TECHBOOST STARTUP PACKAGE

OTC Welcome Package

ERLEBEN, WAS VERBINDET.

Agenda

01 First Steps & Links

myWorkplace & OTC Console
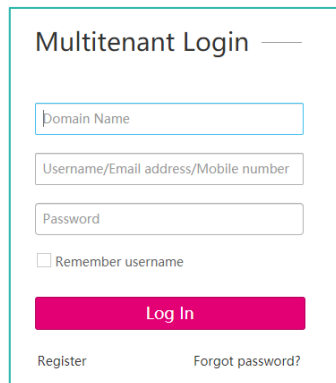
MyWorkplace (Business Login)

https://open-telekom-cloud.com/login

- o **Portal for business view of OTC Cloud Services**

- o **Invoices**

- o **Financial Dashboard**

- o **myWorkplace User Management**

OTC Console

https://open-telekom-cloud.com/console

- o **OTC Services (Compute, Storage, Data Bases,...)**

- o **OTC User Management (Identity & Access Management)**

  - o User Groups

  - o Projects

  - o 2FA

Identity & Access Management (IAM)

Create a new OTC user

As best practice we recommend to create users in the IAM (OTC Console).
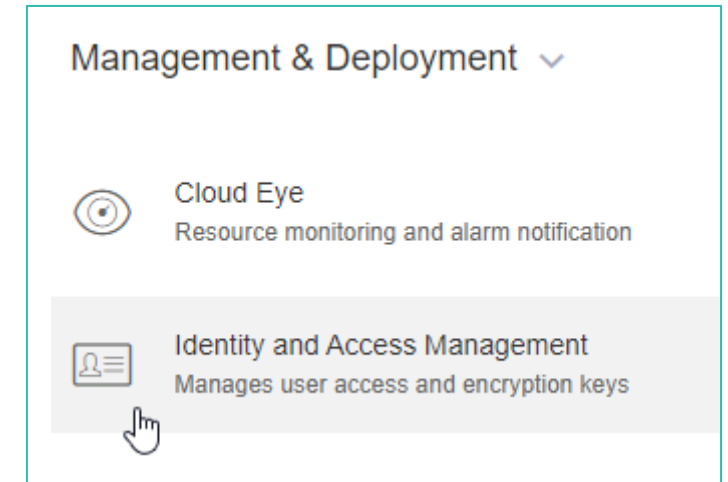
Hands-on training

o **Limited user group: <u>Create a limited User Group</u>**

o **New users: <u>Create additional Users</u>**

Documentation:

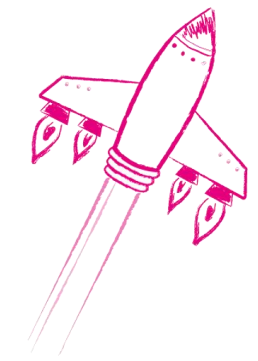o **Identity & Access Management : <u>IAM User Guide</u>**

o **Permission Description: <u>User management and cloud service management permissions</u>**

Screencast

o **IAM: <u>Managing IAM users and their Permissions</u>**

Management & Deployment ∨

Cloud Eye
Resource monitoring and alarm notification

Identity and Access Management
Manages user access and encryption keys

Documentation & Links

myWorkplace: https://open-telekom-cloud.com/login

OTC Console: https://open-telekom-cloud.com/console

OTC Status Dashboard: https://open-telekom-cloud.com/status

OTC Website: https://open-telekom-cloud.com

Price Calculator: https://open-telekom-cloud.com/en/prices/price-calculator

User Guides, API, Tutorials: https://open-telekom-cloud.com/dokumentation

[Uli's Hands-On Training]: Overview

Screen Casts: https://open-telekom-cloud.com/de/support/screencasts

Public Images: https://open-telekom-cloud.com/images

Release Notes: https://open-telekom-cloud.com/de/support/release-notes

OTC Community: https://community.open-telekom-cloud.com/

OTC Blog: https://open-telekom-cloud.com/blog

Roadmap, Tutorial Trophy & Practioner Certification

Roadmap

o **Coming soon on OTC: https://open-telekom-cloud.com/en/products-services/coming-soon**

o **Here you can find all upcoming updates including a short description.**

Tutorial Trophy

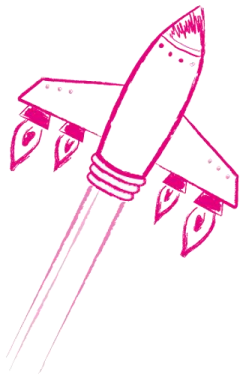o **Share your cloud knowledge and earn money**

o **More information: https://open-telekom-cloud.com/en/support/tutorial-trophy**

