API Acceleration Service
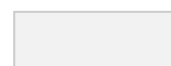
DevOps & CI/CD for Edge Specification

Engagement Approach

Item	Description
Delivery Model	A series of expert consulting, knowledge sharing and demonstration sessions to provide best practices for continuous integration and deployment processes for Edge and information about associated tools and technology stack, branching strategies and their impact on CI/CD. The Apigee Technical Solution Consultant will follow established best practices to provide an end-to-end, test driven approach to the API CI/CD lifecycle. During the delivery, the Apigee team will lead you through best practices and associated activities to deliver a working API proxy within a fully functioning technology stack.
Duration	The DevOps & CI/CD for Edge Service is delivered remotely over 2 weeks[1].
Customer Engagement Model	Customer is an active participant in information sharing and actively involved in sessions hosted by the Apigee Technical Solution Consultant.
Customer Obligations	Customer is required to provide personnel with knowledge and expertise as well as the time required to review documentation. The following types of information will need to be provided to delivery team: ● Access to an existing CI/CD software, build server, & a source code management system ● Access to appropriate Edge environment(s) ● See Roles and Responsibilities section for recommended 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.

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

Engagement Scope

Activities	- Architect engaged for 2 weeks[2] - Overview of continuous integration and deployment process and it's usage - Overview of delivery lifecycle - from source control to testing and deployment - Overview & review of tools and technology stack - Overview & discussion on branching strategies and its effect on CI/CD - Discussion & agreement on tools, e.g. SCM, integration testing - Presentation & demonstration on CI/CD methodology & best practices - Techniques for code promotions between Apigee environments - Strategies for production & non-production environments - Help configure CI tool for API proxy deployment and verification - Help configure CD tool - Creating unit and integration testing coverage - Example of a self-testing API proxy implementation and deployment - Deep-Dive on CI/CD methodology & best practices

Roles and Responsibilities

Apigee Roles
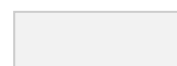
Technical Solution Consultant

The Apigee Technical Solution Consultant is responsible for knowledge sharing sessions on the continuous integration and deployment process for Edge and it's usage and delivery lifecycle. The Apigee Technical Solution Consultant will facilitate discussions and help drive agreement on tools (ie. SCM, integration testing). The Apigee Technical Solution Consultant will also demonstrate CI/CD methodology best practices and discuss code promotions between Edge environments and strategies for non-production environments.

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 the assessment.

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<u>Lead Architect</u>

The Lead Architect provides input to ensure that the Apigee Technical Solution Consultant has all information needed to successfully demonstrate and configure the CI/CD process for Edge within the context of the customer's solution architecture. The Lead Architect is also responsible for inviting the appropriate stakeholders during the discussion, knowledge sharing and consensus-building sessions per guidelines from the Apigee Technical Solution Consultant.

<u>Operations Engineer</u>

The Operations Engineer has complete access to the Edge environments, has the necessary credentials and privileges to install and configure appropriate CI/CD tools.

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.