

# Edge Acceleration Service

## Solution Architecture Assessment Specification

### Engagement Approach

Item	Description
Delivery Model	<p>A series of technical solution architecture review and assessment sessions will be conducted to provide customer with recommendations on build and deploy strategies, authentication and access control strategies and API level governance strategies.</p> <p>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 host web conference sessions to go through the assessment with appropriate customer stakeholders.</p>
Duration	The Solution Architecture Assessment Service is delivered remotely over 3 consecutive weeks <sup>1</sup> .
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	<p>Customer is required to provide personnel with knowledge and expertise as well as the time required to review documentation throughout the Solution Architecture Assessment. The following types of information will need to be provided to delivery team:</p> <ul style="list-style-type: none"><li>● Epics or Business Case</li><li>● Stories or Use Cases</li><li>● Solution network &amp; component diagrams</li><li>● Authentication sequence diagrams</li><li>● Performance reports, capacity &amp; growth requirements</li><li>● Access to appropriate Edge environment(s)</li><li>● See <a href="#">Roles and Responsibilities</a> section for recommended Customer personnel participants, Engagement Requirements, Assumptions and Constraints.</li></ul>
Extension	Any activities that extend beyond the specified duration of this offering requires the purchase of service unit packs as offered in

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

	the current price list.
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## Engagement Scope

Activities	<ul style="list-style-type: none"> <li>● Technical Solution Consultant engaged for 3 weeks<sup>2</sup></li> <li>● Review &amp; Assessment of up to 4 Epics or User Stories</li> <li>● Review &amp; Assessment of component interactions with Edge</li> <li>● Review &amp; Assessment of network &amp; deployment architectures</li> <li>● Review &amp; Assessment of governance architecture <ul style="list-style-type: none"> <li>○ Build and deploy strategies</li> <li>○ Authentication and access control strategies</li> <li>○ API level governance strategies</li> </ul> </li> <li>● Review &amp; Assessment of performance reports</li> <li>● Review &amp; Assessment of capacity and growth plan</li> <li>● Review &amp; Assessment of Developer Portal implementation</li> <li>● Help to create a plan for changes to the solution architecture per the assessment</li> </ul>
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## Roles and Responsibilities

### Apigee Roles

#### Technical Solution Consultant

The Technical Solution Consultant is responsible for obtaining and reviewing the solution architecture documents, planning and conducting information gathering sessions with the customer, performing the assessment of the solution based on the provided documentation, planning and delivering the solution assessment and technical best practices.

### 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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## Lead Architect

The Lead Architect provides input to ensure that the Apigee Technical Solution Consultant has all information needed to successfully review and assess the customer's solution architecture. The Lead Architect is also responsible for providing the technical and architectural context for the solution and identifying architectural considerations for the assessment. 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.

## **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.