# Edge Acceleration Service

Performance Testing & Tuning Specification

Engagement Approach

Item	Description
Delivery Model	An expert consulting review and assessment of Edge configuration for performance changes, network connectivity to backend systems assessment of up to 3 critical proxies and conduct two rounds of performance tests to discover, isolate and remediate performance anomalies An Apigee Technical Solution Consultant will engage with the customer to obtain the necessary prerequisites and information to review. The review and assessment will be conducted off-site by the consultant. The consultant will then work with the technical point-of-contact to execute relevant tests, perform configuration changes, and other necessary updates per the tuning plan, host web conference sessions to go through the assessment with appropriate customer stakeholders.
Duration	The Performance Testing and Tuning Service is delivered over 2 consecutive weeks[1].
Customer Engagement Model	Customer is an active participant in information sharing and actively involved in sessions hosted by 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: ● Relevant architecture diagrams, documentation, & ready-to-be-executed test cases ● Performance numbers of backend systems based on load tests executed, if available ● Designated systems/operations engineer with full system access ● Access to appropriate Apigee Edge environment(s) ● See Roles and Responsibilities section for recommended Customer personnel participants, Engagement

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[1] Signifies engagement duration. Does not signify/translate to number of consulting hours.
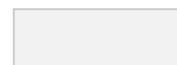
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	Requirements, Assumptions and Constraints.
Extension	Any activities that extend beyond the specified duration of this offering requires the purchase of service unit packs as offered in the current price list.

Engagement Scope

Activities	- Technical Solution Consultant engaged for 2 weeks[2] - Review & assessment of up to 3 proxies - Review & assessment of the Edge configuration for performance changes - Validation to ensure alignment with Apigee recommendations & best practices - Review & assessment of network connectivity to backend systems - Review Edge Analytics to discover and isolate performance anomalies - Review & assessment of API proxies to identify patterns affecting performance - Review load test, assess and prepare a plan to tune the deployment - Help to prepare a plan for changes to system configuration, API proxies, network configuration, etc. to tune the deployment - Help in setting up & executing performance test to measure baseline performance - Help in setting up & executing two rounds of performance tests to measure performance after applying tuning changes - Configure and change system configuration, API proxies network, etc. per the tuning plan

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.

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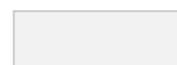
Customer Roles

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 all necessary steps for executing 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
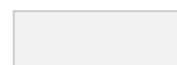
hours. Apigee understands that occasions arise during customer engagements that require a longer working day or scheduling outside of regular working hours. Apigee will work with the customer to mutually agree upon scheduling outside of regular working hours and reasonably accommodate such requests as may be appropriate or required for the project.

- All services purchased expire 6 months from purchase date.