

# Service Level Policy Usage Scenarios for Policy Manager

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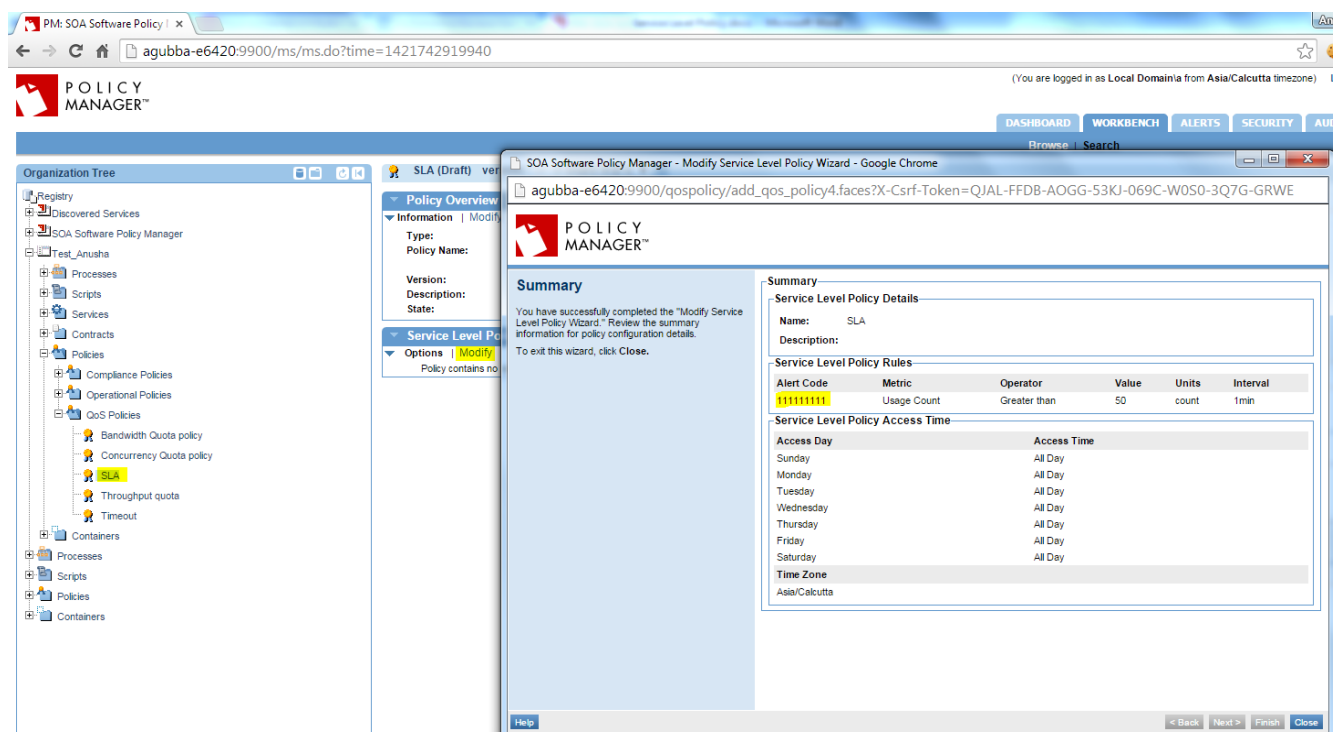
# Service Level Policy Usage Scenarios (Policy Manager-specific)

