

Tigera Customer Success

Tigera Advisory Service – Kubernetes Network Design

Service Summary:

Tigera will provide the Customer with the consulting to help develop a Kubernetes Network Design following best practices.

Service Components:

The service includes:

- Consulting Workshops
- Network High-Level Design Development

Deliverables:

- Project Plan – Summary
- Network High-Level Design

Definitions:

Customer Resources: include any or all of the following, a) Platform Engineering, b) Security Strategy, c) Network Engineering, d) Business Decision Maker, e) and any additional resources identified by Tigera as being essential for the successful completion of the project.

Service Details:

The following sections provide details about the activities typically performed as part of this service.

Project Management:

Tigera Responsibilities:

- Provide the Customer with a list of designated Tigera resources, along with their roles and responsibilities.
- Work with the Customer to determine the project milestones, timeline and dependencies.
- Develop a Project Plan – Summary document including, milestone, work breakdown, timeline, resources and project events.
- Provide a weekly Project Status Report to the Customer (during weeks of active engagement) for review and approval.

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Customer Responsibilities:

- Provide Tigera with a list of designated Customer resources, along with their roles and responsibilities.
- Designate and ensure key Customer resources are available to work with Tigera on planning, information gathering and design and implementation and implementation and implementation activities.
- Review and approve the Project Plan – Summary document in accordance with the “Document Review and Approval” section.
- Review and approve the Project Status Report document in accordance with the “Document Review and Approval” section.

Consulting Workshops:

Tigera Responsibilities:

- Conduct up to four (4) Consulting Workshops, and additional Discovery Sessions with the Customer, as necessary, to brainstorm and advise on Kubernetes Network topics, including but not limited to the following:
 - Integration with existing fabric
 - IP address management (IPAM)
 - Load-balancing
 - Natting
 - BGP
 - Service IP Advertisement
 - Egress Gateway
 - Scalability and route optimization
 - Multi-cloud routing
- Assist the Customer in the reconciliation of different stakeholders (Platform, Networking, Security, Development, and Devops Architecture and Engineering) and the convergence into and standard, scalable and future-proof network design.

Customer Responsibilities:

- Ensure key Customer resources participate in the Customer Requirements Workshop and additional Discovery Session, and share information requested by Tigera.

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High-Level Design Development:

Tigera Responsibilities:

- Analyze the data gathered in the Consulting Workshops and review Customer Architecture and strategy documents, including any or all of the following: a) IT Strategy, b) Enterprise Architecture, c) Security Policies, Standards, Procedures and Guidelines, d) Implementation and Deployment Process, e) Security Architecture Document, f) Network Architecture Document, g) Existing Cloud Architecture Document.
- Develop a Security High Level Design, including some or all of the following: a) Gap Analysis, b) Recommendations, c) Standards, d) Policy Provisioning Process, e) Security Design, f) Security Operations, g) Monitoring and Reporting.
- Provide the Network High Level Design Document to the Customer for review and approval.
- Conduct up to two (2) remote sessions, including Customer Business and Technical stakeholders to review the approved High Level Design.

Customer Responsibilities:

- Provide information as requested by Tigera, including any or all of the following: a) IT Strategy, b) Enterprise Architecture, c) Security Policies, Standards, Procedures and Guidelines, d) Implementation and Deployment Process, e) Security Architecture Document, f) Network Architecture Document, g) Existing Cloud Architecture Document.
- Review and approve the Network High Level Design Document in accordance with the “Document Review and Approval” section below.
- Ensure key Customer resources participate in the Network High Level Design review session.

Service Delivery:

Schedule and Location:

The services shall be delivered remotely to the customer, during standard business hours (9:00am – 5:00pm) Pacific Standard Time (PST) on business days. The service is expected to be delivered within 180 days period starting from the date of execution of this Service Description. This time period will be adjusted for any delays caused by the Customer.

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Service Reporting and Approval:

Tigera will deliver an updated Project Status Report, including details about delivered services, on a regular cadence agreed upon with the Customer. The Customer shall provide a written acknowledgement of delivered services or a reason for rejection within two (2) business days of receipt of the updated Project Status Report. Delivered services are considered approved if the Customer fails to provide a written acknowledgement or rejection of delivered services within two (2) business days of receipt of the updated Project Status Report.

Document Review and Approval:

For documents that require review and approval, Tigera and the Customer will follow the following process:

- Tigera shall share the draft document with the customer for review and approval
- The Customer shall review the draft document and provide written comments or approval within two (2) business days of receipt.
- If the Customer provides comments to the document, Tigera shall review and update the document in a timely manner and this review and approval process will repeat.
- The document is considered approved and final if the Customer fails to provide written comments or rejection of the document within two (2) business days of receipt.

**TIGERA**

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