

Service Level Policy Usage Scenarios for Community Manager

SOA | software™



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Contents

Service Level Policy Usage Scenarios (Community Manager-specific)	4
Add / Configure Service Level Policy	4
Scenario 1: How Do I Verify Service Level Policy Alerts at the Service Level?	9
Scenario 2: How Do I Verify Service Level Policy Alerts at the Contract Level?	12
Scenario 3: How Do I Verify Service Level Policy Alerts at the License>Term Level?	15

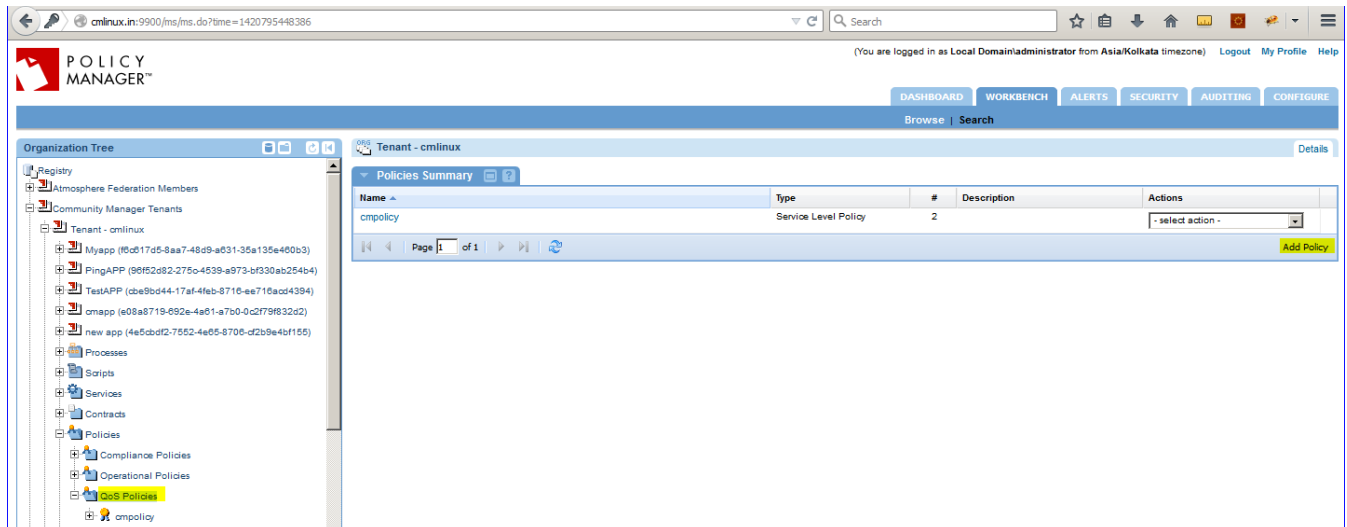
Service Level Policy Usage Scenarios (Community Manager-specific)

This document provides a list of Community Manager-specific usage scenarios for the *Service Level Policy*.

Add / Configure Service Level Policy

If you are using a *Service Level Policy* with Community Manager, the policy must be added to the Community Manager **Tenant** Organization for it to be available in the Community Manager UI.

- 1 Go to the *Policy Manager Management Console > Tenant Organization > Policies > QoS Policies* and click **Add Policy**.



- 2 Specify Policy Name, Policy Type (Service Level Policy), click **Finish**, and then **Close**.

Specify Policy Details

The "Specify Policy Details" screen is used to define the following policy information:

The "Policy Details" section is used to define the "Policy Name," "Policy Key," and "Description." The "Policy Key" field allows you to enter a custom field value. If left blank, a system value is automatically assigned.

Specify the policy information. After you have completed your entries, click "Finish" to continue.

Policy Details

Category: QoS Policy

Policy Name: Service Level Policy

Policy Key:

Description:

If you do not provide this field value, a system value will automatically be assigned.

Type: Service Level Policy

< Back Next > Finish > Cancel

Completion Summary

You have successfully created a policy using the "Add Policy Wizard." Your policy has been added to the "Policies" folder of the currently selected Organization based on the selected policy category. Review the summary information for policy details.

To exit this wizard, click "Close."

Completion Summary

Policy Name: Service Level Policy

Description: urn:uuid:a72f87ae-97f1-11e4-afab-e14bec00ea01

Policy Key:

