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

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

Built on open-source, and declarative by design, Styra's Declarative Authorization Service (DAS) solutions were purpose-built for the challenges of the cloud-native stack.

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.	• System down • Business operations have been severely disrupted	2 hrs
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.	• Major system function is unavailable or degraded • Repeated failures • Issue has halted deployment of product	4 business hrs
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.	• Failure in non-critical software component • Impaired operations but software still usable	6 business hrs
Low Level 4	**General usage problem -** No impact to production or other environments.	• General configuration or usage questions • Documentation errors	1 business day
Low Level 5	**Feature Request** - No impact to production or other environments.	• Request for general new product functionality	1 business day

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