACKIT.
	Log data (non personalized and personalized)  <i>System-status,</i>	No	-	No. Company confidential STACKIT.

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*technical-events,  
etc.*

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Log data (non personalized and personalized)	No	-	No. Company confidential STACKIT.
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*Login/logout of user,  
user activities*

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