Policy Category: QoS Policy

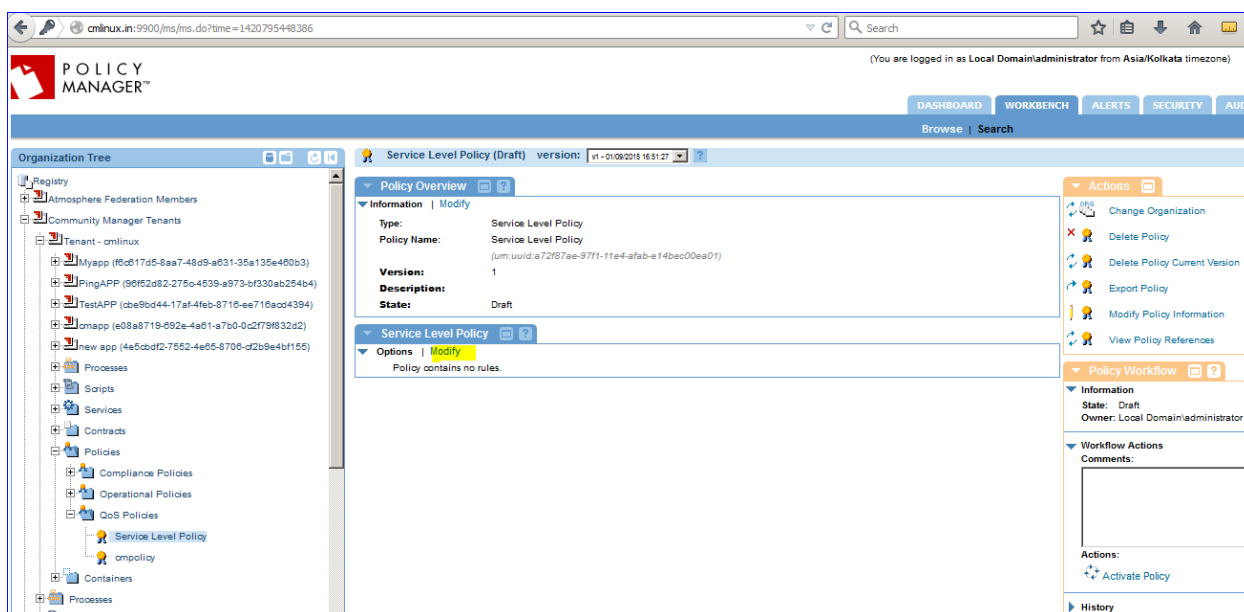
Type: Service Level Policy

Organization Name: Tenant - cmlinux

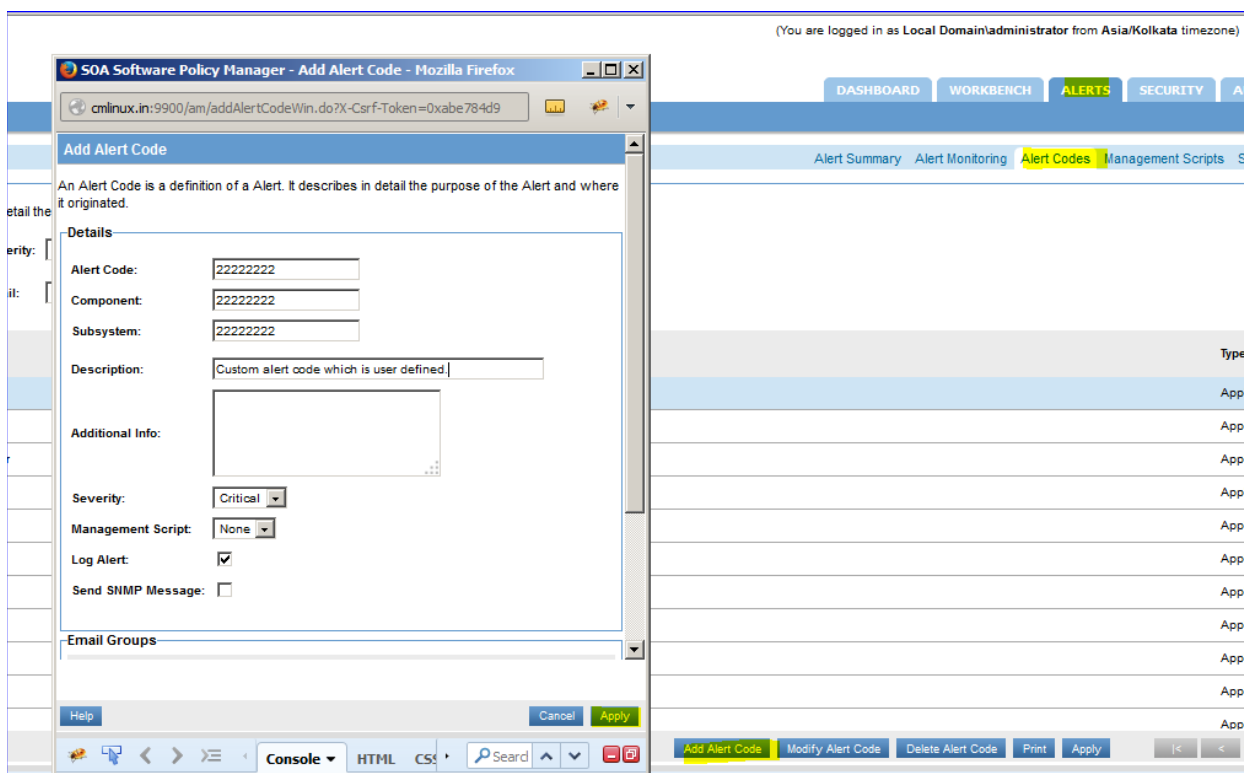
Organization Key: uddi:soa.com:atmosphere:tenant:cmlinux

< Back Next > Finish > Close

- 3 On the *Service Level Policy Details* screen, click **Modify**.



Note: You can use custom defined alert codes or predefined Policy Manager alert codes when configuring the Service Level Policy. You can add a custom alert code in the *Alerts > Alert Codes* section as illustrated below:



- 4 Below are the metrics which are available for *Service Level Policy* configuration. You can configure the metrics based on your requirement.

SOA Software Policy Manager - Modify Service Level Policy Wizard - Mozilla Firefox

cmlinux.in:9900/qospolicy/add_qos_policy3.faces

POLICY MANAGER™

Modify Service Level Policy Rules

The "Modify Service Level Policy Rule" screen allows you to update "Rules" that represent the conditions you define to measure and report performance of a service contract. When a Policy Manager system condition matches a defined rule, an alert is raised.

A "Rule" is composed of "Rule Elements" (i.e., Alert Code, Metric, Operator, Value, Units, and Interval) that are configured to meet your service monitoring requirements. Refer to the "Service Level Policy Rule Definitions" topic in the "Policy Manager Online Help" for detailed description on each "Rule Element".

