Test Migration - Customer Success Report

Accelerating Success Together

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Support Update

Subscription Details

Project Key: TESTMIGSUB

Support Tier: Basic

Subscription: $0

Query Hours: 0h 0m (0h 0m Utilized)

Current Deployment

Deployed Products

Primary Production Environment

Product	Version	Support Status	Support EOL Date	Cores	TPS	Update Level
Identity Server	6.0.0	Available		99		

chanuka-test Environment

Product	Version	Support Status	Support EOL Date	Cores	TPS	Update Level
API Manager	2.1.0	Extended	2020-02-06	6	1000	35
API Manager	4.3.0	Available		4	1000	
Open Banking BI	2.0.0	Available		1111		

Development Environment

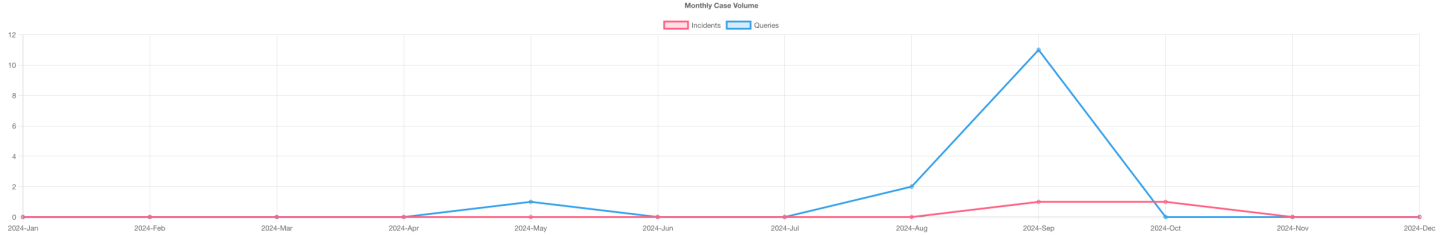
Product	Version	Support Status	Support EOL Date	Cores	TPS	Update Level
API Manager	4.1.0	Available				

SLA & Other Information

SLA Report

Task	SLA Definition	Business Elapsed %
CS0435719	P1 - Workaround (Open Source)	15,277.51
CS0435719	P1 - Resolution (Open Source)	7,638.76
CS0435719	P1 - Response (Open Source)	2,353.61
CS0435719	P1 - Response (Open Source)	2,353.58

Monthly Case Volume Chart



Thanks!