Service Level Policy Usage Scenarios for Community Manager

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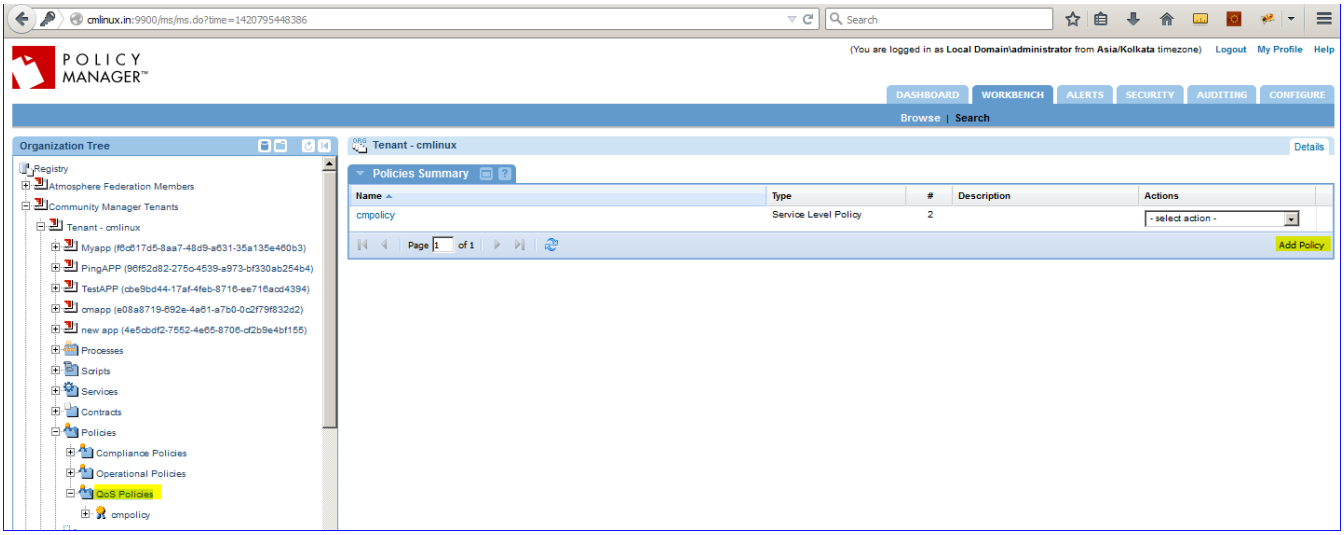
Service Level Policy Usage Scenarios (Community Manager-specific)

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

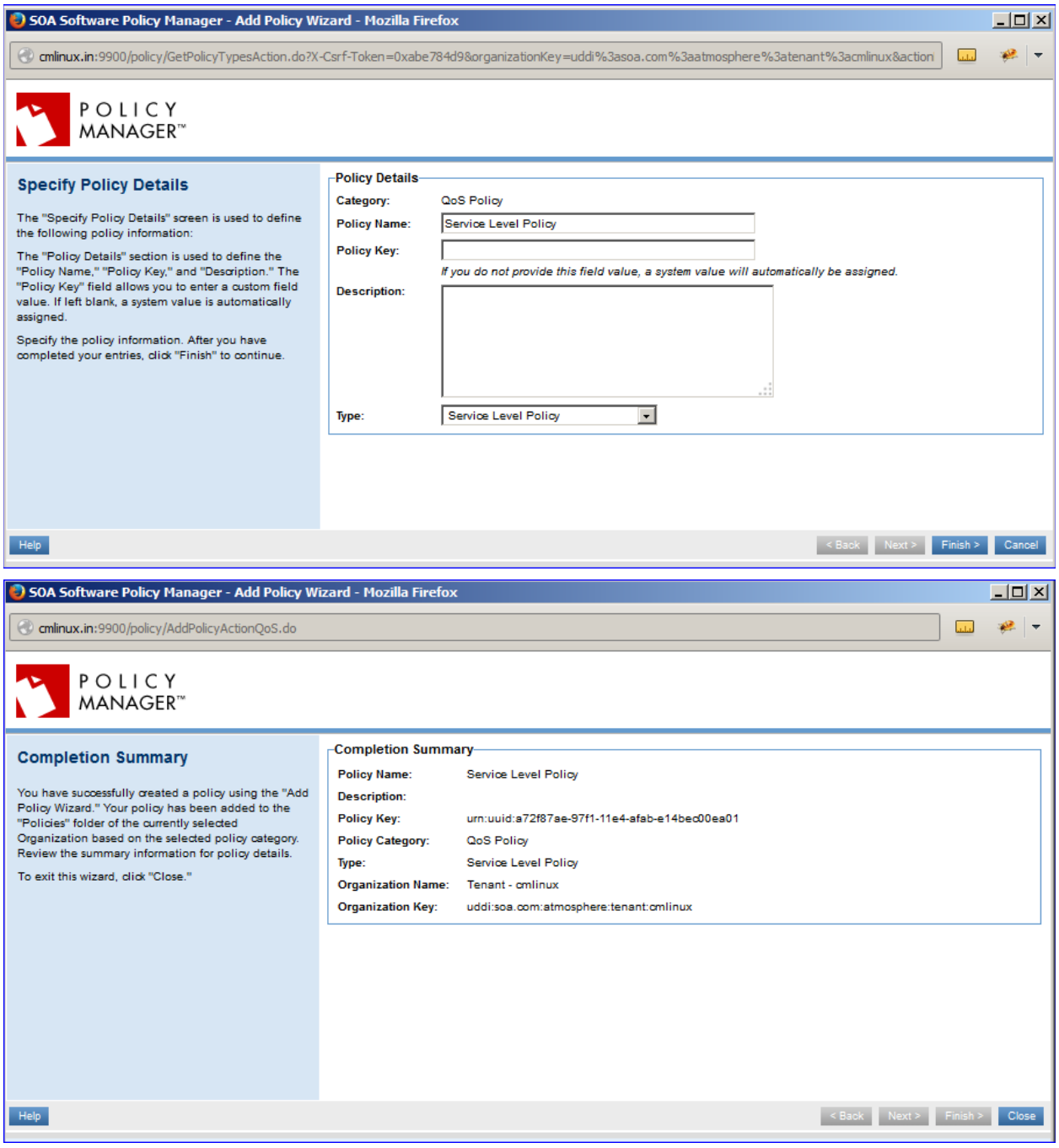
Add / Configure Service Level Policy

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.

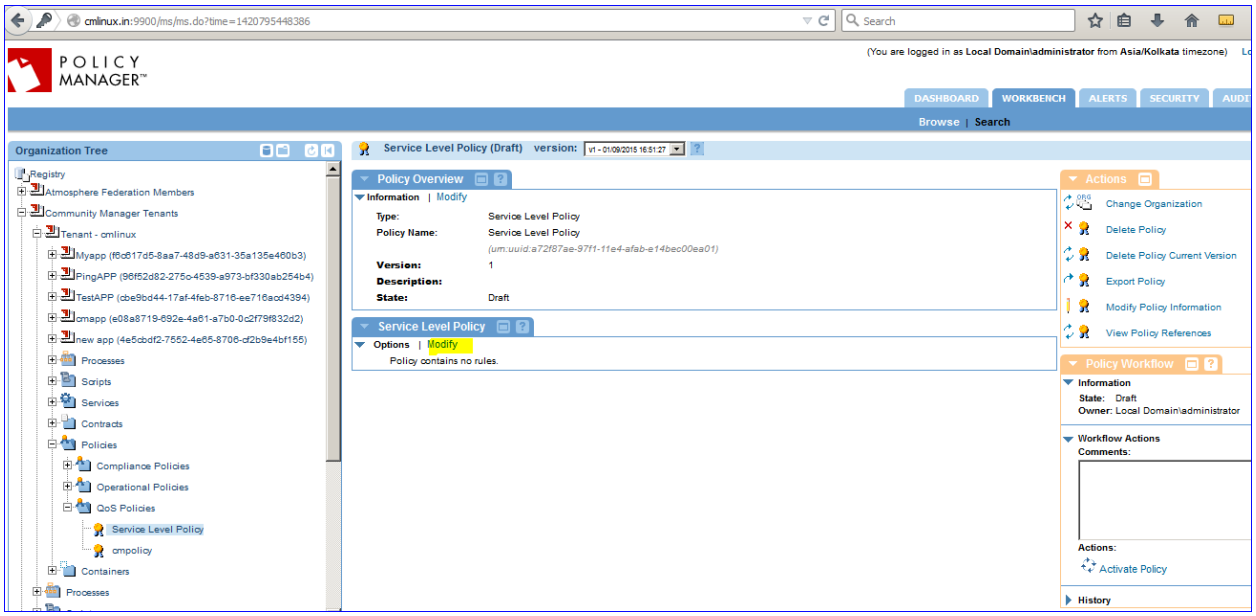
1 Go to the *Policy Manager Management Console > Tenant Organization > Policies > QoS Policies* and click **Add Policy**.