Service Level Policy Details

Name: Service Level Policy

Description:

Service Level Policy Rules

Ex: Send an Alert with Alert Code 159573945 when the Response Time For Service Operations is <= 15 milliseconds in a 15 minute time interval.

	Alert Code	Metric	Operator	Value	Units	Interval
<input checked="" type="checkbox"/>	111111111	Average Response Time	>	1	milliseconds	1 min
<input checked="" type="checkbox"/>	111111111	Usage Count	>	5	count	15 mins
<input checked="" type="checkbox"/>	111111111	Total Request Message Size	<	10	Kbytes	1 hour
<input checked="" type="checkbox"/>	111111111	Total Response Message Size	>	5	Mbytes	1 day
<input checked="" type="checkbox"/>	111111111	Max Request Message Size	>=	10	bytes	1 week
<input checked="" type="checkbox"/>	111111111	Min Request Message Size	<=	10	bytes	1 month
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

Help < Back Next > Finish Cancel

- 5 For example, we will use the Usage Count metric in the use case below. Click **Next** to continue.

SOA Software Policy Manager - Modify Service Level Policy Wizard - Mozilla Firefox

cmlinux.in:9900/qospolicy/add_qos_policy3.faces

POLICY MANAGER™

Modify Service Level Policy Rules

The "Modify Service Level Policy Rule" screen allows you to update "Rules" that represent the conditions you define to measure and report performance of a service contract. When a Policy Manager system condition matches a defined rule, an alert is raised.

A "Rule" is composed of "Rule Elements" (i.e., Alert Code, Metric, Operator, Value, Units, and Interval) that are configured to meet your service monitoring requirements. Refer to the "Service Level Policy Rule Definitions" topic in the "Policy Manager Online Help" for detailed description on each "Rule Element".

Service Level Policy Details

Name: Service Level Policy

Description:

Service Level Policy Rules

Ex: Send an Alert with Alert Code 159573945 when the Response Time For Service Operations is <= 15 milliseconds in a 15 minute time interval.

Alert Code	Metric	Operator	Value	Units	Interval
<input checked="" type="checkbox"/> 111111111	Usage Count	>	5	count	1 min
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Help < Back Next > Finish Cancel

6 Configure Access Day and Access Time, click **Finish** and **Close**.

SOA Software Policy Manager - Modify Service Level Policy Wizard - Mozilla Firefox

cmlinux.in:9900/qospolicy/add_qos_policy3.faces

POLICY MANAGER™

Modify Service Level Policy Access Time

The "Modify Service Level Policy Access Time" screen is used to update the "Access Interval" for the current policy definition. An "Access Interval" is composed of one or more "Access Days" (Sunday through Saturday). Each "Access Day" is configured with an "Access Time" that can represent one complete day (All Day) or a date range (Range) that is specified using a 24-hour clock format (HH:MM).

Select one or more "Access Days" to apply to the current Service Level Policy. For each "Access Day", configure the "Access Time" by selecting the time interval (All Day or Range). If you select "Range", specify the time in 24-hour clock format.

Service Level Policy Details

Name: Service Level Policy

Description:

Service Level Policy Access Time

Access Day	Access Time	From Time (Hours:Minutes)	To Time (Hours:Minutes)
<input checked="" type="checkbox"/> Sunday	All Day	Hours : Minutes	to Hours : Minutes
<input checked="" type="checkbox"/> Monday	All Day	Hours : Minutes	to Hours : Minutes
<input checked="" type="checkbox"/> Tuesday	All Day	Hours : Minutes	to Hours : Minutes
<input checked="" type="checkbox"/> Wednesday	All Day	Hours : Minutes	to Hours : Minutes
<input checked="" type="checkbox"/> Thursday	All Day	Hours : Minutes	to Hours : Minutes
<input checked="" type="checkbox"/> Friday	All Day	Hours : Minutes	to Hours : Minutes
<input checked="" type="checkbox"/> Saturday	All Day	Hours : Minutes	to Hours : Minutes

Time Zone: Asia/Kolkata

Help < Back Next > Finish Cancel

SOA Software Policy Manager - Modify Service Level Policy Wizard - Mozilla Firefox

cmlinux.in:9900/qospolicy/add_qos_policy4.faces

POLICY MANAGER™

Summary

You have successfully completed the "Modify Service Level Policy Wizard." Review the summary information for policy configuration details.
To exit this wizard, click Close.

Summary

Service Level Policy Details

Name: Service Level Policy
Description:

Service Level Policy Rules

Alert Code	Metric	Operator	Value	Units	Interval
111111111	Usage Count	Greater than	5	count	1min

Service Level Policy Access Time

Access Day	Access Time
Sunday	All Day
Monday	All Day
Tuesday	All Day
Wednesday	All Day
Thursday	All Day
Friday	All Day
Saturday	All Day

Time Zone
Asia/Kolkata

Help < Back Next > Finish Close

- 7 If you are using Policy Manager 7.2 (or above), activate the policy. Otherwise skip this step.

cmlinux.in:9900/ns/ms.do?time=1421045426732

Del drivers 6904726093

(You are logged in as Local Domain\administrator from Asia/Kolkata timezone) Logout My Pr

