

Edge Acceleration Service

Private Cloud Fast Start Specification

Engagement Approach

Item	Description
Delivery Model	<p>A series of sessions will be conducted by an expert to review and assess your Private Cloud environment requirements and lead hands-on sessions to configure an environment aligned with best practices.</p> <p>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 guide the customer to get the Edge environment operational.</p>
Duration	The Private Cloud Fast Start service is delivered remotely over 3 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	<p>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:</p> <ul style="list-style-type: none">• All necessary hardware, supported Operating System (OS), OS registration and necessary Edge prerequisites setup, configured and verified• All necessary VMs setup, provisioned, configured and verified

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

	<ul style="list-style-type: none"> • All required security and network configuration changes configured and verified • Remote and high-bandwidth access for Apigee architects to all appropriate network environments • 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	<ul style="list-style-type: none"> • Technical Solution Consultant engaged for 3 weeks² • Deep-dive session of Edge Private Cloud architecture • Review of functional and non-functional requirements for deployment planning • Edge Private Cloud environment specification <ul style="list-style-type: none"> ◦ Network zoning ◦ Topology design • Deep-dive session of Edge Private Cloud monitoring & operations • Help to create a multi-node Edge Private Cloud environment in a single datacenter (up to 10 nodes)³ • Help to create appropriate Edge Organization(s) & Environment(s) • Plan for operating the Edge environment • Knowledge transfer session to enable team for future Edge configurations
------------	--

Roles and Responsibilities

Apigee Roles

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

³ For a multi-datacenter deployment, contact your assigned practice lead.

Technical Solution Consultant

The Technical Solution Consultant with specialization in Edge operations is responsible for obtaining and reviewing the Edge architecture requirements, planning and conducting information gathering sessions with the customer, validating the environment prerequisites, Operating System configuration, and network connectivity. The Technical Solution Consultant is also responsible for guiding the customer in getting the Edge environment operational as 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 Private Cloud 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 coordinating sessions with the network engineer to plan, schedule and execute the activities in a timely manner. The Lead Architect is also responsible for inviting the appropriate stakeholders during the review and knowledge sharing sessions per guidelines from the Apigee Technical Solution Consultant, so that environment can be configured 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.

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.