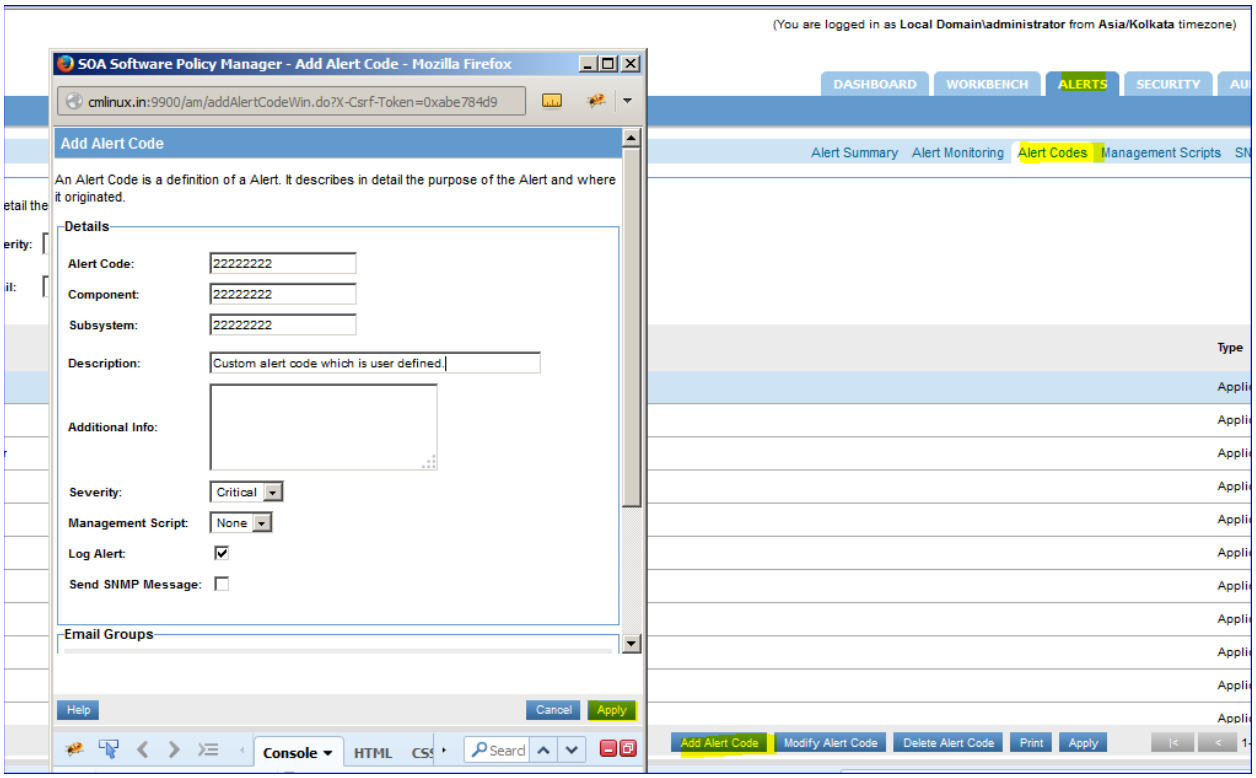
2 Specify Policy Name, Policy Type (Service Level Policy), click **Finish**, and then **Close**.



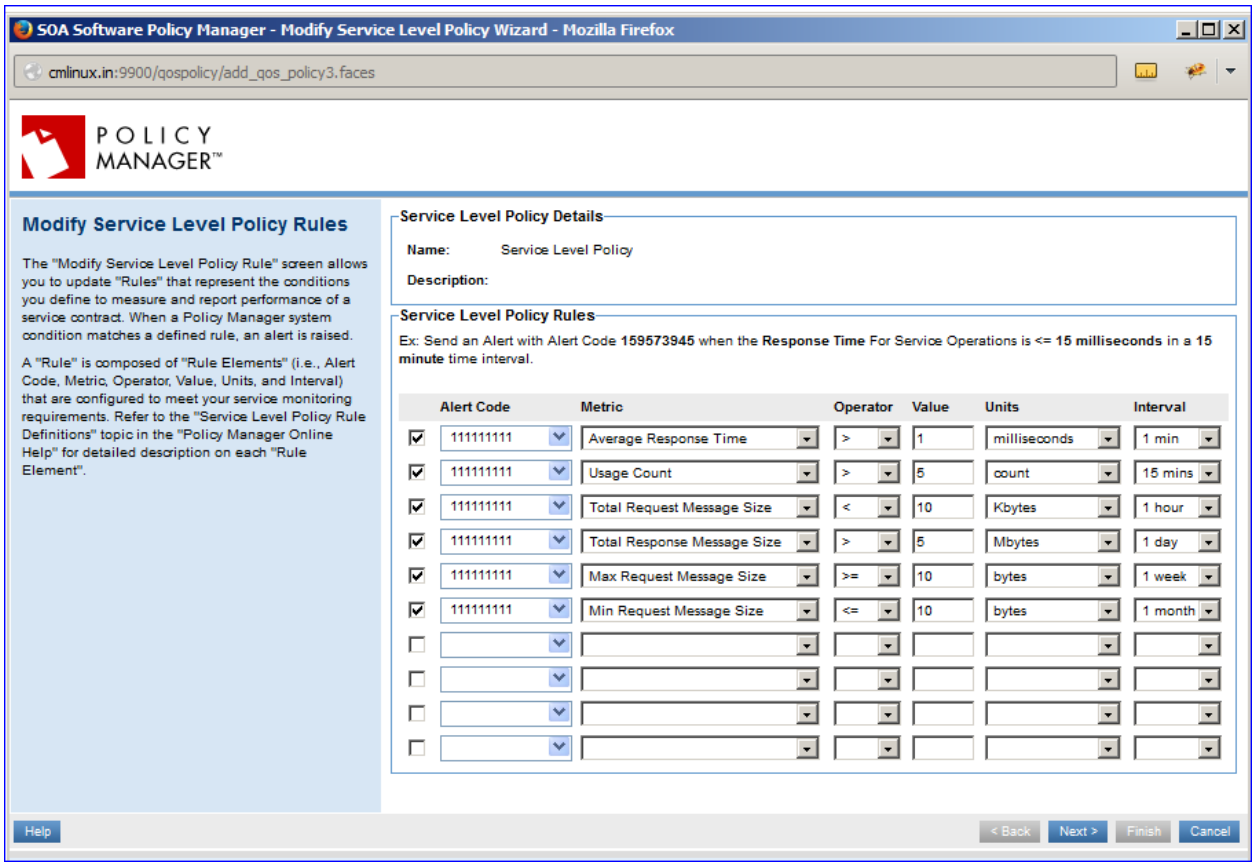
3 On the *Service Level Policy Details* screen, click **Modify**.



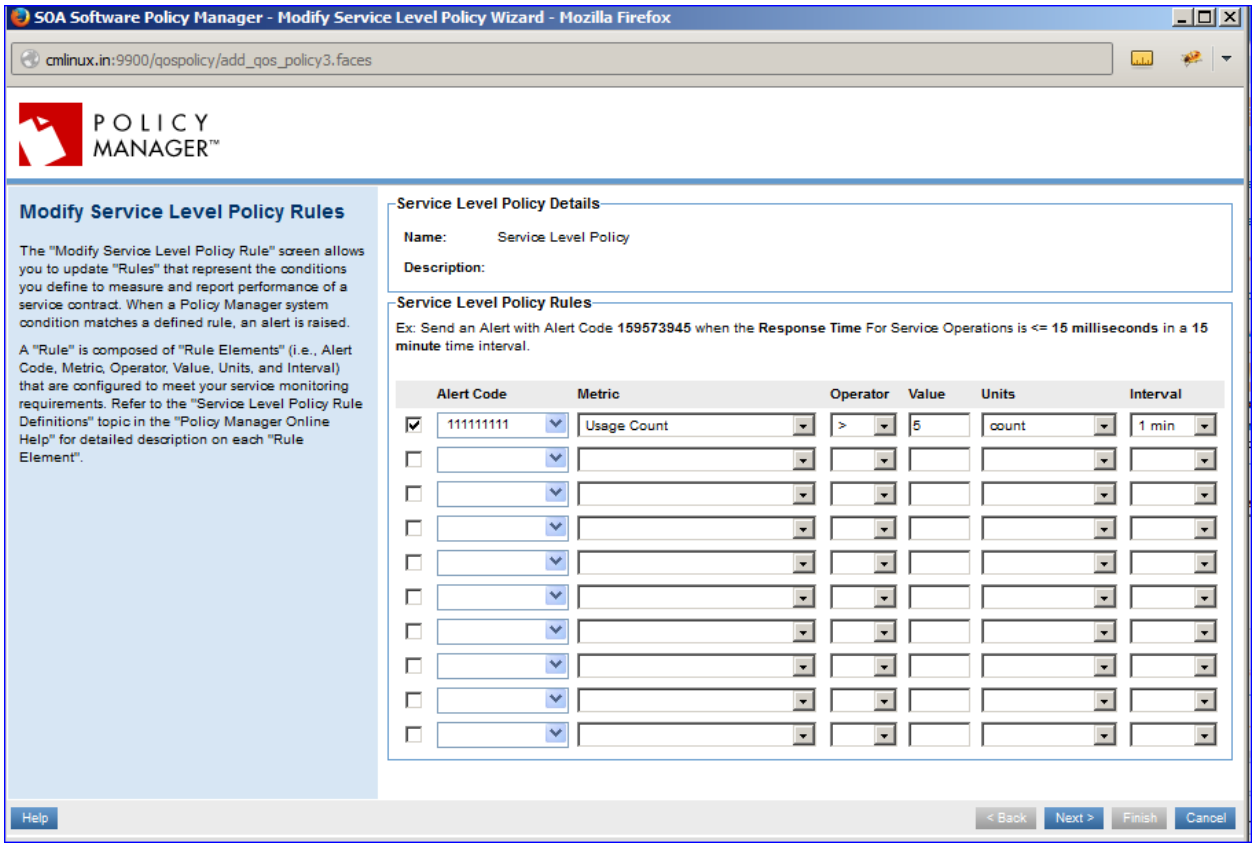
Note: You can use custom defined alert codes or predefined Policy Manager alert codes when configuring the Service Level Policy. You can add a custom alert code in the *Alerts > Alert Codes* section as illustrated below:



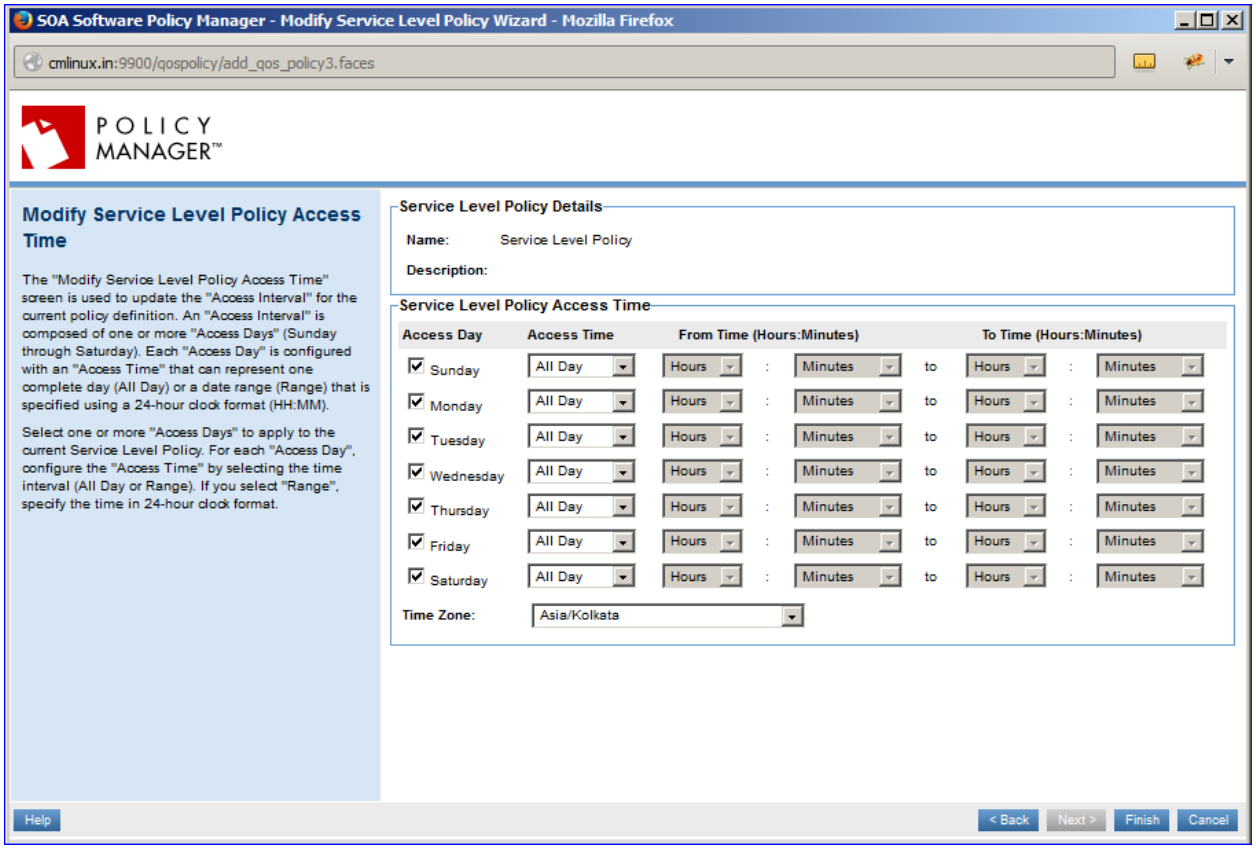
4 Below are the metrics which are available for *Service Level Policy* configuration. You can configure the metrics based on your requirement.

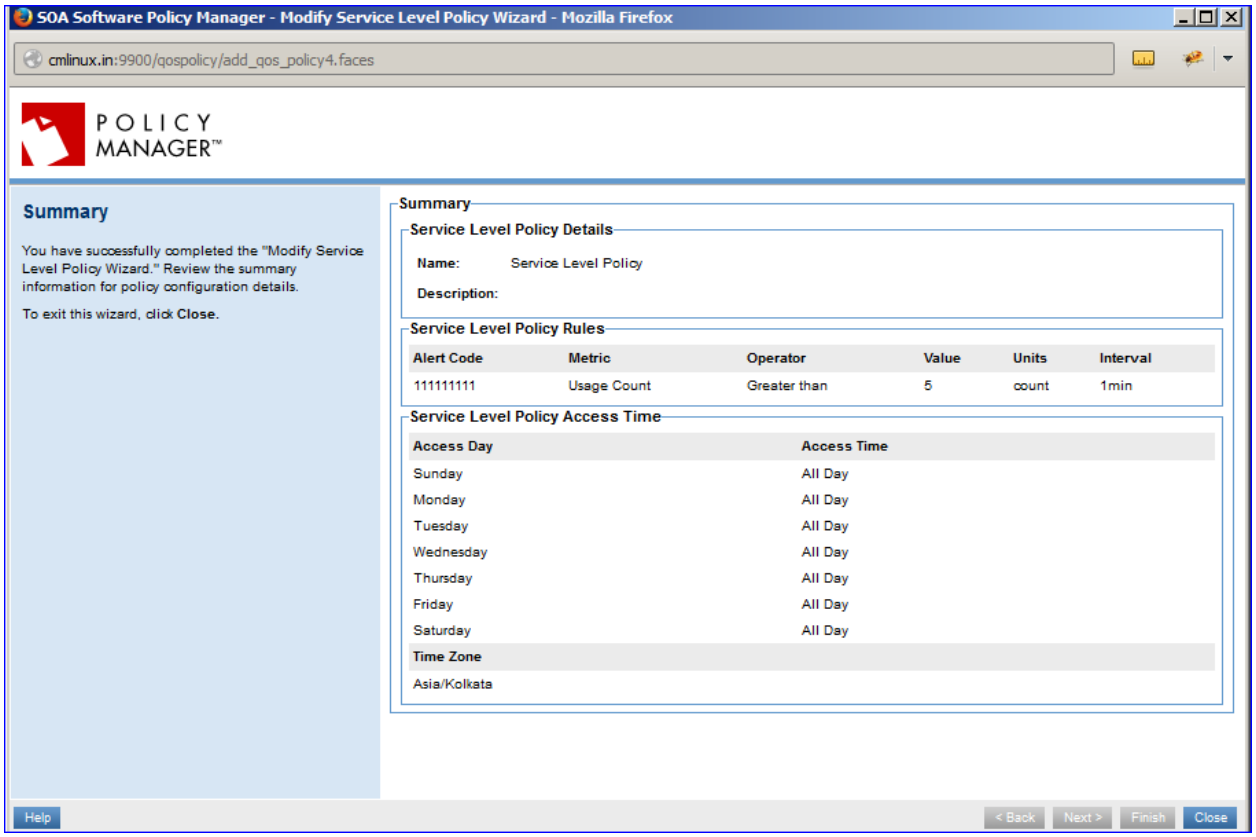


5 For example, we will use the Usage Count metric in the use case below. Click **Next** to continue.

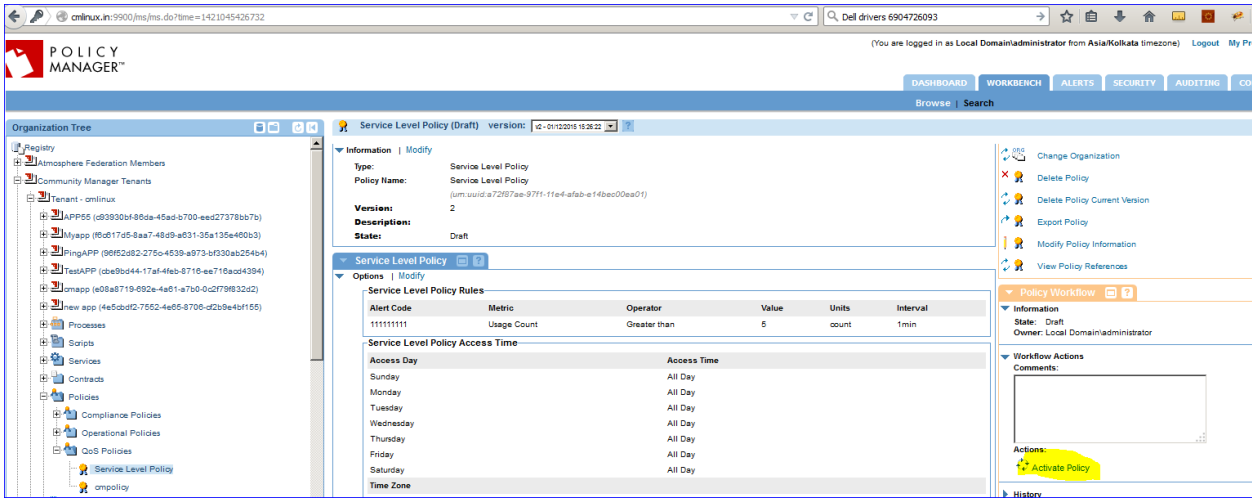


6 Configure Access Day and Access Time, click **Finish** and **Close**.





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



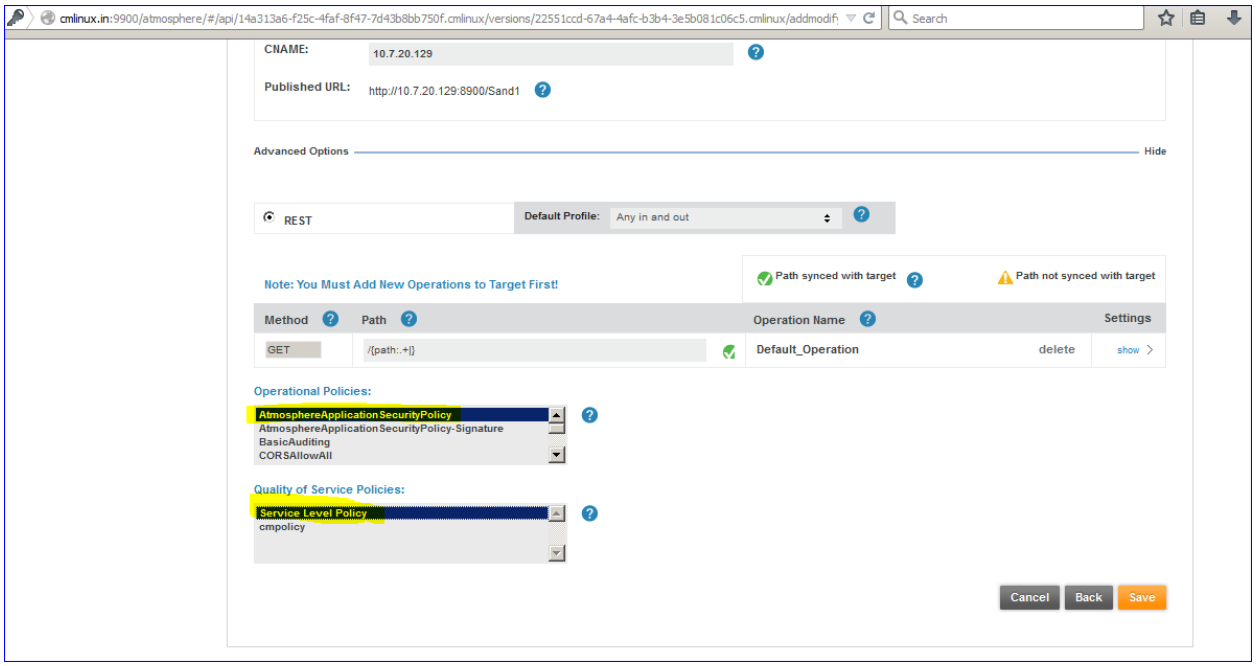
Scenario 1: How Do I Verify Service Level Policy Alerts at the Service Level?