DASHBOARD WORKBENCH ALERTS SECURITY AUDITING

Browse Search

Organization Tree

- Registry
 - Atmosphere Federation Members
 - Community Manager Tenants
 - Tenant - cmlinux
 - APP95 (d83930bf-88da-45ad-b700-ee27378bb7b)
 - Myapp (f6d17d5-8aa7-48d9-a031-35a135e400b3)
 - TestAPP (90f2d82-2750-4530-a973-bf330ab254b4)
 - TestAPP (d8e9bd44-17af-4feb-8710-ee716ad04394)
 - Myapp (e08ab719-692e-4a01-a7b0-0c2799b32d2)
 - New app (4e5cbdf2-7562-4e65-8700-c2b9e40f155)
 - Processes
 - Scripts
 - Services
 - Contracts
 - Policies
 - Compliance Policies
 - Operational Policies
 - QoS Policies
 - Service Level Policy
 - omppolicy

Service Level Policy (Draft) version: 2-01122015 15:26:22

Information | Modify

Type: Service Level Policy
Policy Name: Service Level Policy
Version: 2
Description: (sum.suid:a7267ae-97f1-11e4-afab-e14bec00ea01)
State: Draft

Options | Modify

Service Level Policy Rules

Alert Code	Metric	Operator	Value	Units	Interval
111111111	Usage Count	Greater than	5	count	1min

Service Level Policy Access Time

Access Day	Access Time
Sunday	All Day
Monday	All Day
Tuesday	All Day
Wednesday	All Day
Thursday	All Day
Friday	All Day
Saturday	All Day

Time Zone

Change Organization
Delete Policy
Delete Policy Current Version
Export Policy
Modify Policy Information
View Policy References

Policy Workflow

Information
State: Draft
Owner: Local Domain\administrator

Workflow Actions

Comments:

Actions:
1. Activate Policy

History

Scenario 1: How Do I Verify Service Level Policy Alerts at the Service Level?

- 1 Launch *Community Manager*.
- 2 Go to *API Details > Edit API > Proxy Section > Advanced Options* and attach the following policies:
 - a) In *Quality of Service Policies* section, attach *Service Level Policy*.

- b) In *Operational Policies* section, attach *Atmosphere Application Security Policy (No Signature)* and *Detailed Auditing*.

CHNAME: 10.7.20.129

Published URL: http://10.7.20.129:8900/Sand1

Advanced Options Hide

REST Default Profile: Any in and out

Note: You Must Add New Operations to Target First!

Path synced with target Path not synced with target

Method	Path	Operation Name	Settings
GET	/(path:*)	Default_Operation	delete show >

Operational Policies:

- AtmosphereApplicationSecurityPolicy
- AtmosphereApplicationSecurityPolicy-Signature
- BasicAuditing
- CORSAllowAll

Quality of Service Policies:

- Service Level Policy
- cmpolicy

Cancel Back Save

- 3 Go to the APP which is connected with above API (i.e., APP > DEV CONSOLE) and send more than 5 requests.

- a) When a Policy condition matches a defined rule, an alert is raised as below in *Policy Manager > Registry Level*.

Note: These alerts are not supported in Community Manager *Dashboard*.

<input type="checkbox"/>	1387	myAPI_v1_Sandbox_Virtual	01/12/2015 16:15:07
		SLA Cleared.	402013
		The policy [Service Level Policy] assigned to Service [{uri:cmlinux}svc_22551ccd-67a4-4afc-b3b4-3e5b081c06c5.cmlinux.sandbox.virtual] on interval [1mi...	- select -
<input type="checkbox"/>	1386	myAPI_v1_Sandbox_Virtual	01/12/2015 16:14:07
		1111	111111111
		The policy [Service Level Policy] assigned to Service [{uri:cmlinux}svc_22551ccd-67a4-4afc-b3b4-3e5b081c06c5.cmlinux.sandbox.virtual] on interval [1mi...	- select -

- 4 Select View Alert and review the alerts.

SOA Software Policy Manager - View Alert - Mozilla Firefox

oemlinux.in:9900/am/getAlertWin.do?X-Csrf-Token=0xabe784d9&alertId=1386

View Alert

View Alert shows detailed information for an alert. Comments can also be added to the Alert.

Details

Alert Id: 1386
Alert Code: 111111111
Severity: Critical
Description: The policy [Service Level Policy] assigned to **Service** [(uri:oemlinux)svc_22551cod-67a4-4afo-b3b4-3e5b081cd8cd.oemlinux.sandbox.virtual] on interval [**1min**] and expression [**Usage Count(7) GT 5 count**] was True between Jan 12, 2015 4:13:00 PM IST and Jan 12, 2015 4:14:00 PM IST

Component

Service: myAPI_v1_Sandbox_Virtual.11 (uddi:33fc5d8c-9664-11e4-be21-84e9dbe8a18f)
Alert sent at: 01/12/2015 16:14:07
Alert received at: 01/12/2015 16:14:07

State

Alert State: Unobserved
Observed by:
Observed On:
Resolved by:
Resolved On:

Comments

[Help](#) [Add Comment](#) [Observe](#) [Resolve](#) [Delete](#) [Cancel](#) [View Alert Code](#)

SOA Software Policy Manager - View Alert - Mozilla Firefox

cmlinux.in:9900/am/getAlertWin.do?X-Csrf-Token=0xabe784d9&alertId=1386

View Alert

View Alert shows detailed information for an alert. Comments can also be added to the Alert.