Practitioner Certification

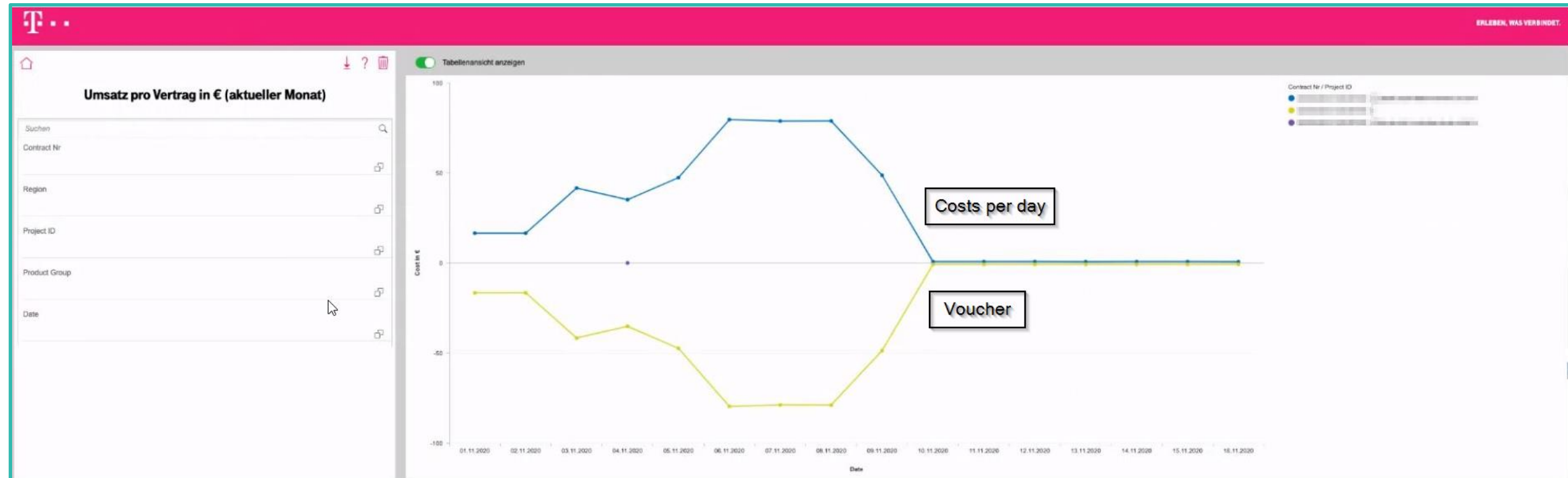o **Enhance your expertise in the Open Telekom Cloud and document your competence with a certificate.**

o **https://open-telekom-cloud.com/en/support/certifications**

02 Financial Topics

Invoices and Financial Dashboard

MyWorkplace: https://open-telekom-cloud.com/login

o   Invoices

o   Financial Dashboard

Flavors with local hardware pass-through

Flavors with local hardware are still billed in shut down status, this applies to the following flavour typs (The current service description of OTC will always apply):

o **Disk Intensive 1 & 2**

o **GPU Flavors**

o **High Performance 2 Flavors**

Service description, chapter 6.1.1 : https://open-telekom-cloud.com/service-description

Voucher

Duration of the voucher

The voucher term for your tenant is **12 months** and **starts on the day the tenant is made available**.

The voucher is billed via the Pay as you Go/Elastic pricing model of the OTC.

03 OTC Best Practices

Best Practice: Cloud Trace

Activate the Cloud Trace Service in your tenant.

Cloud Trace is a monitoring tool, with so called „Traces" which allows you to run analyses on cloud-resources.

The monitoring logs can be saved long term & at low cost in object storage (OBS).

The Cloud Trace Service can also collaborate with [Simple Message Notification](#) SMN) and inform users when specific events occur.

Hands-On Training: [Activate Cloud Trace service](#)

Service description: https://open-telekom-cloud.com/en/products-services/cloud-trace

Documentation: https://docs.otc.t-systems.com/en-us/cts/index.html

Best Practice: Cloud Eye Service

Cloud Eye (CES) is a highly performant monitoring service including alarm function.