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*.

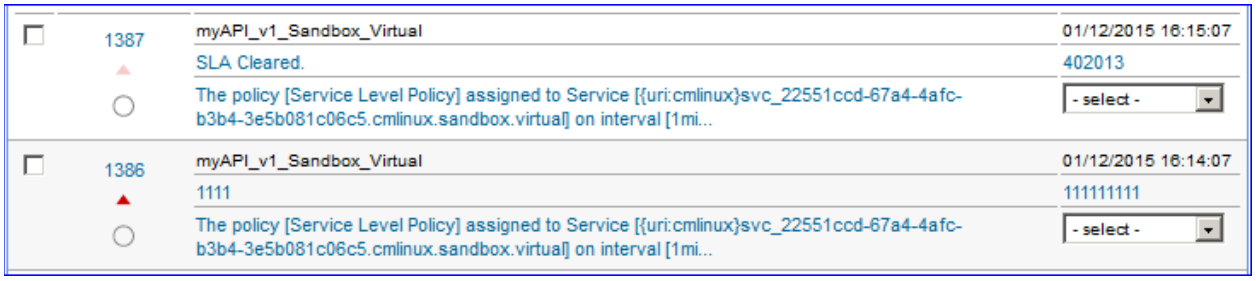
b) In *Operational Policies* section, attach *Atmosphere Application Security Policy (No Signature)* and *Detailed Auditing*.



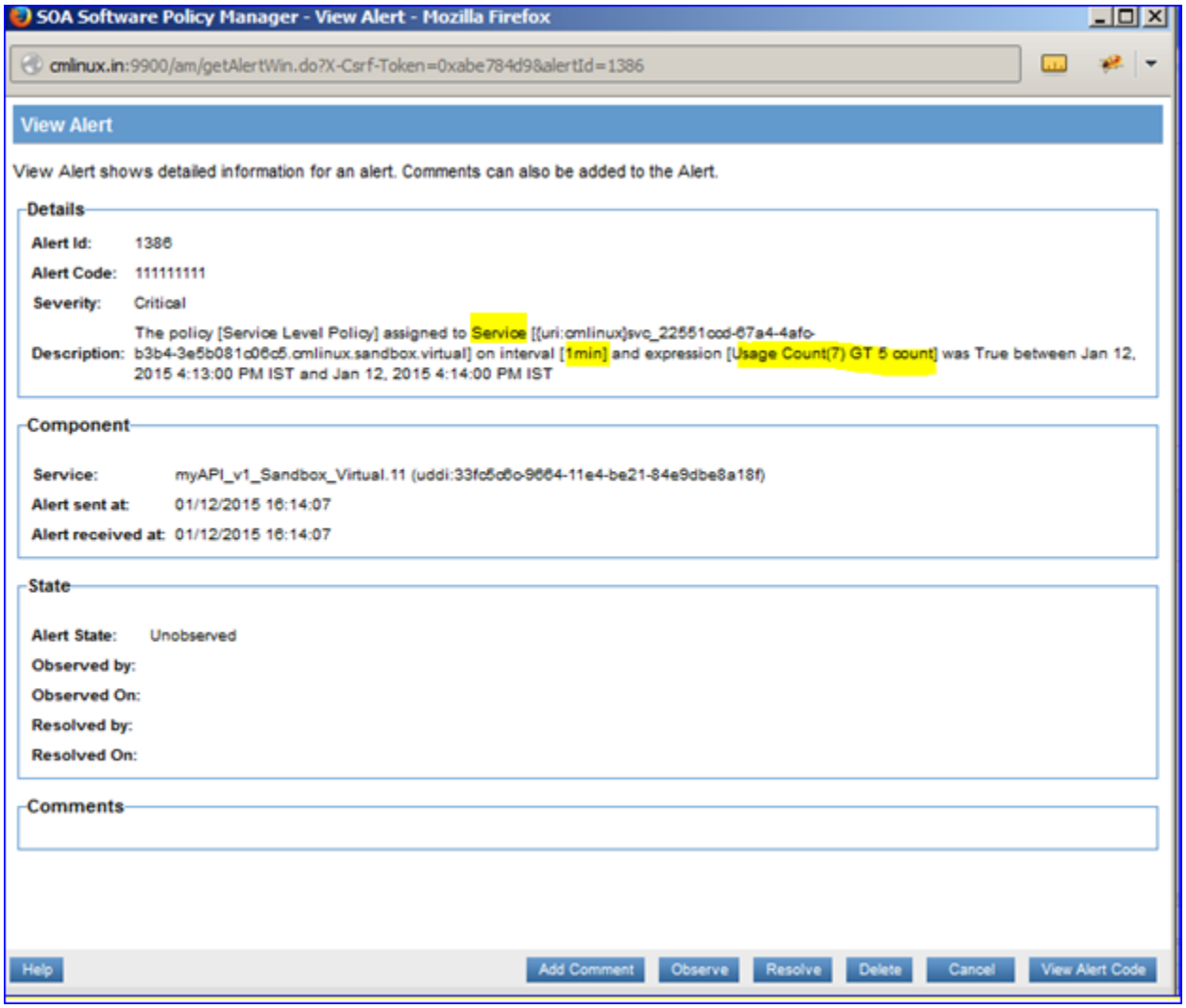
3 Go to the APP which is connected with above API (i.e., APP > DEV CONSOLE) and send more than 5 requests.

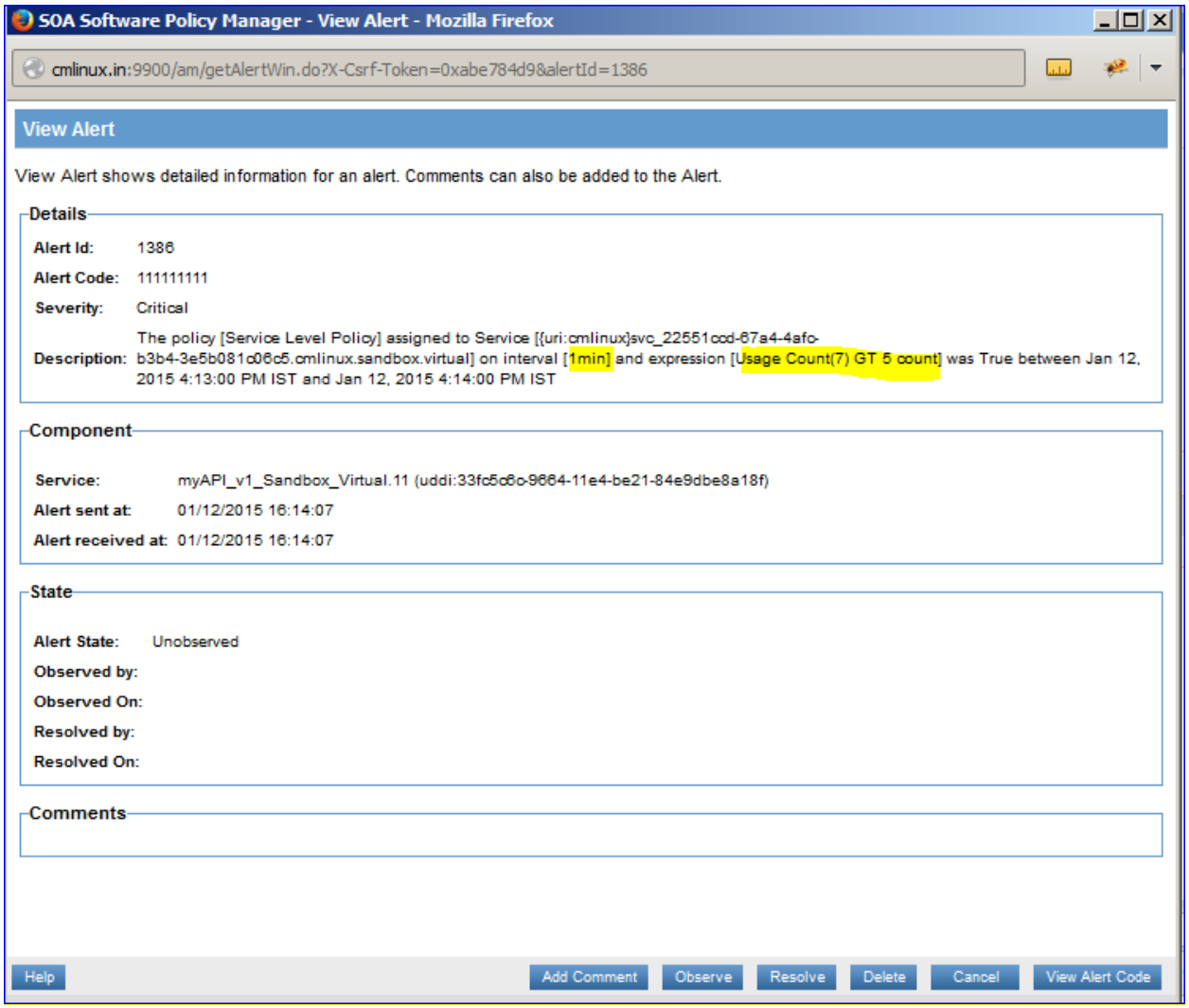
a) When a Policy condition matches a defined rule, an alert is raised as below in *Policy Manager* > *Registry* Level.

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



4 Select View Alert and review the alerts.


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_22551ccd-67a4-4afc-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-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



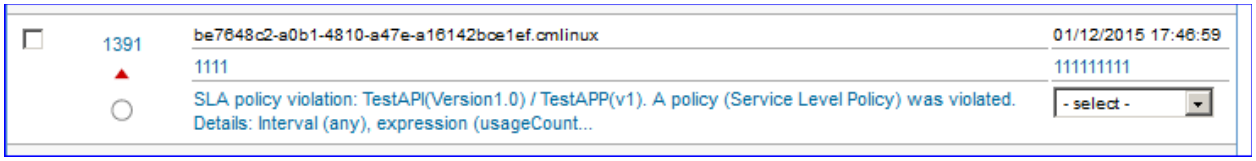
Scenario 2: How Do I Verify Service Level Policy Alerts at the Contract Level?