Details

Alert Id: 1386
 Alert Code: 111111111
 Severity: Critical
 Description: The policy [Service Level Policy] assigned to Service [{uri:cmlinux}svc_22551cod-67a4-4afo-b3b4-3e5b081c06c5.cmlinux.sandbox.virtual] on interval [1min] and expression [Usage Count(7) GT 5 count] was True between Jan 12, 2015 4:13:00 PM IST and Jan 12, 2015 4:14:00 PM IST

Component

Service: myAPI_v1_Sandbox_Virtual.11 (uddi:33fc5c6c-9864-11e4-be21-84e9dbe8a18f)
 Alert sent at: 01/12/2015 16:14:07
 Alert received at: 01/12/2015 16:14:07

State

Alert State: Unobserved
 Observed by:
 Observed On:
 Resolved by:
 Resolved On:

Comments

Help Add Comment Observe Resolve Delete Cancel View Alert Code

Scenario 2: How Do I Verify Service Level Policy Alerts at the Contract Level?

While requesting API Access, select the Service Level Policy checkbox and finish the process. Make sure the contract is activated.

Note: This scenario assumes that the *Atmosphere Application Security Policy* is attached to this API.

API Access

① Select App ② Endpoint ③ Policies ④ Legal Agreements

Select Policy:

Policy Name	Description	Select
Service Level Policy		<input checked="" type="checkbox"/>
cmpolicy		<input type="checkbox"/>

Cancel Back Next

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1 Go to *APP > DEV CONSOLE* and send more than 5 requests.

a) When a Policy condition matches a defined rule, an alert is raised in the *Policy Manager > Registry* level.

<input type="checkbox"/>	1391	be7648c2-a0b1-4810-a47e-a16142b0e1ef.cmlinux	01/12/2015 17:46:59
<input type="radio"/>	1111	1111111111	1111111111
		SLA policy violation: TestAPI(Version1.0) / TestAPP(v1). A policy (Service Level Policy) was violated. Details: Interval (any), expression (usageCount...	- select -

SOA Software Policy Manager - View Alert - Mozilla Firefox

cmlinux.in:9900/am/getAlertWin.do?X-Csrf-Token=0xabe784d9&alertId=1391

View Alert

View Alert shows detailed information for an alert. Comments can also be added to the Alert.

Details

Alert Id: 1391
 Alert Code: 1111111111
 Severity: Critical
 Description: SLA policy violation: TestAPI(Version1.0) / TestAPP(v1). A policy (Service Level Policy) was violated. Details: Interval (any), expression (usageCount(6) GT 5 count), expression value (True) between period start date (Jan 12, 2015 5:45:00 PM IST) and period end date (Jan 12, 2015 5:46:00 PM IST).

Component

Contract: be7648c2-a0b1-4810-a47e-a16142b0e1ef.cmlinux.11 (b06496bc-9a54-11e4-afab-e14bec00ea01:1031)
 Alert sent at: 01/12/2015 17:46:59
 Alert received at: 01/12/2015 17:46:59

State

Alert State: Unobserved
 Observed by:
 Observed On:
 Resolved by:
 Resolved On:

b) After a 1 min interval the SLA will be cleared.

<input type="checkbox"/>	1393	be7648c2-a0b1-4810-a47e-a16142b0e1ef.cmlinux	01/12/2015 17:48:59
<input type="radio"/>		SLA Cleared.	402013
		SLA policy violation: TestAPI(Version1.0) / TestAPP(v1). A policy (Service Level Policy) was violated. Details: Interval (any), expression (usageCount...	- select -

SOA Software Policy Manager - View Alert - Mozilla Firefox

cmlinux.in:9900/am/getAlertWin.do?X-Csrf-Token=0xabe784d9&alertId=1393

View Alert

View Alert shows detailed information for an alert. Comments can also be added to the Alert.

Details

Alert Id: 1393
Alert Code: 402013
Severity: Clear
Description: SLA policy violation: TestAPI(Version1.0) / TestAPP(v1). A policy (Service Level Policy) was violated. Details: Interval (any), expression (usageCount(0) GT 5 count), expression value (False) between period start date (Jan 12, 2015 5:47:00 PM IST) and period end date (Jan 12, 2015 5:48:00 PM IST).

Component

Contract: be7648c2-a0b1-4810-a47e-a16142b0e1ef.cmlinux.SLA Contracts (b06496bc-9a54-11e4-afab-e14bec00ea01:1031)
Alert sent at: 01/12/2015 17:48:59
Alert received at: 01/12/2015 17:48:59


State

Alert State: Unobserved
Observed by:
Observed On:
Resolved by:
Resolved On:

c) Alert in Community Manager *Dashboard*.

Dashboard

API TestAPI




SLA policy violation: TestAPI(Version1.0) / TestAPP(v1)

SLA policy violation: TestAPI(Version1.0) / TestAPP(v1). A policy (Service Level Policy) was violated. Details: Interval (any), expression (usageCount(6) GT 5 count), expression value (True) between period start date (Jan 12, 2015 5:45:00 PM IST) and period end date (Jan 12, 2015 5:46:00 PM IST).

Priority: Critical Environment: Sandbox

1/12/2015 5:48 PM



SLA policy violation cleared

cmlinux 1/12/2015 5:48 PM

Write a comment

Scenario 3: How Do I Verify Service Level Policy Alerts at the License>Term Level?

- 1 Launch *Community Manager*.
- 2 While adding an API, select the **Use Licenses** check box.

The screenshot shows the 'Edit API Version' interface in SOA Open software. The top navigation bar includes the SOA logo, 'Open' branding, a plus icon, and user information ('Logged in as admin@cmixx'). A dashboard menu is visible with icons for Dashboard, Settings, and other functions. The main form is titled 'Edit API Version' and has three tabs: '1 API', '2 Target', and '3 Proxy'. The '1 API' tab is selected. The form contains several input fields and a checkbox. The 'Use Licenses' checkbox is highlighted in yellow and is checked. The 'API Icon' section on the right allows for uploading a file, with a placeholder image showing the text 'API'.

