



Support for Open Policy Agent

Direct from the Creators

Styra is dedicated to making your Open Policy Agent (OPA) investment successful. As the founders and maintainers of OPA, Styra brings expertise directly from the team that invented OPA, as well as proven best practices from across our large enterprise community. With support, training and customer success resources at your fingertips, you can efficiently achieve your business goals and meet project timelines.

Benefits of Working with Styra, the Founders of OPA

- Native Rego policy development Faster OPA deployments based on best practices
- Proven policy and authorization expertise
- Expedited support for timely resolutions
- Guidance around custom integrations

Customer Success

Styra's Customer Success team proactively works with customers to understand business goals and objectives in order to optimize your OPA investment. You will have access to a dedicated Customer Success team who can help with:

- Onboarding
- Best practices to leverage OPA
- Training
- Use case advice
- Health checks
- Custom integrations for OPA
- Architecture reviews
- Policy development in Rego
- Policy reviews

Training

Get the most out of your OPA investment with training. Our knowledgeable training team offers hands-on training for OPA and Rego to cloud, platform and DevOps teams. Training is teacher led and offered in person on-site or remote via web conferencing tools.

For self-paced learning, or to brush up on the basics of OPA authoring, try our free online training on Styra Academy at academy.styra.com.

Mitigate risk. Minimize human error. Accelerate delivery.

Styra's Declarative Authorization Service was purpose-built for the challenges of Kubernetes and the cloud-native stack. Built on Open Policy Agent, Styra DAS provides compliance guardrails delivered as policy-as-code, and implemented directly via Kubernetes APIs.

Styra Open Policy Agent Support Packages & SLAs

Support

Our Support team is dedicated to providing knowledgeable and timely responses to your support requests, as well as remote assistance whether it's online, on email, Slack or by phone.

Customer Success & Support Benefits	Community Support	Styra Essentials Support
OPA Community	X	X
OPA Updates	X	X
24x7x365 Support		X
Executive Business Reviews		X
Training		X
Policy Review		X

Severity Levels

The Styra Support team understands that you require a timely response to your requests. SLA's are provided for all issues, based on priority level.

Priority	Definitions	Examples	Styra Essentials
Urgent Level 1	Severe Error Production or other mission-critical systems are down and no workaround is immediately available.	<ul style="list-style-type: none">System downBusiness operations have been severely disrupted	2 Hours
High Level 2	Major Functionality Is Severely Impaired Operations can continue in a restricted fashion, although long-term productivity may be adversely affected. Workaround required.	<ul style="list-style-type: none">Major system function is unavailable or degradedRepeated failuresIssue has halted deployment of product	4 Business Hours
Medium Level 3	Partial, Non-Critical Loss of Functionality A problem that involves partial, non-critical loss of use of the software for production or dev purposes.	<ul style="list-style-type: none">Failure in non-critical software componentImpaired operations but software still usable	6 Business Hours
Low Level 4	General Usage Problem No impact to production or other environments.	<ul style="list-style-type: none">General configuration or usage questionsDocumentation errors	1 Business Day
Low Level 5	Feature Request No impact to production or other environments.	<ul style="list-style-type: none">Request for general new product functionality	1 Business Day

About Styra

We are reinventing policy and authorization for cloud-native. Today's cloud app infrastructure has evolved. Access, security, and compliance must also evolve. It's time for a new paradigm. It's time for authorization-as-code.

Learn more at www.styra.com

