Edge Acceleration Service

API Security Fast Start Specification

Engagement Approach

Item	Description
Delivery Model	A series of sessions will be conducted by an expert to review & assess the security aspects of your Edge environment and lead hands-on sessions to configure security policies aligned with best practices. An Apigee Technical Solution Consultant will engage with the customer to obtain the necessary information to review. The archite will conduct sessions to share the necessary prerequisites, validate all the prerequisites jointly with the customer, host web conference sessions to go through the security design and specifications, and connect remotely to perform the necessary configuration activities.
Duration	The API Security Fast Start service is delivered remotely over 2 consecutive weeks[1].
Customer Engagement Model	Customer is an active participant in information sharing and actively involved in all review, assessment, and configuration activities conducted by Apigee.
Customer Obligations	Customer is required to provide personnel with knowledge and expertise as well as the time required throughout the engagement. The following types of information will need to be provided to the team: ● Solution documentation & diagrams (network, component, authentication, infrastructure, etc.) ● Detailed functional and nonfunctional requirements for the proxies, test cases, sample requests/responses and corporate security standards/guidelines ● Full remote access to all appropriate Apigee Edge environments & proxy code (preferably in an SCM) ● See Roles and Responsibilities section for recommended

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[1] Signifies engagement duration. Does not signify/translate to number of consulting hours.

	Customer personnel participants, Engagement Requirements, Assumptions and Constraints.
Extension	Any activities that extend beyond the specified duration of this offering requires the purchase of service unit packs as offered in the current price list.

Engagement Scope

Activities	- Technical Solution Consultant engaged for 2 weeks[2] - Deep-dive session of Edge security architecture - Review & help configure security policies for 1 API Proxy - Two-Legged or Three-Legged OAuth flow - Spike Arrest, Quota Management and RegEx policies - Establish best practices for API Key and token management - Assist in configuring north- and south-bound TLS and associated Keystore & Truststore for 1 API Proxy - Guidance on role-based access control for Edge Management Console & Management APIs - Review & assess Edge security from a network zone and network ports perspective

Roles and Responsibilities

Apigee Roles

Technical Solution Consultant

The Apigee Technical Solution Consultant is responsible for conducting the review and assessment of the security requirements, corporate security guidelines and configuring appropriate policies on Edge. The Technical Solution Consultant is also responsible for sharing best practices and hosting sessions to do appropriate knowledge transfer about the configuration changes.

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[2] Signifies engagement duration. Does not signify/translate to number of consulting hours.

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Customer Roles

<u>Product Owner</u>

The Product Owner is responsible for providing the business context for the solution and identifying business issues and challenges that need to be taken into consideration as part of the assessment.

<u>Lead Architect</u>

The Lead Architect provides input to ensure that the Apigee Technical Solution Consultant has all information needed to successfully complete the API Security Fast Start. The Lead Architect is also responsible for providing the technical and architectural context for establishing the security policies so that necessary configuration changes can be made. The Lead Architect is also responsible for inviting the appropriate stakeholders during the engagement per guidelines from the Apigee Technical Solution Consultant to ensure that timely decisions can be made and configuration changes can be applied quickly.

<u>Security Architect</u>

The Security Architect is responsible for providing the full security context needed as part of the engagement including helping understand corporate security standards and guidelines. The Security Architect is also responsible for understanding and evangelizing Edge security best practices internally within the organization.

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 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 Apigee personnel are requested to be on-site at 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.

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