- 3 Go to *Site Administration > Scopes* and click **Add Scope**. Provide details based on your requirement and **Save**.

Scopes

Scope Definitions:

Add Scope

ccscope

myscope

Name: myscope

Short Description: description

Full Description: full description

Visibility: ☐ Public ☒ Private

Sandbox Access: ☐ Anonymous Access Allowed

Production Access: ☐ Anonymous Access Allowed

OAuth: ☒ Default Scope ☒ User Authorization Required

Cancel **Save**

Scopes

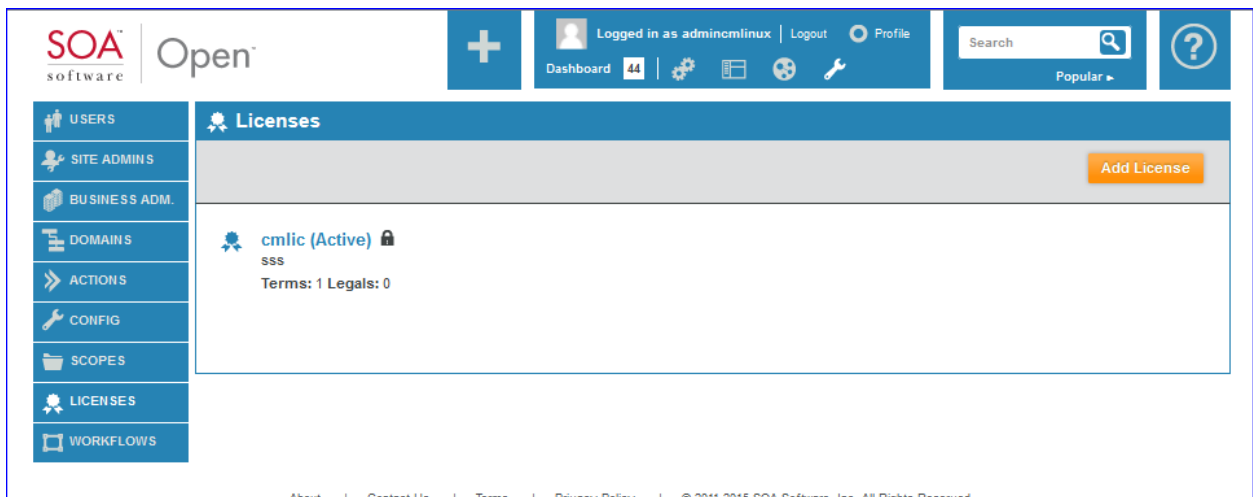
Scope Definitions:

Add Scope

ccscope

myscope

- 4 Go to *Licenses* and click **Add License**.



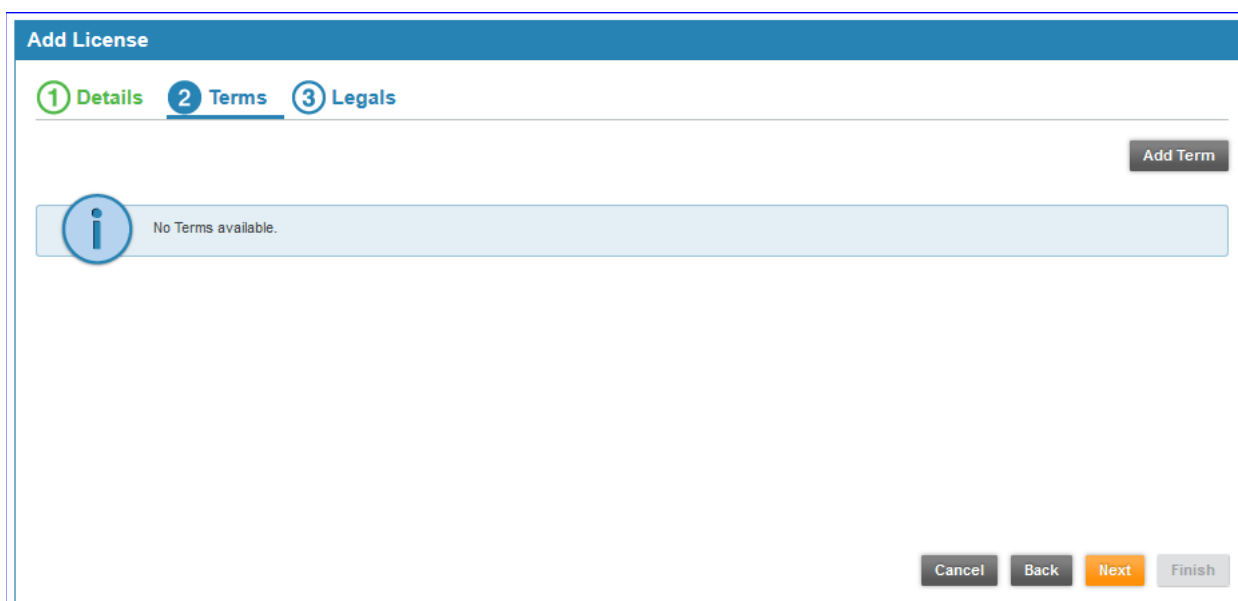
- 5 Provide details based on your requirements and click **Next**.

