HashiCorp Terraform

# Terraform Enterprise Onboarding Program Kickoff

April 2022

# Agenda

- Welcome/Code of Conduct
- Customer Success Overview
- TFE Onboarding Program
- Customer Support
- TFE Architecture Overview
- Next Steps

# Code of Conduct

**HashiCorp is dedicated to providing a harassment-free Terraform Enterprise Onboarding experience for everyone, regardless of gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, or religion. We value your attendance and do not wish anyone to feel uncomfortable or threatened at any time.**

The bottom line is that we do not tolerate harassment of conference participants in any form. Harassment includes but is not limited to offensive verbal comments related to gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, religion; sexual or inappropriate images in public spaces; deliberate intimidation; stalking; trolling; sustained disruption of talks or other events; and unwelcome sexual attention. Participants asked to stop any harassing behavior are expected to comply immediately. If you are being harassed, notice that someone else is being harassed, or have any other concerns, please let the HashiCorp event representative know immediately or email customer.success@hashicorp.com.

# Customer Success

## Partnering Together

# HashiCorp Customers

## FINANCIAL SERVICES

Santander
BNP PARIBAS
KeyBank
CREDICORP
SoftBank
nab
RBC
ABN·AMRO
wepay
a CHASE company
Nationwide
Building Society
Blackstone
STANDARD &POOR'S
Lincoln Financial Group
ADB

## ENTERTAINMENT & TELCO

COMCAST
vodafone
NBCUniversal
2K
UBISOFT
sky
RED VENTURES
DAZN
VINGROUP
ROBLOX

## MANUFACTURING & LOGISTICS

gm
Lufthansa
BHP
OLD DOMINION FREIGHT LINE
AIRBUS
AirPlus INTERNATIONAL
WARE2GO
KPMG

## SOFTWARE & TECHNOLOGY

Booking.com
Grab
priceline.com
cielo
shopify
SEAT GEEK
H&R BLOCK
ADT
Shipt
Q2

## INSURANCE &

PROGRESSIVE
co-operators
gsk
AXA
AstraZeneca
Kansas City
ellume
GoodRx
surescripts

# What You Can Expect from CS

**Customer Success Manager (CSM)**
Account & Success Management

- Providing a community-based onboarding program designed to get you up and running quickly
- Facilitating sessions to keep your team current with HashiCorp technology
- Joint discovery of objectives and success criteria
- Your customer advocate within HashiCorp

**Customer Success Architect (CSA)**
Technical Success & Advisory

- Technical resource for the onboarding process
- Providing product reference architecture information for better decision-making
- Thought leadership on best practices of product architecture and use-case patterns
- Timely education and enablement from a technical perspective

# Other resources available to you

## Ensure your team's success

### Worldwide Support

With HashiCorp Worldwide Support, you can get assistance when you need it from anywhere in the world with our ready-to-serve ticketing system and expert support team.

Learn More

### Implementation Services

Let highly skilled product domain experts help you achieve success by simplifying and accelerating the adoption of our cloud solutions starting at the implementation phase.

Learn More

Further information located at http://hashicorp.com/customer-success

# Customer Support

SLA, Contact Methods, Services, etc.

# Contacting Support

There are two ways to contact our support team

1) **Support Portal:** Open a ticket through our support portal
    - Once customer access is setup, authorized users can submit a ticket using the email address they provided us.
    - The portal provides faster routing via product and sub-product selection, the ability to send encrypted attachments, and set ticket priority.
2) **Email Support:** Send an email to support@hashicorp.com
    - All emailed support tickets default to “normal” priority - and cannot be changed.

# HashiCorp Support SLA

This info can also be accessed from our [Support SLA Page]

| | | GOLD | SILVER | BRONZE |
|---|---|---|---|---|
| Hours of availability | | 24 X 7 (SEV-1 URGENT) | 9-5, Monday - Friday US LOCAL TIME EUROPEAN CENTRAL TIME AUSTRALIA EASTERN TIME | N/A |
| SEVERITY 1 Urgent | FIRST RESPONSE | 60 minutes | 8 business hours | N/A |
| | RESOLUTION | 24 elapsed hours | 24 business hours | N/A |
| SEVERITY 2 High | FIRST RESPONSE | 4 business hours | 16 business hours | N/A |
| | RESOLUTION | 3 business days | 5 business days | N/A |
| SEVERITY 3 Normal | FIRST RESPONSE | 8 business hours | 24 business hours | N/A |
| | RESOLUTION | 7 business days | 7 business days | N/A |
| SEVERITY 4 Low | FIRST RESPONSE | 24 business hours | 24 business hours | 24 business hours |
| | RESOLUTION | Best effort | Best effort | Best effort |
| Technical contacts allowed | | 4 | 3 | 2 |

