Dear Customer,

For us to carry out the Scheduled scaling activity, can you please complete the following template:

|  |  |
| --- | --- |
| Customer Name |  |
| Customer ID/Number |  |
| Downtime Window Start in UTC timezone |  |
| Downtime Window End time in UTC timezone |  |
| Environment/(s) involved with links |  |

Not all infra changes need downtime. But, it is recommended to perform infra changes during low business period.

PLEASE SPECIFY WHAT CAPACITY CHANGE IS NEEDED:

***Eg***: scale up ***XXX*** resource from XXX to YYY on XXX pod/service/node

|  |
| --- |
|  |

REASON FOR THE REQUEST:

|  |
| --- |
|  |

Is this request related to a known issue (provide ticket#) or purely a estimation based forecast.

|  |
| --- |
|  |

Please provide Start and end time for promotion/sales event:

|  |  |
| --- | --- |
| Sales Event Start Date & Time in UTC |  |
| Event End Date & Time in UTC |  |

***NOTE 1***: Staging/Dev infrastructure are not 1:1 matching production infrastructure. Single user performance tests and basic load test can be performed in stage env and use the results to extrapolate expected capacity increase in Production environment. However, PROD like representative Performance Load test offers reliable estimation. If PROD environment can’t be used for load test, it is recommended to buy additional Prod environment to run these load tests(your SAP AE/CEE contact can assist here).

***NOTE 2***. Any schedule for Saturday and Sunday will only be accepted for Production environments. DEV/Staging requests must be planned during Monday-Friday.