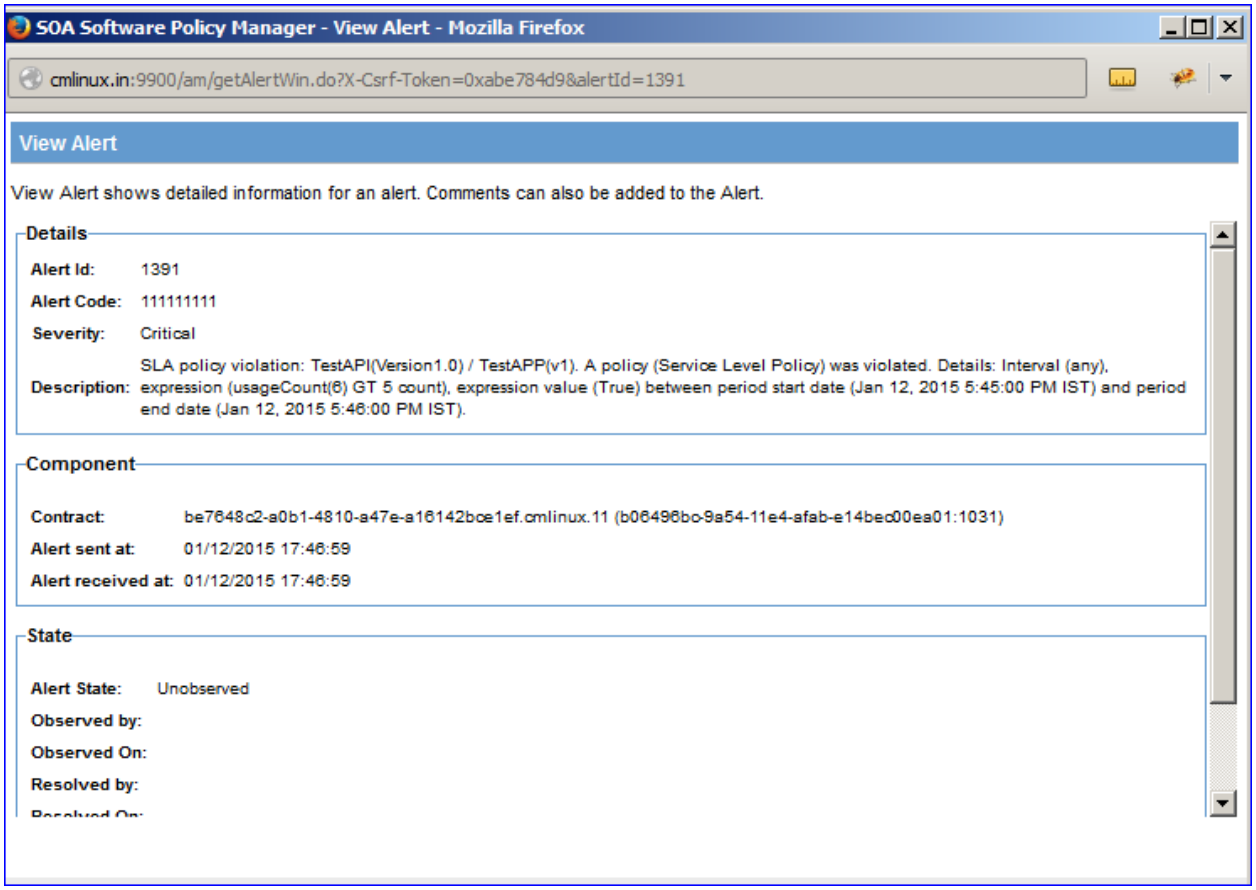
While requesting API Access, select the Service Level Policy checkbox and finish the process. Make sure the contract is activated.

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

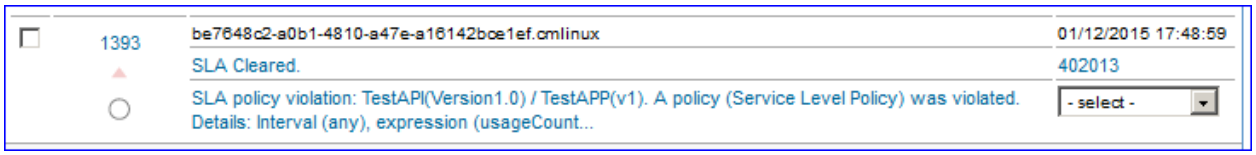
1 Go to *APP > DEV CONSOLE* and send more than 5 requests.

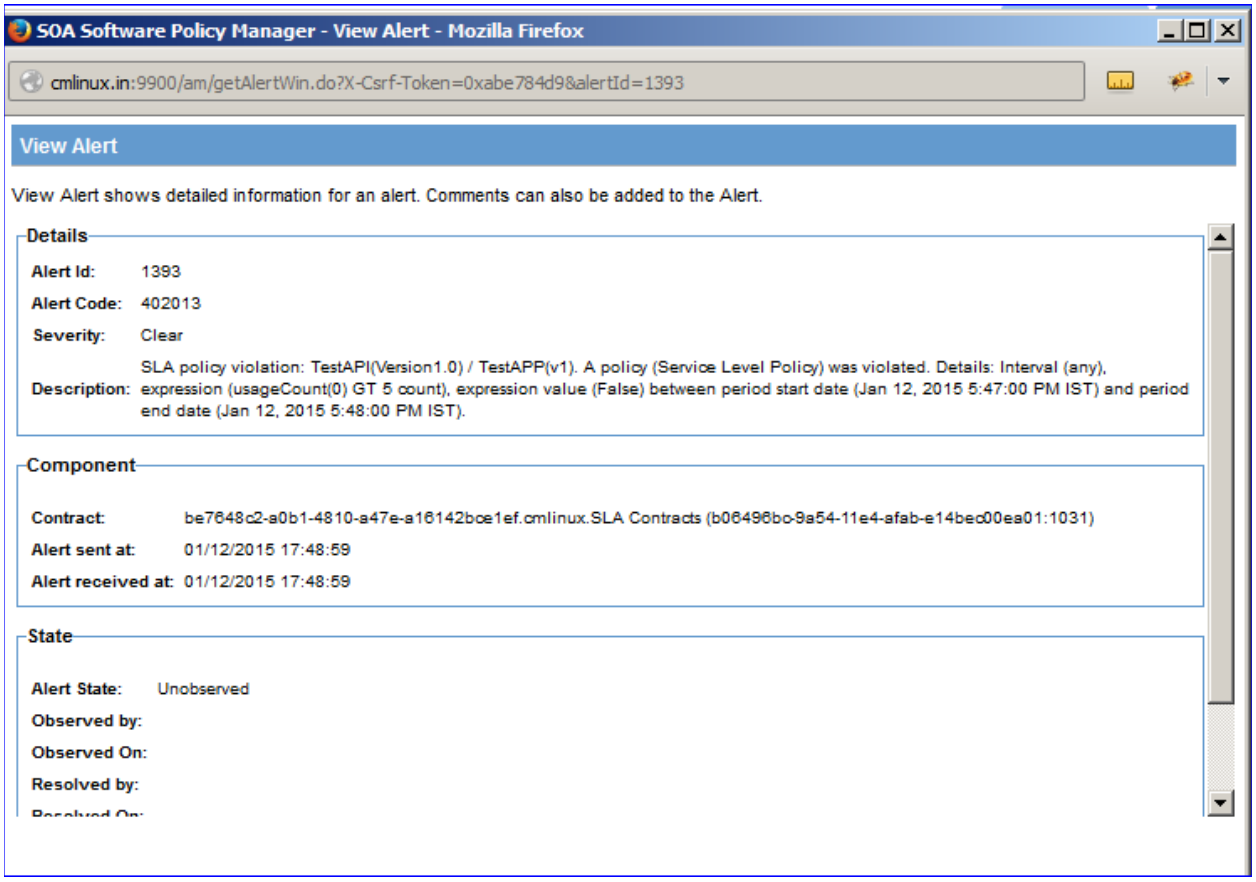
a) When a Policy condition matches a defined rule, an alert is raised in the *Policy Manager > Registry* level.





