

Edge Acceleration Service

API Blueprint Specification

Engagement Approach

Blueprint Service	Description
Delivery Model	<p>A series of expert consulting activities and facilitated sessions to build the foundation for Customer's API Program leveraging the best practices from the Apigee Accelerator Methodology. A Blueprint engagement includes 5 segments:</p> <ul style="list-style-type: none">• Accelerator Planning• Scoping• Architecture & Design• Operations & Support and• Delivery Infrastructure <p>A Blueprint series is typically split between 1 week on-site and 2 weeks off-site. Customer is required to participate in a number of high-level, preparatory discussions prior to the delivery of the Blueprint series.</p>
Duration	The Blueprint engagement is delivered over 3 consecutive weeks + Customer's preparation calls prior to week 1 of the engagement
Customer Engagement Model	Customer is an active participant in information sharing and requirements gathering to facilitate the scoping of Customer's API program design to build the foundation of Customer's API Program.
Customer Obligations	Customer is required to provide personnel with knowledge and expertise as well as the time required to review documentation throughout the Blueprint series. The number of required revisions to the documentation, the number of Customer groups involved and Customer's ability to commit resources for the full 3 week series will all impact the scope and timeline for delivery of the Blueprint engagement. Agreed upon costs and duration may need to be modified to account for exceptions to Customer's obligations. (See Roles and Responsibilities section for recommended Customer personnel participants, Engagement Requirements, Assumptions and Constraints.)
Extension	N/A

Blueprint Segments

Accelerator Planning

Documentation and Activities	Description
Detailed Blueprint Schedule	Day-by-day schedule of activities for week 1 of the Blueprint engagement
Team Directory	List of names and contacts for the API program team.
RACI Matrix	Roles and responsibilities of API program team members.
Blueprint Kick-off Presentation	Kick-off presentation to align Blueprint activities and documentation with API program team members and to assimilate the Apigee team with the vision and success criteria of the Customer.

Scoping

Documentation	Description
User Story Backlog	Functional and Non-Functional Requirements captured as a User Story Backlog to be leveraged in a future delivery stage of up to 3 Sprints which can be purchased as a separate engagement.

Architecture and Design

Documentation	Description
API Specifications	API Specifications for the Proxies which could be delivered during initial 3 Sprints following the Blueprint. This could be purchased as a separate engagement. This includes northbound designs, mediation inside the proxy and southbound / target interaction.
High Level Solution Architecture	Overall design strategy of API architecture components and how they will interact.
Developer Portal	Designs of workflows for basic developer signup and portal configuration.

Operations and Support

Documentation	Description
Monitoring and Operations Strategy	Best practices for API proxy monitoring and API platform support

Delivery Approach and Methodology

Documentation	Description
Milestone & Resource Assignment Tracking	High level view into Blueprint milestones and people hours for Apigee and Customer API program team
Detailed Sprint Schedule	Day-by-day schedule of activities to occur during Sprints.
API Test Strategy	Best practices for API testing including the types of testing to be incorporated into program.
API Design	Best practices around RESTful API Design to enable a great API Consumer experience
Source Control Management	Best practices around SCM design and maintenance for API programs including development, promotion, release and hotfix strategies.
Automated Deployment	Best practices for automating the deployment of API proxies both for developers and continuous integration
Continuous Integration	Best practices for orchestrating the deployment, testing, promotion of API proxies and related configuration.
Blueprint Executive Presentation	Presentation to align executives on agreed path forward based on Blueprint activities.

Roles and Responsibilities

Apigee Roles

Digital Engagement Lead

The Digital Engagement Lead is the main contact for engagement coordination activities and leads daily stand-up meetings and oversees the engagement schedule. The Digital Engagement Lead is also accountable for reporting weekly status and budget information to the Customer.

Principal Architect

The Principal Architect is responsible for the API design sessions, planning and leading sessions regarding technical best practices.

Customer Roles

Executive Sponsor

The Executive Sponsor is a visible participant in the project and will set the vision and guiding principles for the team. They will be actively engaged in the Blueprint Executive Review session to approve the project moving forward.

Engagement Owner

The Engagement Owner is the main contact for project coordination activities, working closely with the Apigee Digital Engagement Lead. The Engagement Owner tracks the project progress and ensures customer resources are available to keep the project moving and ensure customer deliverables are provided according to the mutually agreed upon engagement timeline.

Product Owner

The Product Owner participates in all design and requirement sessions to provide input to what is needed to meet the business needs of the API program.

Lead Architect

The Lead Architect participates in all design sessions and approves the solution design. The Lead Architect also participates in Functional and Performance Testing and is involved with the deployment of the solution to Production. Due to the many environments and potential moving of various versions of the code being developed, the Lead Architect also assists in moving API Bundles from the base developers environment to all other environments including Production. Apigee provides training to the Customer Lead Architect, including being the liaison with Customer Network Engineers for any backend infrastructure issues and test coordination and deployment activities.

Network Engineer

The Network Engineer sets-up all hardware necessary for the Apigee solution, including opening ports and setting up and modifying any firewall policies. The Network Engineer documents the Apigee installation procedures while shadowing the Apigee resource to capture any unique information for the Customer infrastructure. The Network Engineer also sets-up monitoring and ensures availability of the systems during the project.

Test Lead

The Test Lead plans, develops and executes all necessary steps for executing Functional and Performance Testing. This includes creation of a testing strategy and test cases/scripts necessary to validate the system, as well as managing the submission of defects and defining the process to track defects to closure.

Engagement Requirements, Assumptions and Constraints

- Apigee and Customer resources will be scheduled and held to an agreed timeline to ensure consistency of resources to the project.
- Customer agrees to use Apigee JIRA and Confluence systems to manage customer requirements and tracking of completed configurations and outstanding backlog for this phase.
- Customer will ensure that personnel with appropriate skills and experience are available to meet with Apigee as reasonably necessary.
- Customer will provide timely responses to Apigee inquiries from knowledgeable personnel in timeframes that do not impact the schedule
- Customer will ensure that appropriate resources are engaged to resolve an issue if Apigee determines the issue is due to a problem in Customer's environment.
- Delays in delivery of Customer or Customer vendor's deliverables required for Apigee to perform the required activities will directly impact Apigee's timeline(s) and costs if assigned Apigee resources are not able to work on other project activities in lieu of the originally scheduled activities.
- Customer needs to provide Apigee 14 days notice for any resource request changes.
- While Apigee personnel are working on Customer premises, Customer will ensure the following, as applicable:
 - Suitable office space, supplies, furniture, telephone, internet access and other facilities equivalent to those provided to Customer employees are provided to Apigee personnel.
 - Security clearance and building access for Apigee personnel is enabled.
- The Apigee professional working day is eight hours, including reasonable time for meals. Apigee expects that Customer personnel are available during similar working hours. Apigee understands that occasions arise during customer engagements that require a longer working day or scheduling outside of regular working hours. Apigee will work with the customer to mutually agree upon scheduling outside of regular working hours and reasonably accommodate such requests as may be appropriate or required for the project.

- All services purchased expire 6 months from purchase date.