o **Overview on cloud recources and their status**

o **Configurable alarm function incl. messages via text (SMS) or email**

o **Free of Charge Service**

o **Does not need to be switched on or be booked**
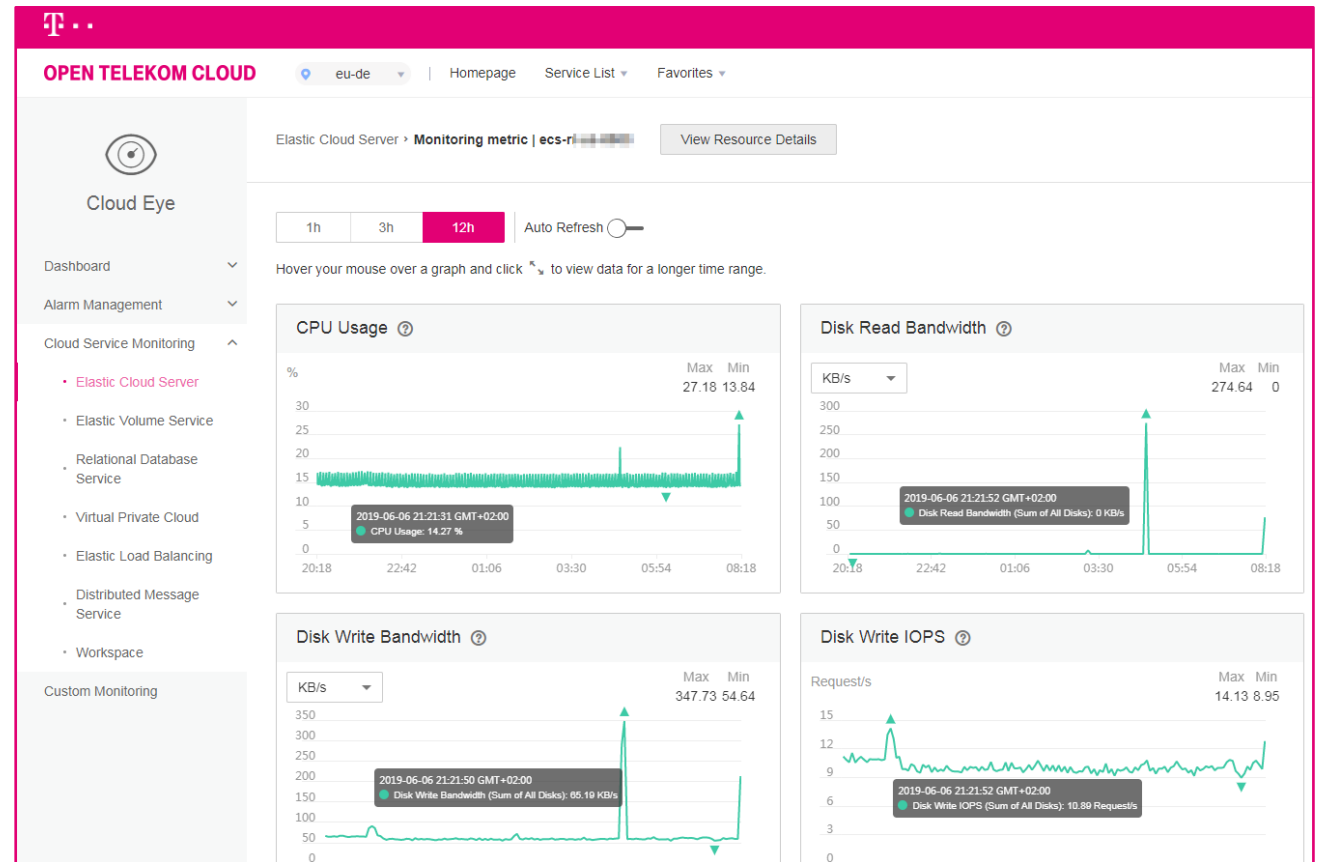
Best Practices: for sending Emails (Mailings)

For security reasons the sending of emails on our Public-Cloud Platform is heavily reduced & restricted to safeguard our IP's & prevention of „spamming". This means that the usual Ports 25, 465 & 587 are blocked and cannot be used.

The following solutions are offered for mailings:

o **Secure Mail Gateway (SMG)**

- o https://docs.otc.t-systems.com/en-us/smg/index.html

- o **Limitation: 100 mails/min**

o **Elastic IP (eIP) type: Mail BGP**
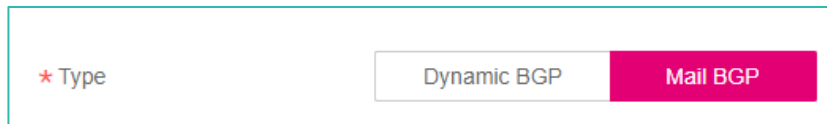
o **Via API (provided by the email provider)**

