

Service Description

AppAgile, Managed Service for ZipKin

1 Introduction

1.1 This specific service description complements the service description of AppAgile concerning Managed Service for the product ZipKin.

1.2 Zipkin is a distributed tracing system. It helps gather timing data needed to troubleshoot latency problems in microservice architectures. It manages both the collection and lookup of this data. Zipkin's design is based on the Google Dapper paper.

2 Services provided by Telekom

2.1 Telekom provides Prometheus and Grafana as a service for the customer on his AppAgile platform managed by Telekom.

2.2 Managed Service

The Managed Service Metrics includes following services:

- Service instance deployment
- Service instance start/stop/restart
- Service instance monitoring regarding system-relevant events and service level
- Service instance incident creation / communication (in cases of errors in logs and monitoring)
- Base smoke testing after service/platform outtages, incidents and restarts
- Openshift artifact configuration change
- Monitoring and renewal of TLS certificates (not procurement)

2.3 Operating times

- Operating time (uptime) refers to the period of time in which the services are available. Operating times are 24/7 as standard.
- Attended operation time (AOT) refers to the period in which technical support is accessible, and in which faults that may affect system availability are processed. Customers with the Flex and Committed editions can order AOT as OFFICE TIME or FULL TIME.
- Attended operation times for OFFICE TIME are from 8.00 am to 6.00 pm, Monday to Friday, excluding national holidays.
- The attended operation time for FULL TIME is 7 x 24 hours.

2.4 Availability

- The minimum availability of the service is 99,5 percent for the platform as an annual average.
- The availability is calculated from the actual availability in relation to the defined attended operation time (AOT) minus the times for actually performed, planned maintenance and emergency changes.

- The actual availability is measured by the uptime of all Docker containers as well as the existence of corresponding service process.

2.5 Maintenance

- Maintenance work is carried out on a regular basis in order to ensure functionality.
- Periodic database housekeeping.
- Maintenance work which could impair the availability of the cloud service will be announced to the customer at the beginning of the maintenance planning. Standard maintenance windows are not included as unplanned downtimes in calculating the availability.
- Telekom will report any available and security-relevant patches, hotfixes, and new versions of the software used. Telekom will discuss with the customer when to upgrade the Docker container, what different tests will be done on customer's side and the maintenance or change planning. If the customer refuses to upgrade security-relevant patches and hotfixes or versions out of support, Telekom reserves the right to cancel SLAs on this service.

2.6 Backup, recovery and restore

- Backup of database is done on file system level.
- Restore of a database instance, its protocols and content based on regular snapshots is only possible for whole database.
- A restore has to be ordered and will be provided on best-effort delivery.

2.7 High-Availability and failover

- If the customer orders a clustered high-availability solution of this service, Telekom will provide needed load balancing setup to enable automatic failover

2.8 Integration into logging

- If the customer orders additional logging services by AppAgile, Telekom will integrate all necessary logs to the central collection services to be accessible by the customer.

3 Optional services

The customer may order the services specified below separately; they are not included in Telekom's standard services. All corresponding services by Telekom shall be billed on a time and materials basis in accordance with the Price Sheet.

- Administration of operational system, middleware parameters (change deployment config parameters)
- Support in service behavior or performance analysis/tuning on customer's request
- Configuration and adjustment of the load balancing as a function of the middleware instance.
- Scaling of application instances
- Failover test for HA solutions
- Recording and administration of additional diagnostics, metrics or traces