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



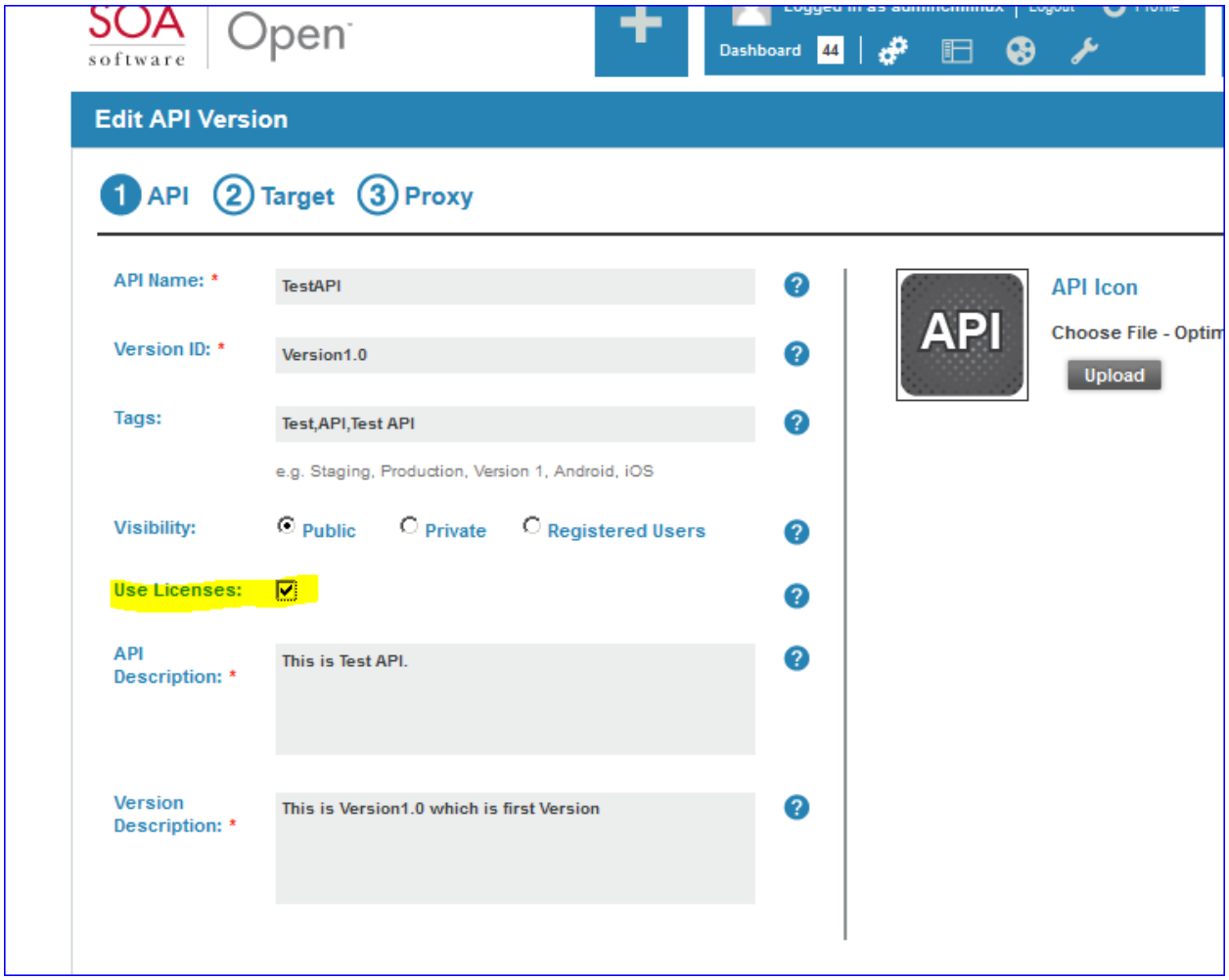


c) Alert in Community Manager *Dashboard*.

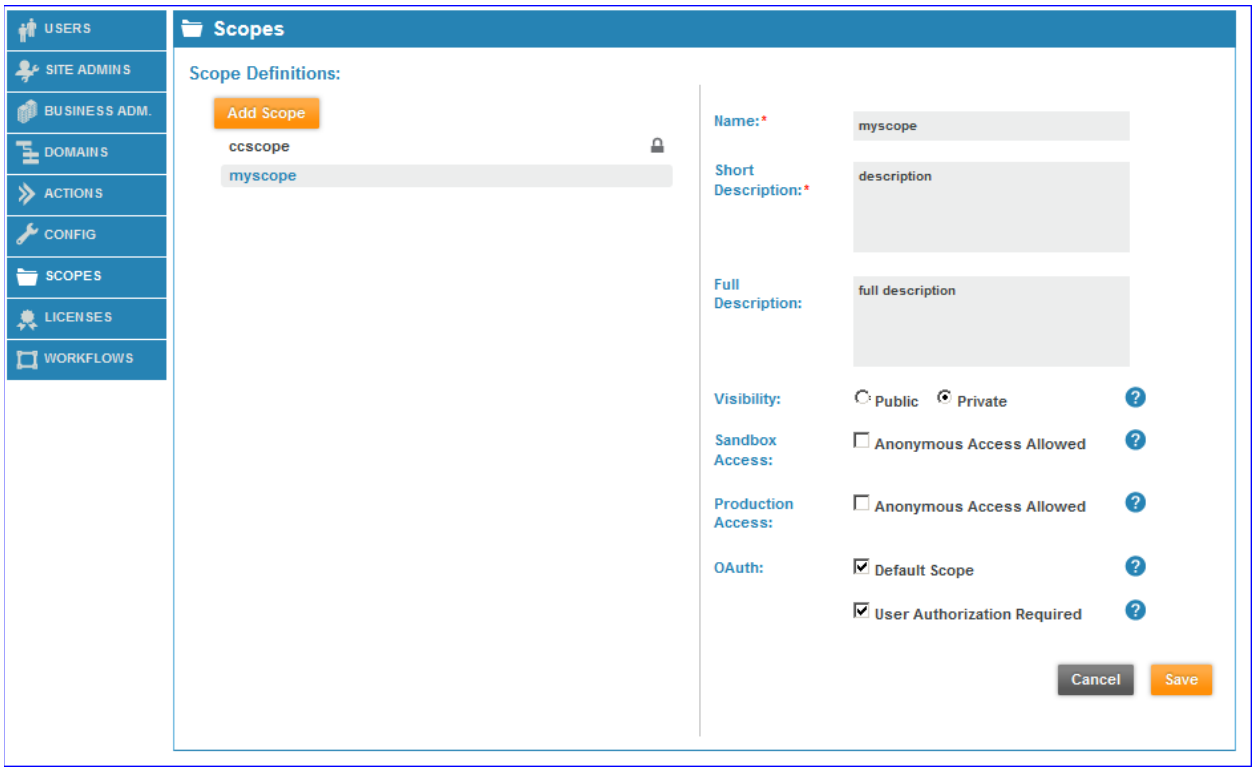
Scenario 3: How Do I Verify Service Level Policy Alerts at the License>Term Level?

1 Launch *Community Manager*.

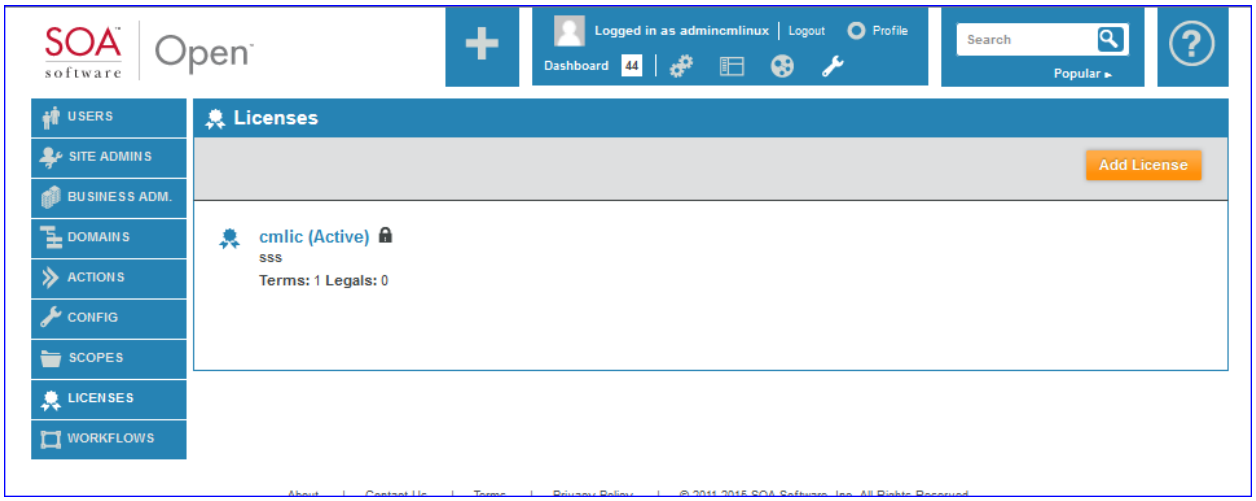
2 While adding an API, select the **Use Licenses** check box.



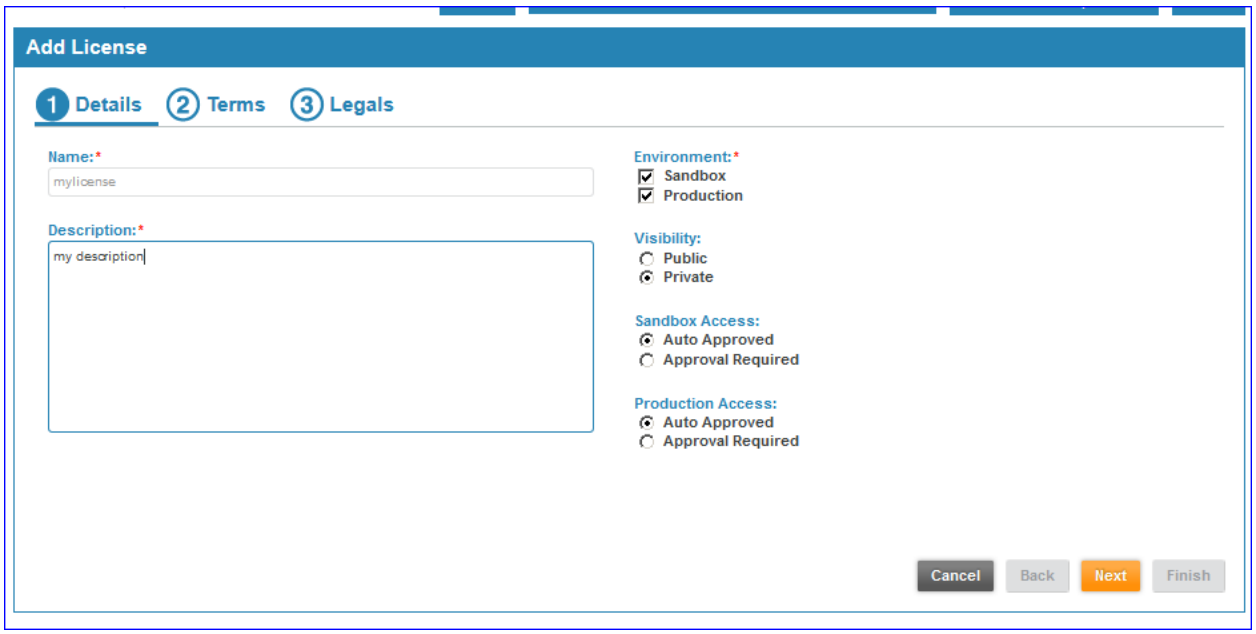
3 Go to *Site Administration* > *Scopes* and click **Add Scope**. Provide details based on your requirement and **Save**.



