Bucket Manday 20

Prepared for:
AEON Thana Sinsap (Thailand) Public Company Limited

Created by:
Get On Technology Co., Ltd.

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1. Document Overview

This reference design document is created to support the allocation and utilization of the 20 mandays support bucket for AEON. This document is accompanied by other documents that focus on specific support activities, including incident management, feature enhancements, customer requests, and regular status reporting.

1.1 Project Background

Get On Technology Co., Ltd. specializes in providing comprehensive DevSecOps solutions to enhance our customers' IT infrastructure and application security. Recently, we have successfully implemented a range of technologies, including Tanzu, Harbor, GitLab On-Prem, and SonarQube, for one of our esteemed customers. As part of our ongoing commitment to excellence and customer satisfaction, we are offering an additional 20 mandays to support and optimize these technologies further. This support plan is designed to ensure the sustained performance, security, and customization of the implemented solutions, addressing the customer's evolving needs and requests.

1.2 Response contacts

1. Provide 24x7x4 service by prepared office telephone and mobile number for responding problem report.
   Telephone number and email for contact as follows:
   - Working Hour (08:30-17.30) Please Contact below Office Phone
     - Office Call Center: 02-9111999#333
     - Email: devops@got.co.th
   - Out of Working Hour Please Contact Below Mobile Hot Line
     - Mobile Hot Line: 081 4079835
2. The user can request the service at any time during the service period. The service provider has set a target timeline for responding to a service request with the following details:
3. Service Time: 24x7 (include weekend and public holiday)
4. The response time to service requests in order of severity is as following:

Platform severity Level

Severity Level	Description	Initial Response
Level 1: Critical	The incident affects the System, which the production system cannot run.	• 24x7 Services • Phone or Email respondent within 1 hour after reported Solving issue via Remote within 2 hours after acknowledged.
Level 2: Medium	The production system operates with slow response. E.g. Response Time > 15 Sec for normal Web Application	• 8x5 Services (working hours) • Phone or Email respondent within 1 hour after reported Solving issue via Remote within 4 hours after acknowledged
Level 3: Low	• System re-configuration, e.g. Security Policy, Container networking, Kubernetes cluster, etc. • Create new Resources, e.g. Kubernetes cluster, Master node, Worker node, etc. Add or change Policy, Update Config, NDID, Update pipeline	• 8x5 Services (working hours) • Phone or Email respondent within 1 hour after reported Successfully re-configuration via Remote within 3 days

1.3 Timeline

The allocated 20 mandays for support services will be provided on an ongoing basis for a period of six months from the start date of the agreement. The start date will commence following the kickoff process or based on the customer's requirements, provided it does not exceed [Start Date] of the contract period.

Start Date	End Date
1 August 2024	31 January 2025

2. Scope of Work and Deliverable

2.1 Proposed Scope

Remote
Bucket manday 20
Manday Bucket (Limited 20 Manday)
Description
Incident Management: Providing support for troubleshooting and resolving incidents across Tanzu, Harbor, GitLab On-Prem, and SonarQube.
Feature Enhancements: Evaluating and implementing new features and customizations for supported technologies. But not over manday limit
Customer Requests: Addressing specific customization requests related to Tanzu, Harbor, GitLab On-Prem, and SonarQube. Or etc

2.2 Deliverable

GET ON TECHNOLOGY will provide AEON with documentation of support activities, including incident management reports, feature enhancement summaries, and regular status updates on manday utilization and key accomplishments.

No	Name	Description	Type
1	Manday_report.docx	Monthly Report	Document

2.3 Services Scope Exclusions

- Application Code Refactoring: Rewriting the application logic or code is usually beyond the database tuning scope.
- Network, database performance bottleneck is directly related to network issues, network configuration and hardware are generally out of scope.

3. Project Responsibility

3.1 Professional Team Members

Get On Technology provides professional resources.

No	People	Role	Company
Engineer Team			
1	sattaya@got.co.th	DevOps Team Lead	Get On Technology
2	worapon@got.co.th	Senior DevOps Engineer	Get On Technology
3	jirapat@got.co.th	DevOps Engineer	Get On Technology
4	Thanakorn@got.co.th	DevOps Engineer	Get On Technology

3.2 Customer Responsibility

The following section describes the Services in greater detail and identifies AEON responsibilities necessary for completion of the Services in the timeframe and for the fees stated herein.

Hardware Infrastructure

- **vSphere Cluster:** The customer is responsible for provisioning and maintaining the vSphere cluster. This includes setting up the required number of ESXi hosts and ensuring their proper configuration.
- **Storage:** Customers need to provide storage resources for VMs, and persistent volumes used by Kubernetes clusters. They should work with their storage team to configure and allocate the necessary storage capacity.
- **Compute Resources:** Allocate CPU and memory resources as per the expected workload and growth of the Kubernetes clusters.

