



Test Migration - Customer Success Report

Accelerating Success Together

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Support Update

Subscription Details

Project Name
Test Migration - Subscription

Project Key
TESTMIGSUB

Project Type
Subscription

Support Tier
Basic

Subscription Start Date
2023-10-25

Subscription End Date
2028-10-31

Product	Subscription	Query Hours
Identity Server	\$0	0h 0m (0h 0m Utilized)
API Manager		
Open Banking BI		

Current Products In Use

99 Cores

Identity Server

6 Cores

API Manager

4 Cores

API Manager

1111 Cores

Open Banking BI

Product Versions and EOL Status

Once the migration is completed, the following versions will be in production too. Test environment has already been completed

Primary Production Environment

Product	Support EOL Date	Current Support Status	Comments
Identity Server v6.0.0	N/A	Available	

chanuka-test Environment

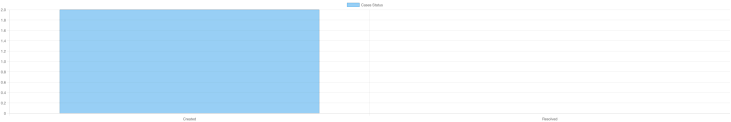
Product	Support EOL Date	Current Support Status	Comments
API Manager v2.1.0	2020-02-06	Extended	
API Manager v4.3.0	N/A	Available	
Open Banking BI v2.0.0	N/A	Available	

Development Environment

Product	Support EOL Date	Current Support Status	Comments
API Manager v4.1.0	N/A	Available	

Cases

Created vs Resolved Cases



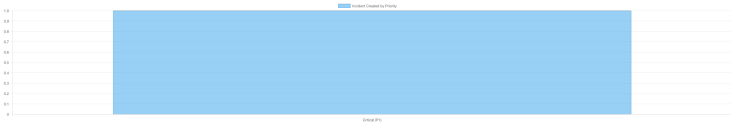
Cases by Environment



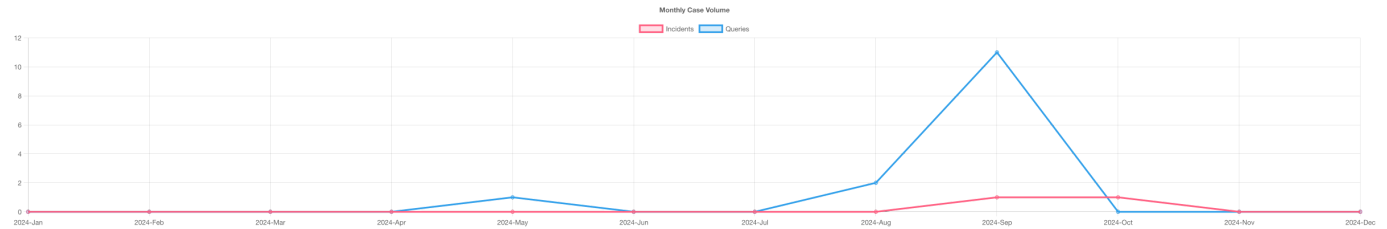
Created by Product



Incident Created by Priority



Case Volume by Quarters



Incident SLA Compliance

0.00%

Resolution (0.00)

0.00%

Workaround (0.00)

0.00%

Response (0.00)

Engagement

Engagements

Created	Case	Description	Type	Updated
2024-10-26 17:21:08	CS0435719	Test Eng	N/A	2024-11-26 09:25:51
2024-11-26 14:55:04	CS0435806	Test Eng	Migration	2024-11-26 09:25:51

SLA & Other Information

SLA Report

Task	SLA Definition	Business Elapsed Percentage
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

Thanks!