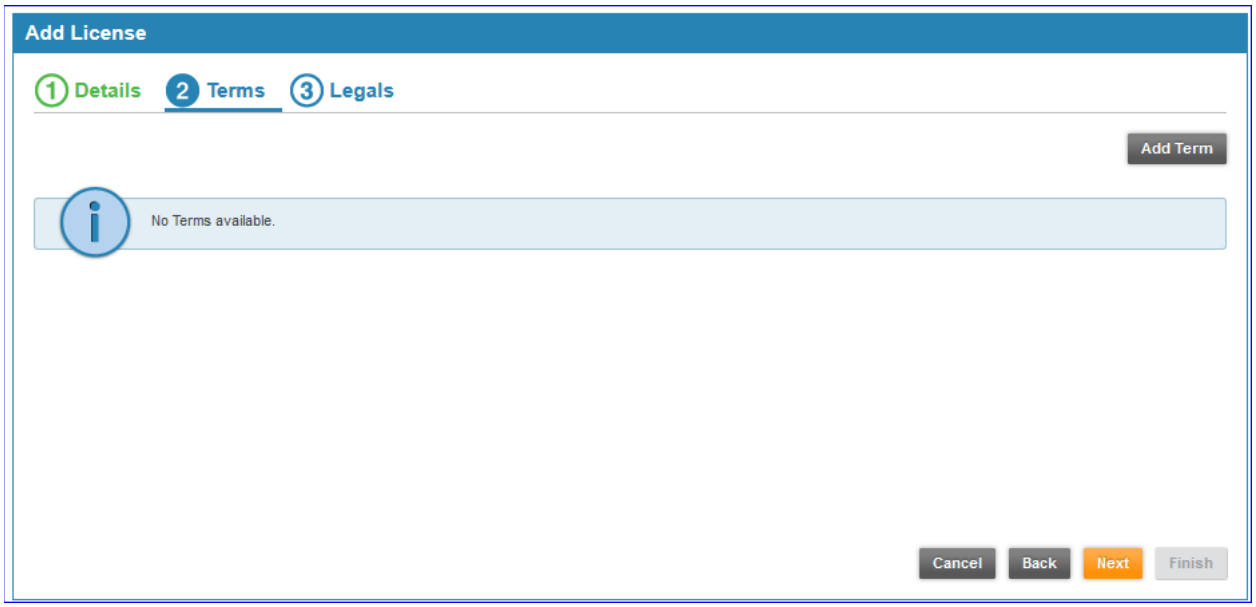
4 Go to *Licenses* and click **Add License**.



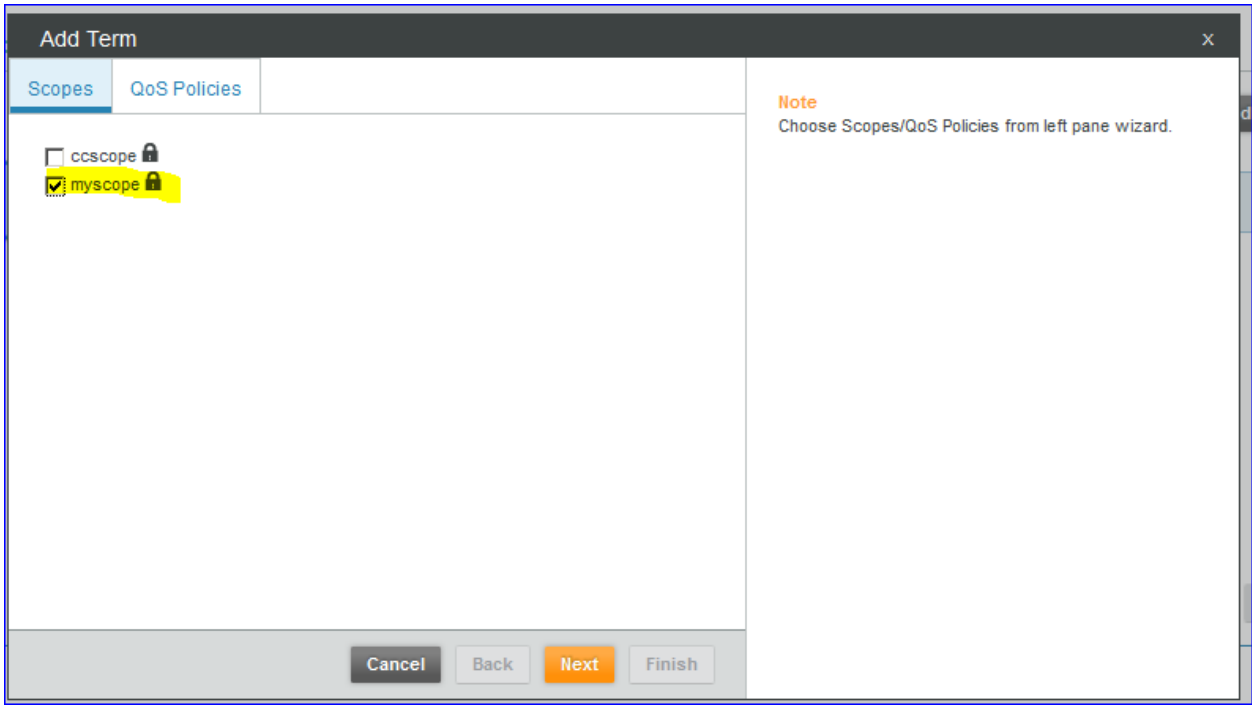
5 Provide details based on your requirements and click **Next**.



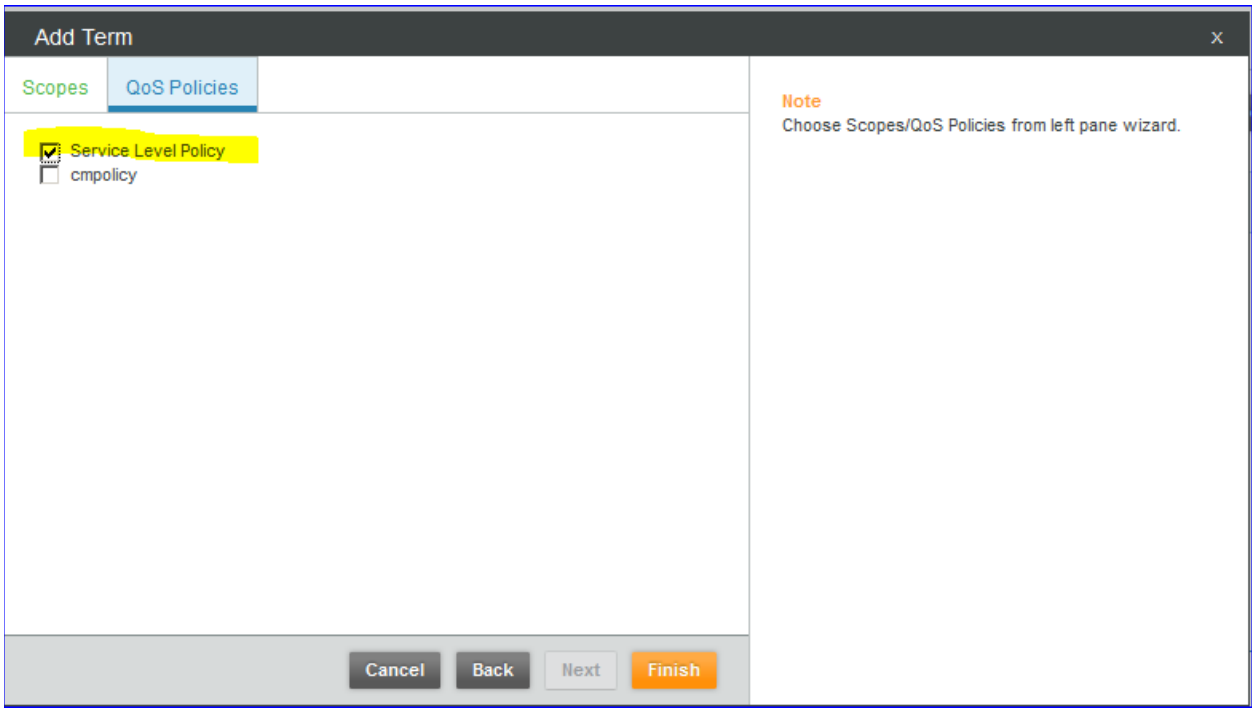
6 Click **Add Term**.



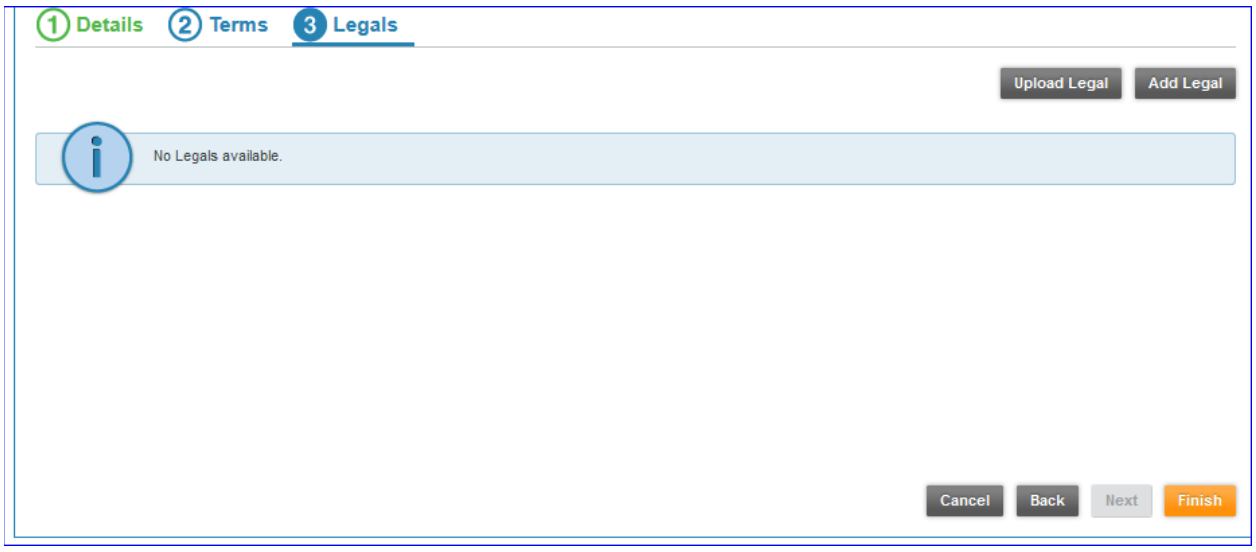
7 Select Scope and click **Next**.