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

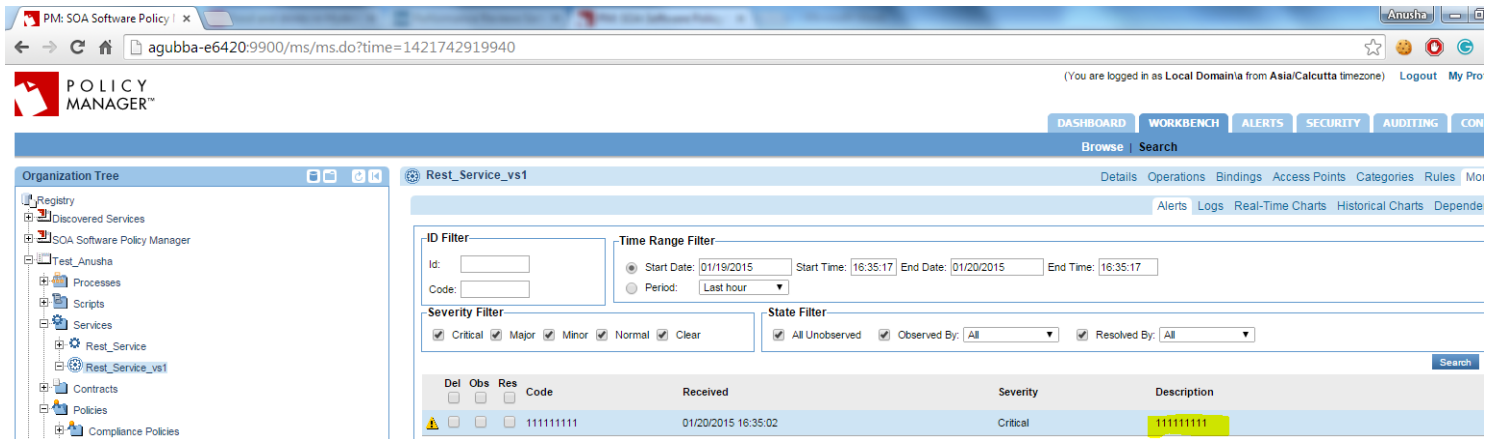
## SLA Generates Alert / Email When Requests Exceed Limit

SLA generates an alert and sends an email to alert the administrator(s) when more than 50 requests have been sent to an API in 1 minute.

- 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 Policy*.
- 5 Configure the *Service Level Policy* as per the use case with the above alert code and greater than 50 usage count in 1 minute.



- 6 Activate the policy in the *Policy Workflow* portlet (PM72 and above), and attach it to the **Vs1** service in the *Service Details > Policy Attachments > QoS* section.
  - a) If there are more than 50 hits for a service in 1 minute, the SLA alert is triggered at the beginning of next UNIX time minute and an email is sent to the administrator(s).



## SLA Generates Clear Alert / Email When Throughput Drops Below Limit

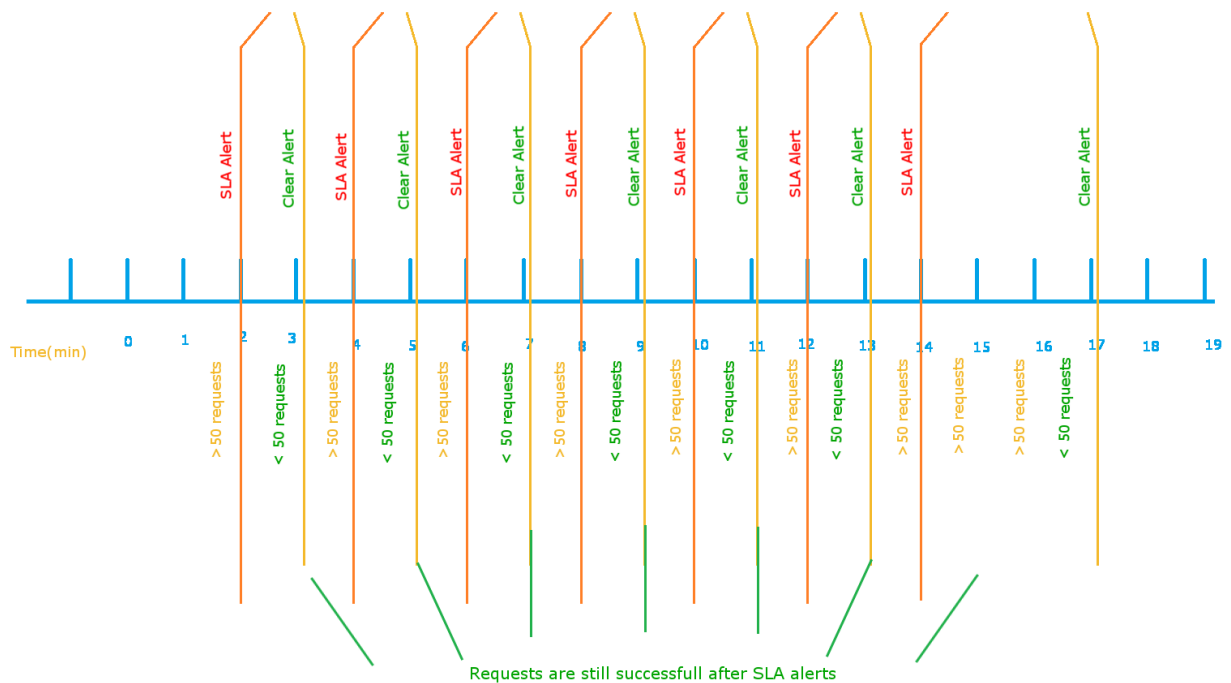
SLA generates a clear alert and Send an email to alert the administrator(s) when the throughput has dropped below 50 requests in a minute.

