# Title: Mid-market Maturity Levels

**API Maturity Level**

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| Levels | Characteristics | Status | ETA |
| Level 1 | APIs are documented as per Open API Specification standards [1] | Completed | - |
| Centralised Source of Truth for all our APIs | Completed | - |
| Level 2 | Normalised APIs following Freshworks semantics for URIs and verbs and status codes | Completed | - |
| Standard Objects (like error, contacts, pagination) are uniform across  Freshworks products | Completed | - |
| Reviewed and Certified APIs | Completed | - |
| Level 3 | Authentication and authorization using access token issued by FreshId OAuth [3] | Yet to Start |  |
| Role based access controls for APIs | Yet to Start |  |
| APIs respecting user scope and realm | Yet to Start |  |
| Level 4 | APIs should be powerful enough to achieve everything that is possible via UI | Yet to Start |  |
| Well managed APIs having rate-limiting (using fluffy) and monitoring (using North Star) | Yet to Start |  |
| Level 5 | Hypermedia driven APIs (HATEOAS) [4] [5] | Yet to Start |  |
| APIs responses capable of side-loading content [2] | Yet to Start |  |
| Flexible APIs for integrators (send only the data the client needs) | Yet to Start |  |

#### References

1. [Open API Specification 2.0](https://github.com/OAI/OpenAPI-Specification/blob/master/versions/2.0.md)
2. [Zendesk APIs support sideloading](https://developer.zendesk.com/rest_api/docs/support/side_loading)
3. [RFC6749 - OAuth 2.0 Specification](https://tools.ietf.org/html/rfc6749)
4. [HATEOAS Wikipedia](https://en.wikipedia.org/wiki/HATEOAS)
5. [Richardson Maturity Model](https://martinfowler.com/articles/richardsonMaturityModel.html)

**AppSec and Compliance Maturity Level**

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| Levels | Characteristics | Status | ETA |
| Level 1 | SAST and DAST scans are performed for all release in the security staging environment. | Completed | - |
| Security bugs with priorities P0 and P1 reported through security assessments and responsible disclosure programs are tracked to closure based on agreed SLA. | Completed | - |
| Level 2 | Bug audit framework with SAST and SCA capability is integrated in the product's CI to identify and track security bugs to closure in Freshrelease. | Completed | - |
| P0 vulnerabilities are not introduced into production. | Completed | - |
| Security bugs with priorities P0, P1, and P2 reported through security assessments and responsible disclosure programs are tracked to closure based on agreed SLA. | In Progress |  |
| Level 3 | Bug audit framework with SAST and SCA capability is integrated in the product's CI to identify and track security bugs to closure in Freshrelease. | Not Started |  |
| DAST is integrated in the product's CD pipeline to identify and track security bugs to closure in Freshrelease. | Not Started |  |
| P0 and P1 vulnerabilities are not introduced into production. | Not Started |  |
| Security bugs with priorities P0, P1, P2, and P3 reported through security assessments and responsible disclosure programs are tracked to closure based on agreed SLA. | Not Started |  |
| Threat modelling / security design review are conducted by the respective product teams for features or functionalities that requires security considerations. | Not Started |  |

**Delightmetrics**

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| Levels | Characteristics | Status | ETA |
| Level 1 | Delight metrics is in some form and shape captured in the product or platform but is not present in the dashboard. | Completed | - |
| Level 2 | Delight metrics are present in Delight Dashboard ( [https://cim.freshpo.com](https://cim.freshpo.com/)), action is taken based on metrics that are in red, and in a more reactive fashion , teams participate in the delight meeting and go over what needs to be actioned urgently | Completed | - |
| Level 3 | Present in dashboard, and  there are processes, pipelines in place to ensure that the metrics are always green. This includes some sort of a Load and performance run that happens before every release so that the metrics remaining within the threshold is an exit criteria for the release and not something that is revisited after it shows red | Not Started |  |

**Enterprise SLAs**

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| Levels | Characteristics | Status | ETA |
| Level 1 | Engineering-CSM collaboration where we establish or improve mechanisms that exists for CSM teams to become aware of release dates and features that impact customers. This also includes the product or services being tracked and monitored through NOC. |  |  |
| Level 2 | CSM involvement is needed at a much earlier stage after the design has been frozen so that customers can get a heads up and we dont have to delay releases. Or we choose the path of selectively turning off a new enhancement for a customer (which we usually do not do) |  |  |
| Level 3 | its mostly an architectural decision and make this part of our Architectural review process and Freshworks architectural guideline (and enforce) so that all mid-market products and platform services have the ability to do this |  |  |
| Level 4 | Establish a CRE team - Customer Reliability Engineering , that is similar to NOC but monitors activities for selected enterprise customers and alerts when there are anomalies. This is dependent on the fact that all products / platforms can send metrics that is dissect-able by an account, and a use case, and this will be the engineering requirement. |  |  |

**Geo-Readiness**

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| --- | --- |
| Regions | Languages |
| 4 | 34 |

ETA for 4 regions - Completed  
ETA for 41 languages - 

**Marketplace/ Extensibility Maturity Level**

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| Levels | Characteristics | Status | ETA |
| Level 1 | Almost all capabilities are provided by product developers as native product features | Completed | - |
| Level 2 | Some capabilities are provided by developers using the REST APIs and the app ecosystem | Completed | - |
| Level 3 | Most capabilities are provided by developers using the platform | Completed | - |
| Level 4 | Developers can add complex functionality, Migrations/exports, Some support for Citizen developers | Yet to Start |  |
| Level 5 | Enterprise use cases can be satisfied by developers, Citizen developers can create advanced capabilities | Yet to Start |  |

**Migrations**

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| Levels | Characteristics | Status | ETA |
| Level 1 |  |  |  |
| <10k entities migrations | Completed | - |
| Only primary entities and no configuration migration. | Completed | - |
| Migration is a post sale activity with no involvement of SMEs (PM or engg) from migration team during pre-sales activities. | Completed | - |
| Predominantly file based migrations | Completed | - |
| Level 2 | Fully automated migrations through scripts that can be run only by migration team. | Completed | - |
| Large volume (> 10K  entities)  migrations with flexible rate limits in product APIs, and predictable non-linear run times. | Completed | - |
| Ability to run concurrently for multiple accounts. | Completed | - |
| API and File based migrations | Completed | - |
| Ability to handle multi-language files and formats | Completed | - |
| Migration is a post sale activity with no involvement of SMEs (PM or engg) from migration team during pre-sales activities. | Completed | - |
| Level 3 | Self service for SMB use cases, non-devs capable of starting migrations. | Completed | - |
| Predictable success rates for self service use cases of more than 90%. Does not require developer intervention for 90% of use cases. | Completed | - |
| Products have exclusive APIs for migration. | Completed | - |
| Large scale migrations (<1M entities) turn around time is 2 weeks. | Completed | - |
| Ability to handle >50 concurrency at a time | Completed | - |
| >50% entities in product covered under self service | Completed | - |
| Data migration is available in more than one region | Completed | - |
| Involved with TAC or pre-sales to evaluate migration as a capability before signing off on a deal. | Completed | - |
| Level 4 | Complete self service for all scales (>1M entities) |  |  |
| Support both API and file migrations for all entities. |  |  |
| 99% above success rate through self service. |  |  |
| Ability to migrate configuration and not only entities. |  |  |
| Migration time of not more than 3 days for 99% migrations. |  |  |
| Ability for non Dev's to debug and restart migration |  |  |
| Data migration is available in ALL regions. |  |  |
| Migration has a roadmap and a 1 year view of newer use cases and products from which data has to be migrated, not tactical any more. |  |  |