The screenshot shows the "Add License" form in the SOA Open software interface. The form has a blue header with the title "Add License". Below the header, there are three tabs: "1 Details" (selected), "2 Terms", and "3 Legals". The "Details" tab contains the following fields and options:

- Name:** A text input field containing "mylicense".
- Description:** A text area containing "my description".
- Environment:** Two checkboxes: "Sandbox" (checked) and "Production" (checked).
- Visibility:** Two radio buttons: "Public" (unchecked) and "Private" (checked).
- Sandbox Access:** Two radio buttons: "Auto Approved" (checked) and "Approval Required" (unchecked).
- Production Access:** Two radio buttons: "Auto Approved" (checked) and "Approval Required" (unchecked).

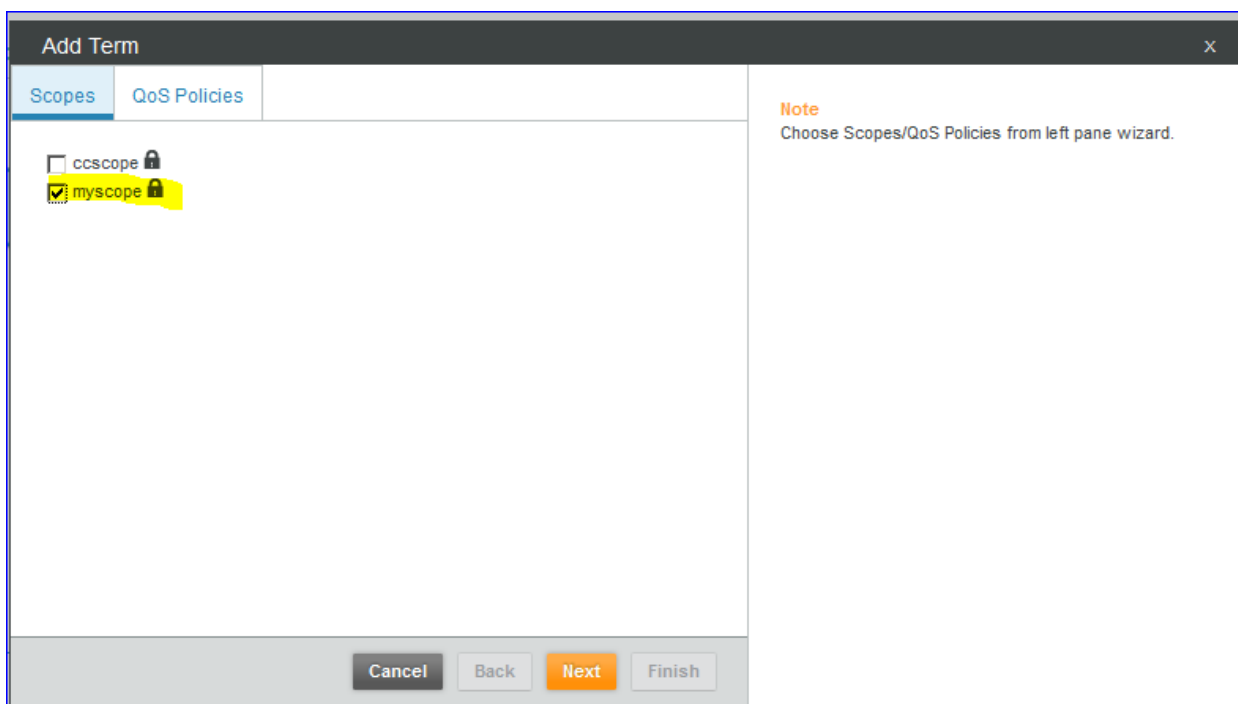
At the bottom right of the form, there are four buttons: "Cancel", "Back", "Next" (highlighted in orange), and "Finish".

- 6 Click **Add Term**.



The screenshot shows the 'Add License' wizard with three steps: 1 Details, 2 Terms (selected), and 3 Legals. In the 'Terms' step, there is an 'Add Term' button in the top right. A message box with an information icon states 'No Terms available.' At the bottom right, there are four buttons: 'Cancel', 'Back', 'Next' (highlighted in orange), and 'Finish'.

- 7 Select Scope and click **Next**.



The screenshot shows the 'Add Term' wizard with two tabs: 'Scopes' (selected) and 'QoS Policies'. Under the 'Scopes' tab, there are two items: 'ccscope' with an unchecked checkbox and 'myscope' with a checked checkbox. A 'Note' on the right says 'Choose Scopes/QoS Policies from left pane wizard.' At the bottom, there are four buttons: 'Cancel', 'Back', 'Next' (highlighted in orange), and 'Finish'.

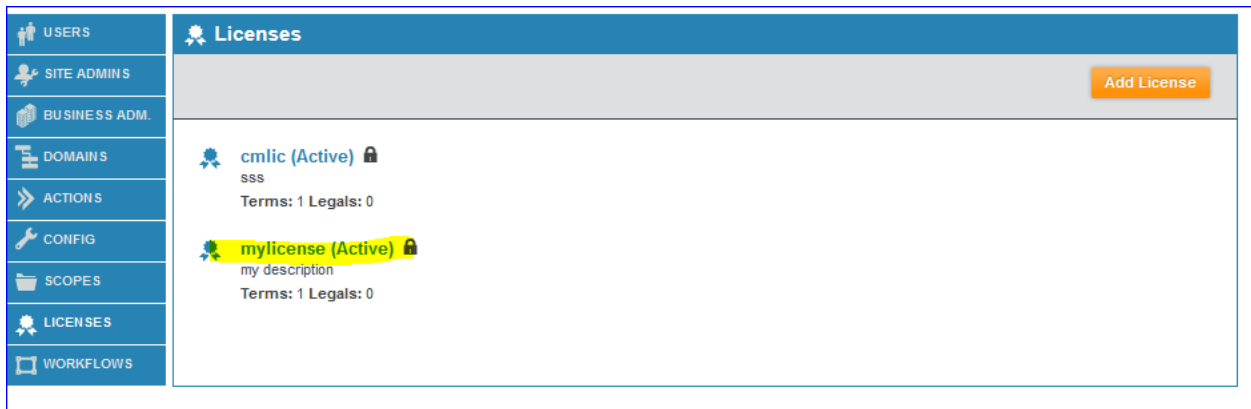
- 8 Attach *QoS Policies > Service Level Policy* at the *Terms* level, and click **Next**.

