

Edge Acceleration Service

API Proxy Design & Policies Assessment Specification

Engagement Approach

Item	Description
Delivery Model	<p>A series of expert consulting reviews and assessments of proxy development standards, proxy, policy, variable and other naming conventions, error handling techniques and security policies used in the proxy implementation for up to 8 proxies.</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 API Proxy Design and Policies Assessment service is delivered remotely over 2 consecutive weeks ¹ .
Customer Engagement Model	Customer is an active participant in information sharing and actively involved in assessment and remediation 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 engagement. 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.)• Detailed functional and nonfunctional requirements for the proxies, test cases, sample requests/responses• Full remote access to all proxy code (preferably in an SCM)• 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 up to 8 proxies● Review & assessment of proxy development standards● Review & assessment of proxy, policy, variable and other naming conventions● Review & assessment of error handling techniques● Review & assessment of security policies used in the proxy implementation● Review & recommendations for performance enhancements● Help to create a plan to change proxies and policies as per the assessment
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Roles and Responsibilities

Apigee Roles

Technical Solution Consultant

The Apigee Technical Solution Consultant is responsible for conducting the review and assessment of the proxy development standards, various naming convention best practices, error handling approaches and security policies used in the proxy implementation.

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.

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 API Proxies and Policies. The Lead Architect is also responsible for providing the technical and architectural context for the proxies being assessed. 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.

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

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.