

Akamai Professional Services—Enterprise Services Methodology

Akamai Professional Services experts follow Akamai’s proven Enterprise Services Methodology from concept to integration. This customer-focused process—based on industry standards—helps ensure your Akamai solution is successfully integrated into your operations and processes and meets your business requirements.

The Enterprise Services Methodology consists of the following nine stages, developed to fully address every aspect of your business, people, processes, and technology

Optional Pre-Implementation Consulting

Akamai experts can consult with you prior to implementation to fully understand your business and technical needs. The consultation includes the following:

- **Blue-Sky Innovation Workshop.** We work with you to understand and develop a technology roadmap that helps you map technical solutions to your business needs.
- **Architecture Assessment.** We analyze the performance, reliability (disaster recovery/failover), scalability, infrastructure offload, and maintainability of your Web properties and related infrastructure, and define the optimal solution to meet your architectural needs.
- **Performance Assessment.** We analyze your application infrastructure and performance data to propose a plan to improve overall performance.

Assessment and Requirements Gathering

The purpose of the Assessment and Requirements Gathering phase is to define the Akamai solution that will address your organization’s business problems. Our consultants perform a detailed analysis of your Web site and related infrastructure from the standpoint of required features, cacheability, bottlenecks, performance, scalability, security, reliability, and reporting. We then produce a high-level solution overview document—including business and technical requirements and Akamai features and services to be implemented—that outlines the work to be performed by Akamai and your organization, as well as the criteria by which the success of the project will be determined.

Design and Planning

Based on requirements discussed in the Assessment phase, Akamai Professional Services identifies, designs, and documents a solution and the steps required to implement each Akamai feature and service. We then provide you with an implementation plan/guide, project plan, a test plan.

Implementation

During the Implementation phase, Akamai and your organization will configure the Akamai features and services chosen for deployment. This phase takes place in concert with the provisioning of the Akamai features and services on the Akamai Platform. Implementation is driven by the design produced in the Design and Planning phase and requires coordination with your technical team(s).

Testing

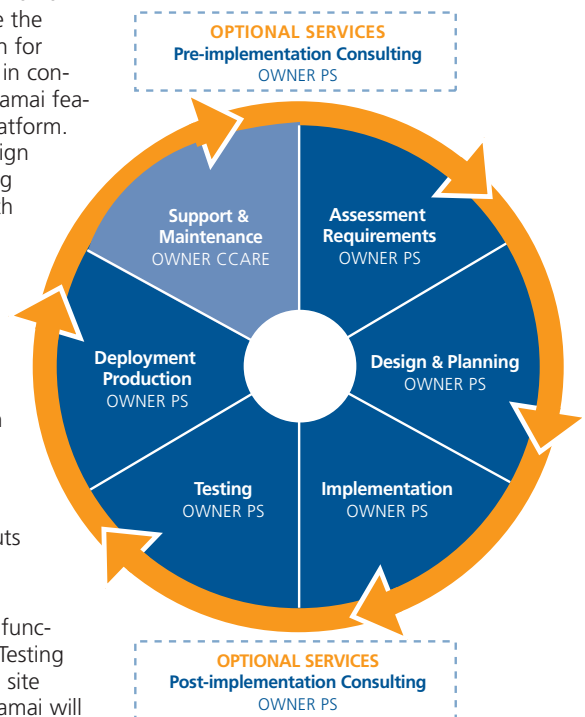
During this phase, Akamai will test the following to ensure that each feature is implemented according to the implementation plan:

- **Unit testing.** The implementation is tested at the lowest level granularity that the features allow.
- **System testing.** Features at the system level are tested through inputs and expected outputs to ensure the system is ‘correct’ and ‘complete’.

Your organization is responsible for functional testing and User Acceptance Testing (UAT)/Quality Assurance (QA) of the site prior to implementation signoff. Akamai will help you set up an Akamai testing environment so your organization can conduct system and UAT/QA testing without affecting your production environment. Akamai will provide a high-level test plan and test cases, including directions for testing the major features and services that have been implemented by Akamai, but you are expected to provide your own set of functional and QA tests. Acceptance testing involves the testing of the final Web site/application with the Akamai implementation to ensure the solution operates and performs as expected.

Deployment to Production

Once you have signed off on the User Acceptance Testing, Akamai will deploy the solution to the Akamai platform. At the end of the production deployment and post-deployment testing period, your organization will need to either sign off on the deployment testing or request that Akamai roll back the changes.



Post Deployment Review and Project Closure

During this phase of the project, Akamai and your organization will determine whether or not the project met your criteria for success. Once agreement has been reached, the project is considered closed. Akamai will send you a project closure document and will archive all major project deliverables for future reference.

Support and Maintenance

After project closure, Akamai Customer Care (CCare) will serve as your organization's primary point of contact for all Akamai-related questions or issues.

All your project details will be transitioned to the Akamai CCare organization, available 24 x 7 to assist you with post-implementation support and maintenance issues. The Akamai Professional Services team will provide CCare with your organization's contact information and escalation procedures as captured during the Assessments and Requirements Gathering stage.

Optional Post-Implementation Consulting

Akamai Professional Services can provide on-going post-implementation consulting to address operational management of your reporting and alerting systems, as well as optimization services, which cover the following:

- **Assessment Workshop.** Akamai consultants can analyze your current architecture, Web traffic, and business environment to recommend optimizations.
- **Performance Optimization.** Akamai can perform a regular or scheduled performance assessment to ensure that any changes on your organization's side—such as to your business, traffic patterns, or your architecture—are reflected in the Akamai solution configuration.
- **Re-Architecture Workshop.** This workshop is intended to ensure that the optimal Akamai solution is designed upfront when your organization plans large re-architecture changes.

Enterprise Service Methodology Deliverables

Deliverable	Phase	Owner
Requirements Document Detailed write up of business problem, objectives/goals, and business and technical requirements.	Assessment & Requirements Gathering	Akamai/Customer
Discovery Document Akamai works with customer to gather a variety of information, such as the following: <ul style="list-style-type: none"> • Domains to integrate • Caching rules for content, i.e., TTL settings, how to match on content • Web infrastructure—load balancers • Authentication/Authorization schemes 		Akamai/Customer
Implementation Plan/Guide Contains information on the customer's Web sites and Akamai features to be implemented, and identifies customer tasks to be performed.	Design & Planning	Akamai
Project Plan Covers: <ul style="list-style-type: none"> • Tasks • Timelines • Resources • Accurate effort estimates 	Design & Planning	Akamai
Test Plan Defines testing of Akamai features that customer will conduct and sign off on before going live, for example, dig on hostnames and appropriate caching of content.	Design & Planning	Akamai
Create and Deploy Customer Configuration Contains information on the customer's Web sites and Akamai features to be implemented, and identifies customer tasks to be performed.	Implementation	Akamai
Configuration Testing and Revision Covers the cycle of customer and Akamai testing and configuration updates required to validate the configuration	Testing	Akamai/Customer
Customer Sign-off Covers the cycle of customer and Akamai testing and configuration updates required to validate the configuration	Deployment to Production	Customer

Contact an Akamai representative for further details about Akamai Professional Services.

About Akamai

Akamai® is the leading global service provider for accelerating content and business processes online. Thousands of organizations have formed trusted relationships with Akamai, improving their revenue and reducing costs by maximizing the performance of their online businesses. Leveraging the Akamai EdgePlatform, these organizations gain business advantage today, and have the foundation for the emerging Web solutions of tomorrow. Akamai is "The Trusted Choice for Online Business." For more information, visit www.akamai.com.



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