

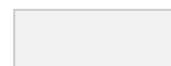
# Edge Acceleration Service

## Critical Event Assurance Specification

### Engagement Approach

Item	Description
Delivery Model	<p>With a deployment review by an expert consultant, two rounds of performance testing for up to 3 APIs, and a dedicated 24x7 online support channel, Apigee takes a proactive approach to deliver this service by engaging with you several weeks before your critical event.</p> <p>Shown below is a typical timetable for this offering.</p> <p><b>T-4 Weeks:</b> Call to capture context, requirements and obtain pre-requisites  <b>T-3 Weeks:</b> Review architecture, lay groundwork and prepare for load tests  <b>T-2 Weeks:</b> Execute load tests, review results, tune deployment  <b>T-1 Week:</b> Execute load tests, review results, make final adjustments  <b>T-1 Day:</b> Final review with on-site architect  <b>Event Day:</b> Monitor, adjust, act per current conditions</p>
Duration	The Critical Event Assurance Service is delivered over 4 consecutive weeks <sup>1</sup> .
Customer Engagement Model	Customer is an active participant in information sharing and actively involved in sessions hosted by Apigee Technical Solution Consultant.
Customer Obligations	<p>Customer is required to provide personnel with knowledge and expertise as well as the time required to review documentation throughout the engagement. The following types of information will need to be provided to delivery team:</p> <ul style="list-style-type: none"> <li>• Critical event date, description, and relevant business scenarios</li> <li>• Relevant architecture diagrams &amp; documentation</li> <li>• Expected traffic estimates, performance numbers of backend systems &amp; ready-to-be-executed test cases</li> <li>• Readiness and availability of Edge environment(s) for</li> </ul>

<sup>1</sup> Signifies engagement duration. Does not signify/translate to number of consulting hours.

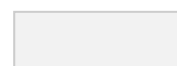


	<p>performance tests</p> <ul style="list-style-type: none"> <li>• Designated engineers with full system access</li> <li>• Access to appropriate Edge environment(s)</li> <li>• See <a href="#">Roles and Responsibilities</a> section for recommended Customer personnel participants, Engagement Requirements, Assumptions and Constraints.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Technical Solution Consultant engaged for 4 weeks<sup>2</sup></li> <li>• Review of the deployment architecture</li> <li>• Review &amp; assessment of the Edge configuration for performance changes</li> <li>• Review &amp; assessment of API proxies to identify patterns affecting performance</li> <li>• Review &amp; assessment of the performance tests</li> <li>• Help in setting up &amp; executing performance test to measure baseline performance</li> <li>• Help in setting up &amp; executing two rounds of performance tests to measure performance after applying tuning changes</li> <li>• Configure and change system configuration, API proxies network, etc. per the tuning plan</li> <li>• Help to document recommended changes to system configuration, API proxies, network configuration, etc. to tune the deployment</li> <li>• 3-Days On-Site Consultant support (2-day prior to and day-of critical event)</li> <li>• Dedicated Online Support Chat Channel (24x7 coverage by Apigee Support Engineers) for the duration of this engagement</li> </ul>
------------	--

<sup>2</sup> Signifies engagement duration. Does not signify/translate to number of consulting hours.



## **Roles and Responsibilities**

### **Apigee Roles**

#### Technical Solution Consultant

The Apigee Technical Solution Consultant is responsible for conducting the deployment review, assisting and providing guidance on the performance testing plans, reviewing the test results, acting as the point of contact for the duration of the engagement, and recommending necessary remediation steps based on the assessment.

#### Support Engineers

The Support Engineers at the guidance and direction of the Apigee Technical Solution Consultant are responsible for helping triage and resolve product-specific issues and problems.

### **Customer Roles**

#### Product Owner

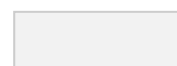
The Product Owner is responsible for providing the business context for the solution and identifying business issues and challenges that need to be taken into consideration as part of this engagement for the critical event.

#### Lead Architect

The Lead Architect provides input to ensure that the Apigee Technical Solution Consultant has all information needed to successfully review the customer's environment to ascertain the readiness for the critical event. The Lead Architect is also responsible for providing the technical and architectural context for the necessary assessment. The Lead Architect is also responsible for coordinating sessions with the Test Lead to plan, schedule and execute performance tests on a timely manner. The Lead Architect is also responsible inviting the appropriate stakeholders during the review and assessment sessions per guidelines from the Apigee Technical Solution Consultant, so that remediation actions and decisions can be made in a timely manner.

#### Test Lead

The Test Lead plans, develops and executes the necessary performance tests. This includes creation of a testing strategy and test cases/scripts necessary to validate the system, as well as managing the submitted 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 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.
- The Apigee dedicated online support channel for this engagement will be available on a 24x7 basis with support engineers coming online from different regions using a follow-the-sun model.
- All services purchased expire 6 months from purchase date.

