

Edge Acceleration Service

Private Cloud Environment Assessment Specification

Engagement Approach

Item	Description
Delivery Model	<p>An expert consulting review, assessment and validation of existing Edge for Private Cloud architecture, environment and end to end configuration.</p> <p>A 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 host web conference sessions to go through the assessment with appropriate customer stakeholders</p>
Duration	The Private Cloud Environment Assessment is delivered remotely 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	<p>Customer is required to provide personnel with knowledge and expertise as well as the time required to review documentation throughout the Private Cloud Environment Assessment. The following types of information will need to be provided to delivery team:</p> <ul style="list-style-type: none">• Solution documentation & diagrams (network, component, authentication, infrastructure, etc.)• Edge installation response files, read-only server shell and Edge management API access• Designated engineers with full system access• 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.

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

Engagement Scope

Activities	<ul style="list-style-type: none">● Technical Solution Consultant engaged for 2 weeks²● Review & assessment of an existing Edge for Private Cloud Environment in 1 datacenter● Component-by-component health checks● Overall configuration validation● End-to-end system validation● Review & assessment of readiness to perform an upgrade● Review & assessment of security practices for the deployment● Help to create a plan for changes to the private cloud deployment per the assessment● Provide guidance on remediation of gaps identified during the review process
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Roles and Responsibilities

Apigee Roles

Technical Solution Consultant

The Apigee Technical Solution Consultant with specialization in Edge operations is responsible for obtaining and reviewing the Edge environment architecture documents, planning and conducting information gathering sessions with the customer, performing the assessment of the environment based on the provided documentation, planning and delivering the assessment and provide guidance on remediating the gaps identified for the environment.

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 assessment.

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 and perform that assessment. The Lead Architect is also responsible for providing the technical and architectural context for the necessary assessment. The Lead Architect is also responsible for

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coordinating sessions with the network engineer to plan, schedule and execute the assessment in a timely manner. The Lead Architect is also responsible for 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.

Network Engineer

The Network Engineer has complete access to the Edge environment, has the necessary credentials and privileges to make changes to the Edge configuration including opening ports, setting up and modifying any firewall policies. The Network Engineer has access to documents created and used as part of the Edge installation procedures including any unique information for the Customer infrastructure.

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.