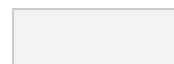# API Acceleration Service

Developer Portal Fast Start Specification

Engagement Approach

Item	Description
Delivery Model	A series of sessions will be conducted by an expert to review and assess your Developer Portal requirements and lead hands-on sessions to configure a Developer Portal aligned with best practices An Apigee Technical Solution Consultant will engage with the customer to obtain the necessary information to review. The Technical Solution Consultant will also conduct sessions to share the necessary prerequisites, validate all the prerequisites jointly with the customer, host web conference sessions to go through the design and specifications, and connect remotely to perform the deployment & configuration activities.
Duration	The Developer Portal Fast Start service is delivered remotely over 4 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:
	
	● For Private Cloud configurations
	   ○ All necessary hardware, supported Operating System (OS), OS registration and necessary Edge Developer Portal prerequisites setup, configured and verified
	   ○ All necessary VMs setup, provisioned, configured and verified

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

	- ○ All required security and network configuration changes configured and verified - ○ Remote and high-bandwidth access to Apigee architects to all appropriate network environments - Agreed upon art work, logos, color schemes, and style guide - Remote and high-bandwidth 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.

Engagement Scope

Activities	- Technical Solution Consultant engaged for 4 weeks[2] - Deep-dive session of Edge developer portal architecture - Identify and enable up to 2 customer-specific user flows in the developer portal - Review of corporate design and theme requirements - Enable a developer portal for one Edge organization - Extend the out-of-the-box Edge theme to follow the client style guide - Enable SmartDocs module for one API - Instructions explaining deployment of code changes - Operations instructions for applying updates to the developer portal - Knowledge transfer session to enable team on Edge-specific modules in the developer portal[3]

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

[3] Does not include enabling customer on Drupal knowledge and skills.
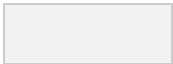
Roles and Responsibilities

Apigee Roles

Technical Solution Consultant

The Apigee Technical Solution Consultant is responsible for obtaining and reviewing the Developer Portal requirements, planning and conducting information gathering sessions with the customer, validating the prerequisites, artwork/logos, style guides and other assets required for the Developer Portal. The consultant is also responsible for guiding the customer in performing updates to the Developer Portal per the customer's requirements.

## 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.

Lead Architect

The Lead Architect provides input to ensure that the Apigee Technical Solution Consultant has all information needed to successfully complete the Developer Portal Fast Start engagement. The Lead Architect is also responsible for providing the technical and architectural context for the required configurations. The Lead Architect is also responsible for inviting the appropriate stakeholders including the creative/design team during the review and knowledge sharing sessions per guidelines from the Apigee Technical Solution Consultant, so that portal can be configured and decisions can be made in a timely manner.

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.
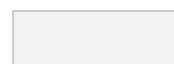
- Delays in delivery of Customer or Customer vendor's deliverables required for Apigee to perform the required activities will directly impact Apigee's timeline(s) and costs.
- If Apigee personnel are requested to be on-site at Customer premises, Customer will ensure the following, as applicable:
    - 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.