04 Support & Quota

Ticketing & Support

Open Telekom Cloud Support (24*7 Service) – for technical issues

- **E-Mail: service@open-telekom-cloud.com**

- **Telefon from Germany: 0800 330 4477**

- **All other countries: +800 330 44770**

Funktionsmailbox TechBoost – bei Fragen zum TechBoost Programm:

techboost@telekom.de

Best Practise: Relevant information needed in email to the support team
- Tenant ID (OTC-EU-DE-....000XXXXX)
- Project ID (If no procjects are used: „eu-de")
- IDs of severs and resources that are affected.
- Acurate description of the issue / error
- When did the issue/error occur the first time?
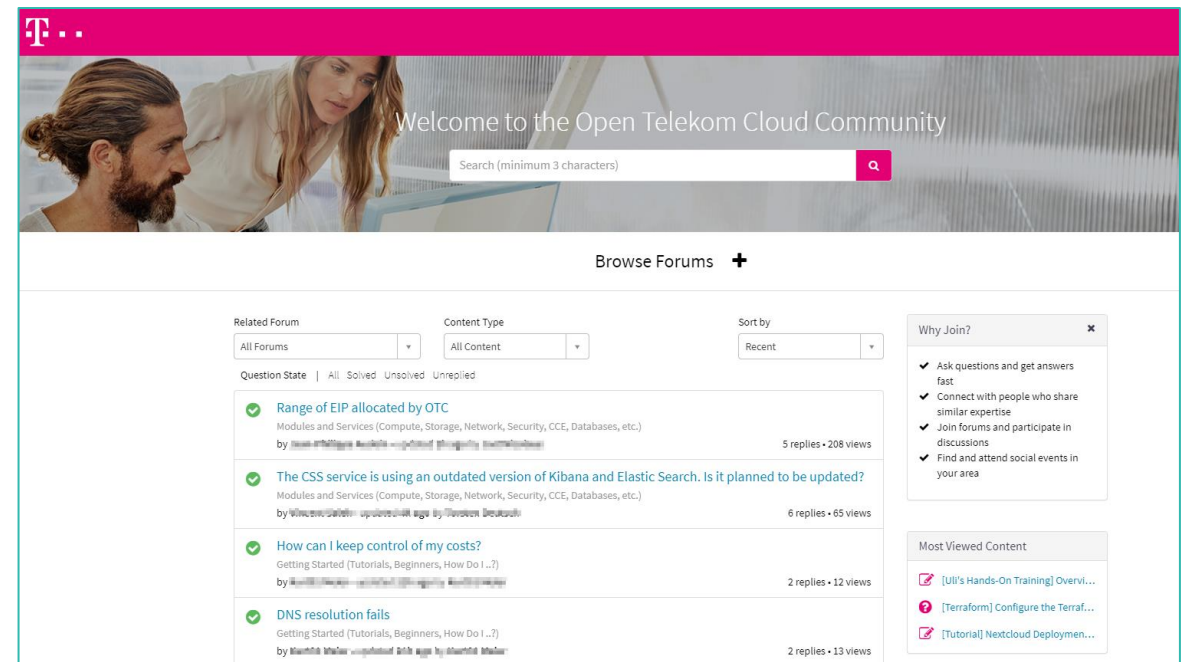- Screenshots of the issue/error

OTC Community

In the community you will find answers to your questions (FAQs) and will be able to ask questions aswell.

There you will also find blog articles related to all topics of Open Telekom Cloud.
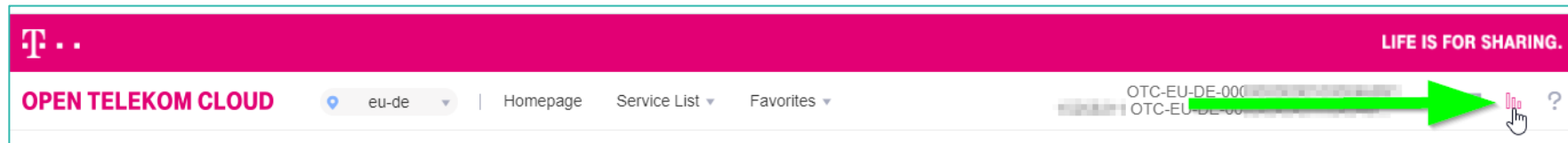
o **https://community.open-telekom-cloud.com/**

o **[Uli's Hands-On Training]: Overview**

Quota adjustment

o **What is a technical quota? → Maximum number of bookable services, for e.g. ECS (Elastic Cloud Server)**

o **Where can I find the current quota Quota?-→ In the OTC Console, on the upper right**

   Here you will find „Total Quota" and „Used Quota".

o **Can I increase or reduce the quota of a service?**

o **Yes, for e.g. write an E-Mail to Service Desk** <u>service@open-telekom-cloud.com</u>

   o **Please share the following information:**

      ✓ **Tenant ID (Domain Name)**

      ✓ **Project and Project ID**

      ✓ **Service with the current Quota setting and the new Quota setting**

Quota adjustment (Tenant, Project)

05 Security

Shared responsibility

The security and data protection of the OTC itself, the underlying platform and systems, is ensured by T-Systems.

The security and protection of YOUR data and systems in the OTC lies within your responsibility.