- 1 Add an alert code to *Policy Manager Management Console* in the *Alerts > Alert Codes* tab with email configuration.
- 2 Create a physical service in *Policy Manager Management Console* using **Create Physical Service**.
- 3 Provide service details and **Finish** the wizard.
- 4 Using **Virtualize Service**, virtualize and host the physical service on Network Director (**ND1**), and assign a name (e.g., **Vs1**).
- 5 Navigate to *Organization > Policies > QOS Policies* and use **Add Policy** to create a *Service Level Policy*.
- 6 Configure the *Service Level Policy* as per the use case with the above alert code and greater than 50 usage count in 1 minute.
- 7 Activate the policy in the *Policy Workflow* portlet (PM72 and above), and attach it to the **Vs1** service in the *Service Details > Policy Attachments > QoS* section.
  - a) If there are more than 50 hits for a service in 1 minute, the SLA alert is triggered at the beginning of next UNIX time minute.
  - b) For the next 1 minute if there are no SLA violations, a clear alert is generated at the beginning of next UNIX time minute.
  - c) In the alert, email has to be configured so as to send an email to the administrator(s) as below.

The screenshot shows the SOA Software Policy Manager interface. The left sidebar displays the Organization Tree with categories like Registry, Discovered Services, SOA Software Policy Manager, Test\_Anusha, Processes, Scripts, Services, Rest\_Service, Rest\_Service\_vs1, Contracts, Policies, Compliance Policies, and Operational Policies. The main panel shows the configuration for Rest\_Service\_vs1, including filters for ID, Time Range, Severity, and State. Below the filters is a table of alerts.

Del	Obs	Res	Code	Received	Severity	Description
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	402013	01/20/2015 16:36:02	Clear	SLA Cleared
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	111111111	01/20/2015 16:35:02	Critical	111111111

## Timeline Diagram:



## SLA Generates Alert / Email When App Requests Sent by API Exceed Limit

SLA generates an alert and sends an email to the alert the administrator(s) when more than 300 requests by a configured App have been sent to the API in a 15 minute interval

- 1 Add an alert code to *Policy Manager Management Console* in the *Alerts > Alert Codes* tab with email configuration.

- 2 Create a physical service in *Policy Manager Management Console* using **Create Physical Service**.
- 3 Provide service details and **Finish** the wizard.
- 4 Using **Virtualize Service**, virtualize and host the physical service on Network Director (**ND1**), and assign a name (e.g., **Vs1**).
- 5 Navigate to *Organization > Policies > QOS Policies* and use **Add Policy** to create a *Service Level Policy*.
- 6 Configure the *Service Level Policy* as per the use case with the above alert code and greater than 300 usage count in 15 minute.
- 7 Activate the policy in the *Policy Workflow* portlet (PM72 and above), and attach it to the **Vs1** service in the *Service Details > Policy Attachments > QoS* section.
- 8 If there are more than 300 hits for a service in 15 minutes, the SLA alert is triggered