Network Infrastructure

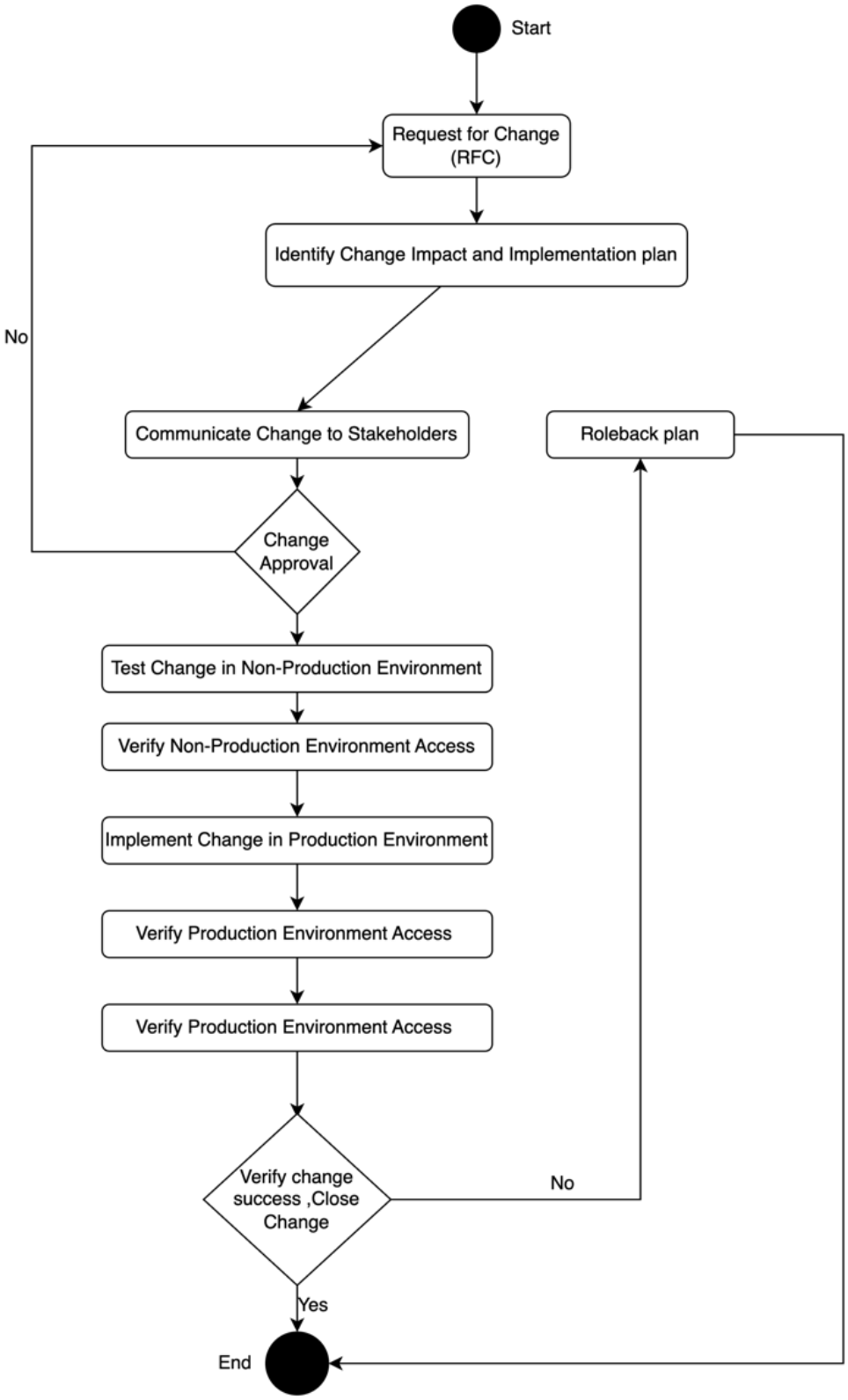
- **Network Design:** Collaborate with network administrators to design the network architecture that includes VLANs, subnets, and IP address management. Ensure that the network design aligns with TKC requirements.
- **Network Switches and Routing:** Set up and configure network switches, routers, and firewalls as needed for proper communication between Kubernetes clusters, vSphere,

and external services. Ensure that required ports are open and traffic can flow as necessary.

- **Firewall Rules:** Define and implement firewall rules to secure communication between various components of the TKC, including between the Kubernetes clusters and external services.

4. Change Management Process

Outline the process for managing changes.



5. Conclusion

This scope of work ensures that all critical aspects of support for Tanzu, Harbor, GitLab On-Prem, and SonarQube are covered, providing the customer with comprehensive and efficient support services. The focus is on maintaining system performance, enhancing features, addressing customization requests, and ensuring security and compliance, all within the allocated 20 mandays.