Service Level Enforcement Policy Usage Scenarios for Policy Manager

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Service Level Enforcement Policy Usage Scenarios (Policy Manager-specific)

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

Scenario 1: Block Request to Service

Block request to service for 15 minutes after 300 requests SLA has been violated. Application receives the Fault message defined in the *Service Level Enforcement Policy*.

1   Create a physical service in the *Policy Manager Management Console* using **Create Physical Service**.

2   Provide service details and **Finish** the wizard.

3   Using **Virtualize Service**, virtualize and host the physical service on Network Director (ND1), and assign a name (e.g., **Vs1**).

4   Navigate to *Organization > Policies > QoS Policies* and use **Add Policy** to create a *Service Level Enforcement Policy*.

5   Configure the *Service Level Enforcement Policy* and define a custom Fault message that reflects the use case scenario purpose.

6   Next, use **Add Policy** and create a *Service Level Policy*.

7   Configure this policy as per the use case with a Custom alert for **Usage Count > 300** in a 15 minute interval.

8   Attach the Service Level Enforcement policy and Service Level policy to **Vs1** service in the *Service Details > Policy Attachments > QoS* section.
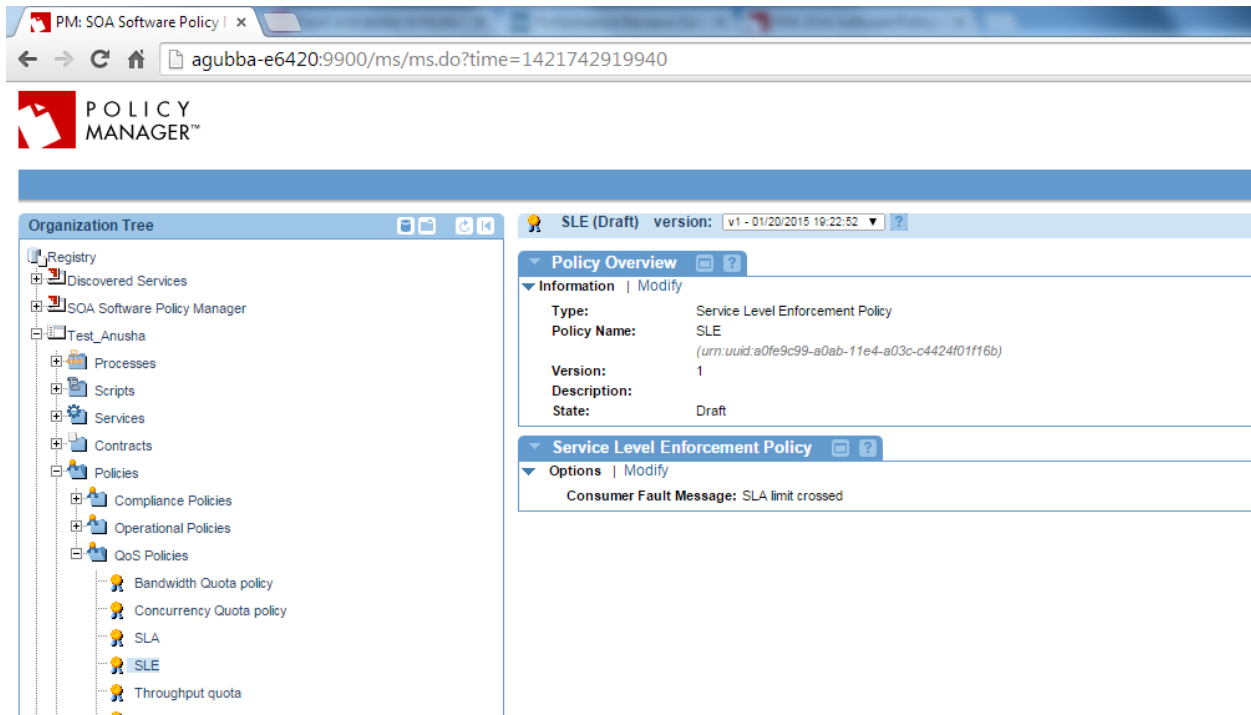
9   Send more than 300 requests to **Vs1** from application/client.

10   The first 300 requests will be successful, and subsequent requests will fail and generate the custom Fault message defined in the *Service Level Enforcement Policy*.

Scenario 2: SLA Clear Alert

SLA generates a clear alert and sends an email to alert the administrator(s) after the App has been denied access for 15 minutes.

1   Create a physical service in the *Policy Manager Management Console* using **Create Physical Service**.

2   Provide service details and **Finish** the wizard.

3   Using Virtualize Service, virtualize and host the physical service on Network Directory (**ND1**), and assign a name (e.g., **Vs1**).

4   Navigate to *Organization > Policies > QOS Policies* and use **Add Policy** to create a *Service Level Enforcement Policy*.

5   Configure the *Service Level Enforcement Policy* as per the use case a with a custom Fault message.

6   Navigate to *Organization > Policies > QOS Policies* and use **Add Policy** to create a *Service Level Policy*.

7   Configure the *Service Level Policy* as per the use case with a custom alert for **Usage Count > 300** in a 15 minute interval.

8   Activate the policies in the *Service Level Enforcement Policy* and *Service Level Policy* in the *Policy Workflow* portlet (PM72 and above), and attach them to the **Vs1** service in the *Service Details > Policy Attachments > QoS* section.

9   Send more than 300 requests to **Vs1** from application/client.

10 The first 300 requests will be successful and subsequent requests will fail and generate the custom Fault message defined in the *Service Level Enforcement Policy*.

11 After the alert is generated, if the SLA is not violated again, a clear alert will be generated.

12 If the alert is configured with an email, it will be sent to the assigned users when triggered.

Scenario 3: SLA Reset

SLA has been reset and the App can send to the API.

1   Create a physical service in *Policy Manager Management Console* using **Create Physical Service**.

2   Provide service details and **Finish** the wizard

3   Using Virtualize Service, virtualize and host the physical service on Network Director (**ND1**), and assign a name (e.g., **Vs1**),

4   Navigate to *Organization > Policies > QOS Policies* and use **Add Policy** to create a *Service Level Enforcement Policy*.

5   Configure the *Service Level Enforcement Policy* as per the use case a custom Fault message

6   Navigate to *Organization > Policies > QOS Policies* and use **Add Policy** to create a *Service Level Policy*.

7   Configure the *Service Level Policy* as per the use case with custom alert for **Usage Count > 300** in 15 minute intervals.

8   Activate the policies in the *Service Level Enforcement Policy* and *Service Level Policy* in the *Policy Workflow* portlet (PM72 and above), and attach them to the **Vs1** service in the *Service Details > Policy Attachments > QoS* section.

9   Send more than 300 requests to **Vs1** from application/client.

10 The first 300 requests will be successful and subsequent requests will fail and generate the custom Fault message in *Service Level Enforcement Policy*.

11 After the alert is generated, if the SLA is not violated again, a clear alert will be generated.

12 After clear alert is generated the requests should be successful until it violates the SLA again.

Timeline

Requests will fail once SLA is thrown