# Severity Definitions

| | |
|---|---|
| **Sev-1 (Urgent)** | A Sev-1 incident is an operational outage as defined below:<br>Any error reported by customer where majority of the users for a particular part of the software are affected, the error has high visibility, **there is no workaround**, and **it affects the customer's ability to perform its business**. |
| **Sev-2 (High)** | Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, **a workaround is available**; however, **performance may be degraded or functions limited and it is affecting revenue**. |
| **Sev-3 (Normal)** | Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available; however, performance may be degraded or functions limited and it is NOT affecting revenue. |
| **Sev-4 (Low)** | Any error reported by customer where a single user is severely affected or completely inoperable or a small percentage of users are moderately affected or partially inoperable and the error has limited business impact. |

This info can also be accessed at the bottom of our Support SLA Page

# Any questions?

# Terraform Enterprise

## Onboarding Program

# TFE Onboarding Program

An 9-week guided community environment
Assisting customers with onboarding and adoption

| Week 0 | Weeks 1 through 8 | Week 9 | Week 10+ |
|---|---|---|---|

### Initiate

- Email support-softwaredelivery@hashicorp.com if you do not have access to your Terraform Enterprise license

### Enroll

- You should have already been provided with license information
- A kickoff event will be held with other TFE community members as your onboarding group

### Discover

- During the next five weeks your onboarding group will have access to technical workshops.
- HashiCorp-staffed office hours that will provide you with the knowledge needed for successful onboarding

### Gateway

- The onboarding exit ramp provides your onboarding group for a last session to close any remaining gaps in your TFE onboarding
- Information for further TFE events and learning opportunities will be presented during this session

### Shadow

- The HashiCorp Customer Success team will continue to partner with you offering seminars, product roadmap information, and other content through convenient recorded sessions.

# Community Onboarding Activities

We'll provide the following deliverables.

## Kickoff Session

The kickoff session will introduce you to the different aspects of the program and walk through our support process

## Training Plan

This plan provides you with formal and informal learning tracks such as:

- workshops
- product deep dives
- lunch and learn
- pre- recorded content

## Success Plan

Your Onboarding Program CSM will schedule a one-on-one meeting with you to discuss your TFE objectives and a roadmap for success

## Office Hours

Office hours will be offered to answer specific questions about your TFE implementation

# TFE Onboarding

Program Schedule

- Week 1 - Webinar - Kickoff & Architectural Decisions
- Week 2 - Webinar - Terraform Enterprise Architecture Deep Dive (Stand Alone)
- Week 3 - Webinar - Importing Resources and State into Terraform Enterprise
- Week 4 - Community Office Hours
- Week 5 - Webinar - Lifecycle Management (Monitoring, Upgrade, Backup)

# TFE Onboarding

Program Schedule

- Week 6 - Webinar - Terraform Workflows (Modules, Workspaces, Git)
- Week 7 - Terraform Enterprise Arch Deep Dive (Active/Active) and Community Office Hours
- Week 8 - Webinar - Terraform Cloud Agents, RBAC & Sentinel / Architecture
- Week 9 - Program Closure

# Customer Responsibilities

These are critical for your onboarding success

### Training Consumption

Ensure team members attend workshops, training, office hours

### Use Case Guidance

Provide timely information on your intended use cases

### Project Team Participation

Inclusive of any stakeholder required for successful completion of your onboarding