The screenshot shows a dialog box titled "Add Term" with a close button (X) in the top right corner. It has two tabs: "Scopes" and "QoS Policies". The "QoS Policies" tab is selected. In the main area, there is a list of policies. The first item, "Service Level Policy", is highlighted in yellow and has a checked checkbox. Below it is "cmpolicy" with an unchecked checkbox. On the right side, there is a "Note" section with the text: "Choose Scopes/QoS Policies from left pane wizard." At the bottom, there are four buttons: "Cancel", "Back", "Next", and "Finish".

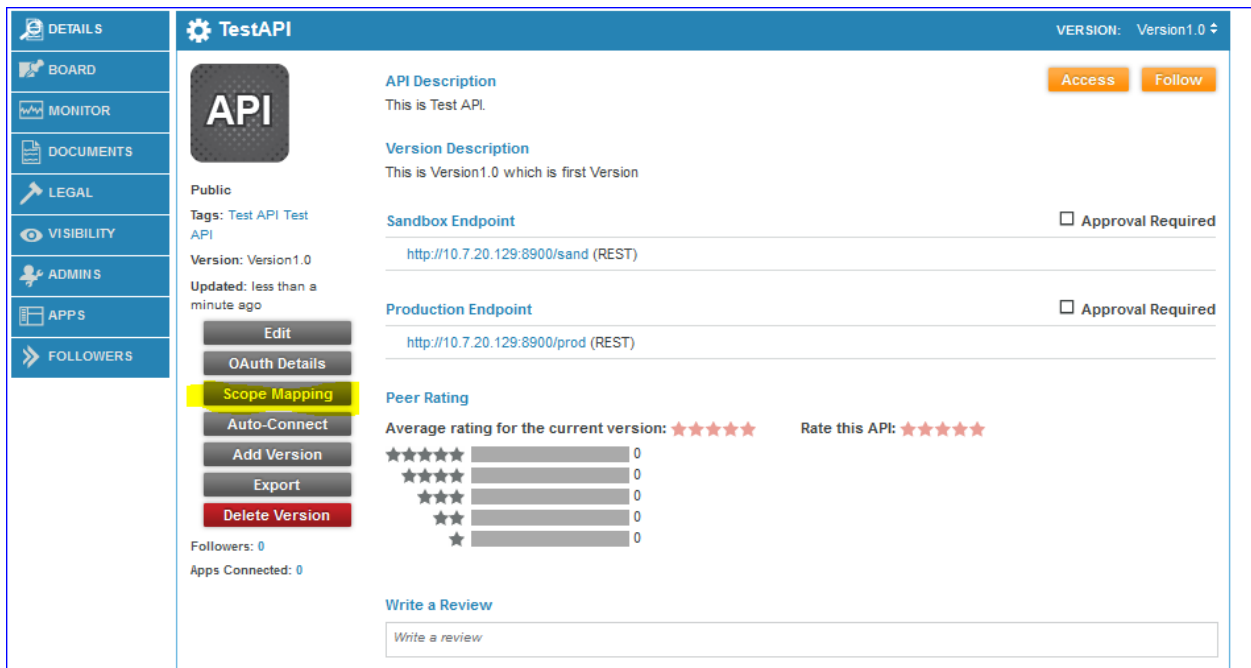
- 9 Upload *Legals* (if required) and click **Finish**.

The screenshot shows a wizard with three tabs: "1 Details", "2 Terms", and "3 Legals". The "3 Legals" tab is selected and underlined. In the top right corner, there are two buttons: "Upload Legal" and "Add Legal". Below these, there is a light blue information bar with an information icon (i) and the text "No Legals available." At the bottom right, there are four buttons: "Cancel", "Back", "Next", and "Finish".

- 10 The license is now configured with the QoS Policy attachment at the *Terms* Level.



11 Next we have to use this scope in *API > Scope Mapping*. Go to *API* and click **Scope Mapping**.



12 You can map your scope at Operation level or at API level. Select **Scope**, then **Confirm** and **Save** changes.

- 13 Now request API Access for this API. While requesting API access, select licence that is attached to the QoS Policy at the *Terms* level.

- 14 Next, go to the *DEV CONSOLE* and send more that 5 requests to meet the defined *Service Level Policy* rule.

a) The following alert will display in the Community Manager *Dashboard*.

Dashboard

API

TestAPI



omlinux

SLA policy (license term) violation: TestAPI(Version1.0) / TestAPP(v1)

SLA policy violation: TestAPI(Version1.0) / TestAPP(v1). A policy (Service Level Policy) was violated. Details: Interval (any), expression (usageCount(6) GT 5 count), expression value (True) between period start date (Jan 13, 2015 1:16:00 PM IST) and period end date (Jan 13, 2015 1:17:00 PM IST).

Priority: Critical

Environment: Sandbox

1/13/2015

1:19 PM





SLA policy violation cleared.

omlinux

1/13/2015

1:19 PM



Write a comment

Service Level Policy Use Cases (Community Manager-specific)

22