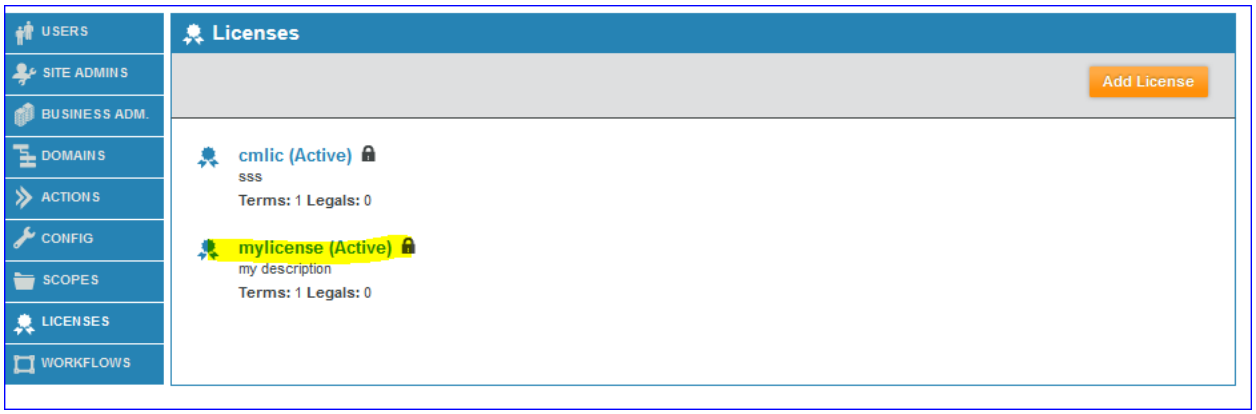
8 Attach *QoS Policies > Service Level Policy* at the *Terms* level, and click **Next**.



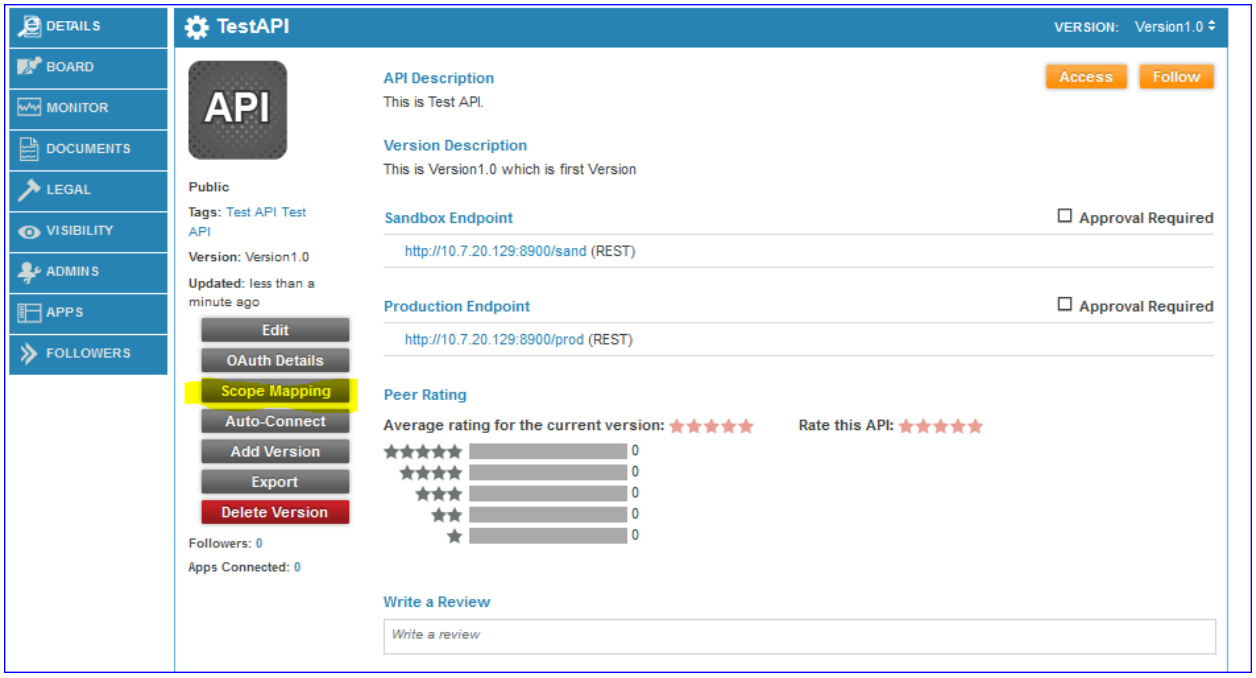
9 Upload *Legals* (if required) and click **Finish**.



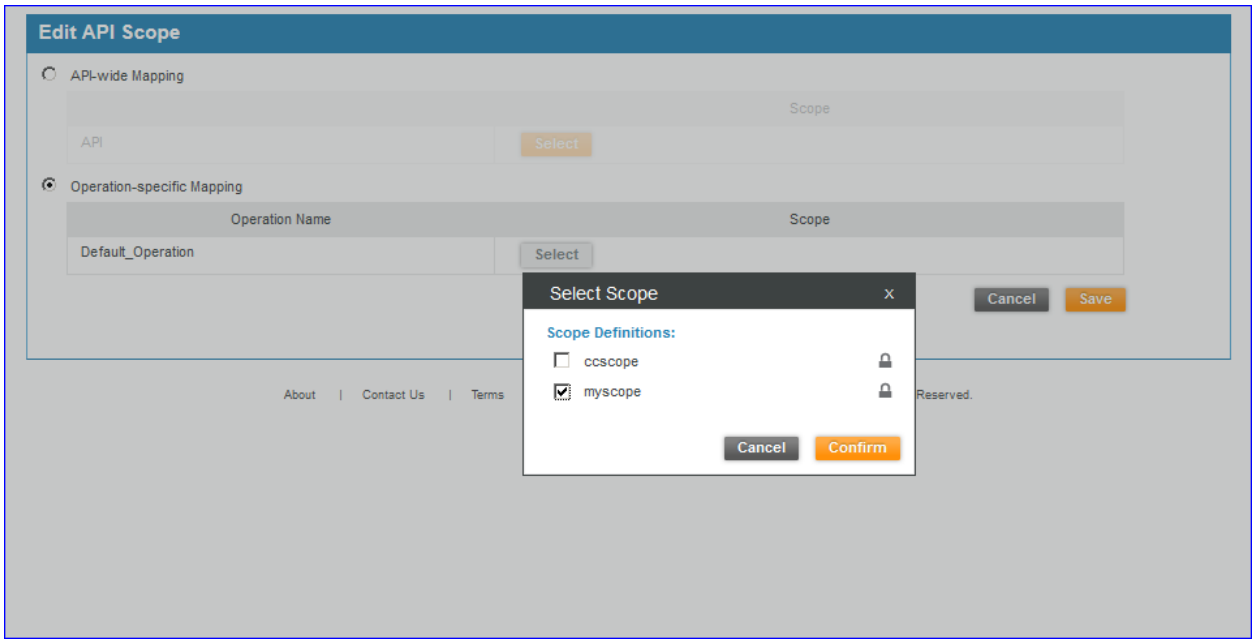
10 The license is now configured with the QoS Policy attachment at the *Terms* Level.



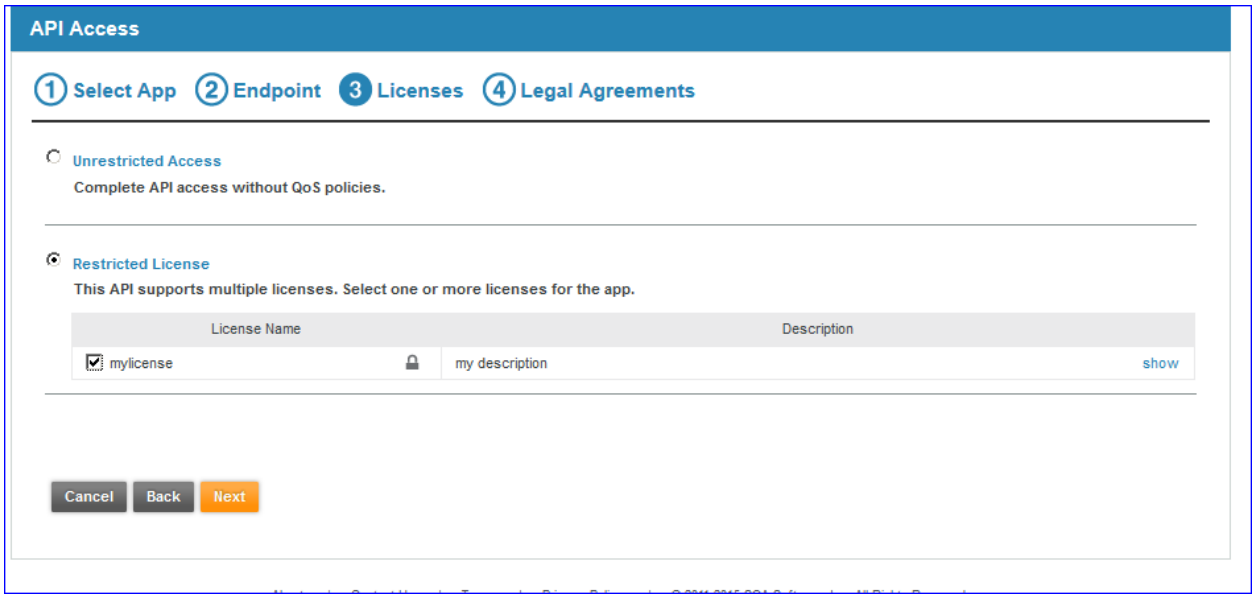
11 Next we have to use this scope in *API > Scope Mapping*. Go to *API* and click **Scope Mapping**.



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
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).
x
cmlinux
Priority: Critical
Environment: Sandbox
1/13/2015 1:19 PM
SLA policy violation cleared.
cmlinux 1/13/2015 1:19 PM
Write a comment