### Single Point of Contact

Main contact for decision making

### Escalation Process

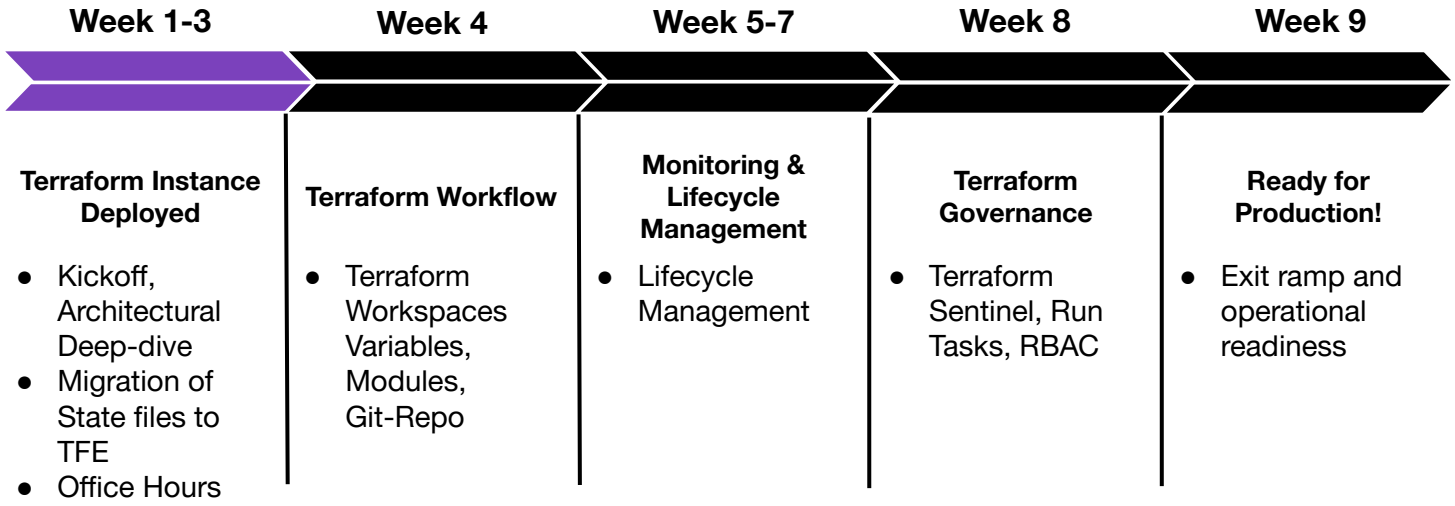
Understanding of escalation process

### Surveys Responses

Provide timely responses to surveys

# Architecture Overview

# Terraform Enterprise Path to Production



# TFE Installation

What do we need to decide?

1

## Network Access

What level of network connectivity:

- **Public Egress**
- **Air-gapped**

2

## Installation Location

Where will TFE be installed:

- **On-Premise Data Center**
- **Cloud Provider**

3

## Installation Mode

TFE supports two installation modes:

- **Mounted Disk**
- **External Services**

# Installation Mode

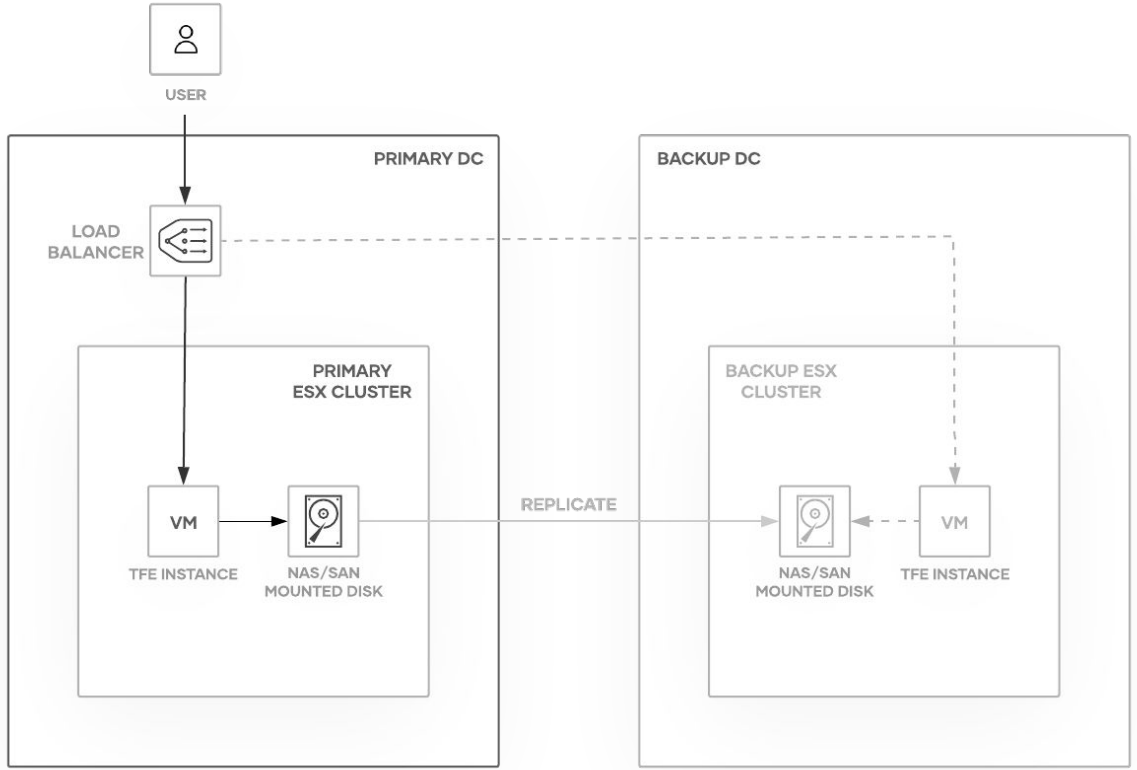
**Online**

If the TFE server has public internet access, an admin can execute the installer directly in a terminal. The installer will install any required software and output the url to access the dashboard.

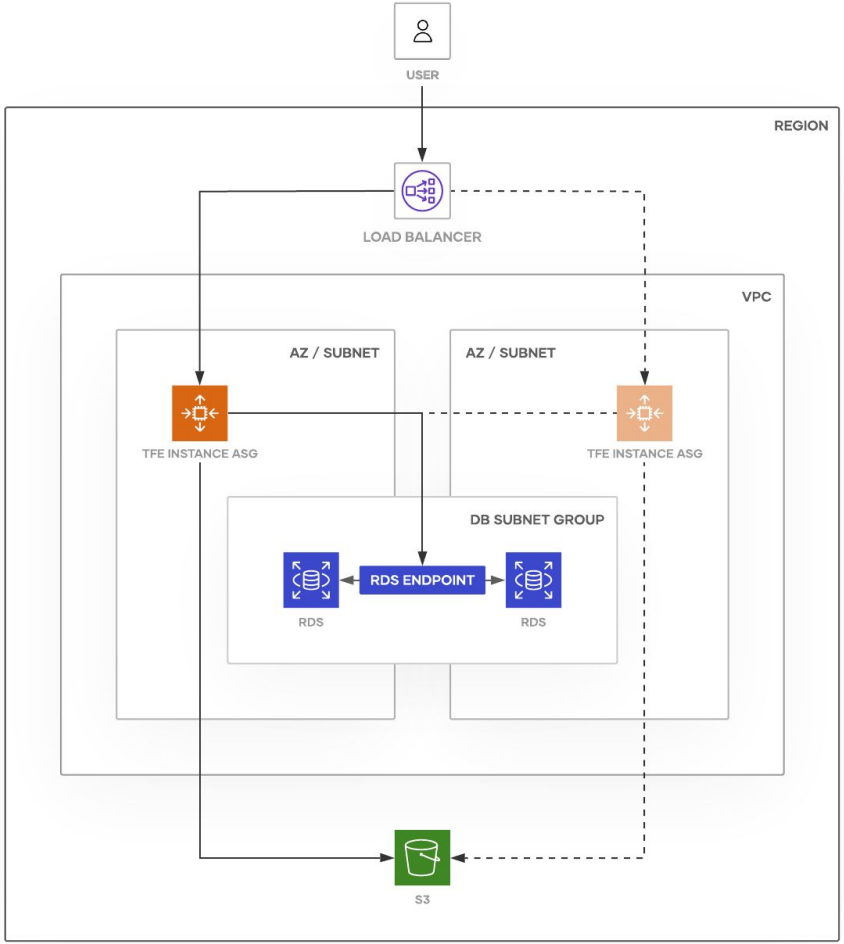
**Airgapped**

If the TFE server does not have internet access, airgapped installation is supported. This requires an Admin to download the airgap file and installer bootstrapper, and install a supported version of Docker.

# VMware Standalone Architecture (Recommended)



# Cloud Provider Standalone Architecture (Recommended)



# Mounted Disk vs. External Services

**Mounted Disk**

- Low Capacity
- Self-contained
- Easy to set up manually
- Good for Non-Production Workloads and Testing
- Single Docker instance for Postgres, S3 Storage, Redis

**External Services**

- High Capacity
- Needs automation to set up quickly
- Good for Production Workloads
- Uses externally running Postgres, S3 Storage, and Redis (only with Active/Active)

# Architecture

- TFE is an Infrastructure as Code (IaC) system that enables companies to define their cloud resources as HCL2 code, that can be stored in a Git repo, to be automated, versioned, and audited.
- TFE is a self-managed service, unlike TFCB SaaS. They both include 23+ microservices running within Docker.
- Includes remote runners called Cloud Agents, that can be deployed both on-prem and across your multiple cloud accounts.
- Uses S3-compatible Storage, Postgres, Redis, and Replicated for licensing.

# Features

- Organizations
- SSO, Teams, Users
- API Tokens
- VCS Provider / Git Connections
- Private Module Registry
- Workspaces
  - Tags
  - Terraform Code, Statefiles
  - Run History
  - Variables, Sensitive, ENV, Sets
  - Run Notifications, Tasks, Triggers
  - RBAC for selective Team Access
- SSH Keys
- Sentinel Policy Sets
- Cloud Agents

# VCS Integration

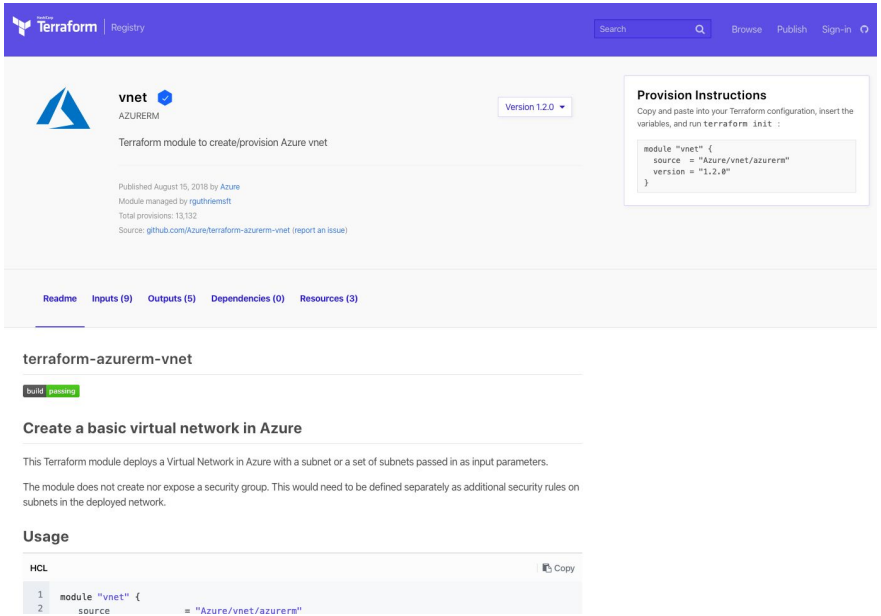
TFE is most powerful when integrated with a VCS Provider. TFE registers Git Webhooks with your Git Repos to monitor for new Git Commits and Git Pull Requests.

TFE will interact with most providers using the providers API and OAuth token.
BitBucket Server does require an SSH key for downloading repo contents.
TFE supports integrating with multiple VCS providers within an Organization. During workspace creation you will select a configured provider.

| Supported VCS Providers |
| --- |
| GitHub |
| GitHub Enterprise |
| GitLab.com |
| GitLab EE and CE |
| BitBucket Cloud |
| BitBucket Server |
| Azure DevOps |

# Private Module Registry

A module is a container for multiple cloud resources that are used together. Modules can be used to create lightweight abstractions, so that you can describe your infrastructure in terms of its architecture, rather than directly in terms of specific cloud resources. We will cover in more detail in a later webinar.



# Next Steps