

Open Telekom Cloud (OTC)

Welcome Package | T-Systems International GmbH | 16.03.2022

LIFE IS FOR SHARING.

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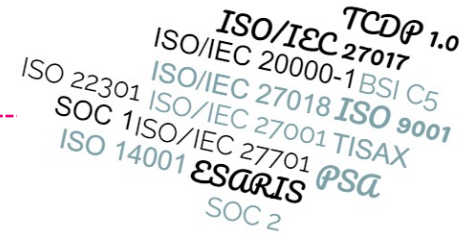
16 Shared responsibility

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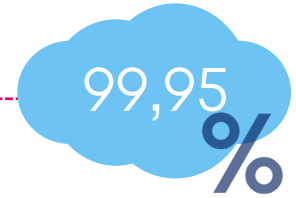
18 Documentation & Links

01 – Open Telekom Cloud – what we stand for

- **Data protection in accordance with the most stringent EU requirements**



- **Secure and flexible technology**
  - Geo-redundant data centers in EU
  - Openstack-based
  - If needed, we can also provide Hybrid solutions



- **Sustainability and environmental protection**
  - 100% green power



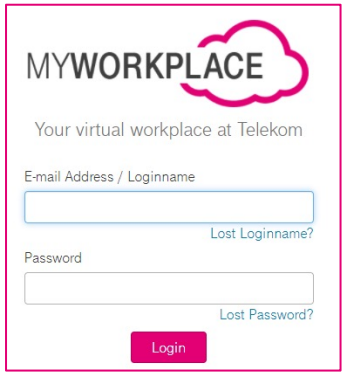
- **Best price-performance ratio**



- **Personal support: 24 hours a day, 7 days a week**



02 – myWorkplace and roles “commercial admin” / “technical admin”



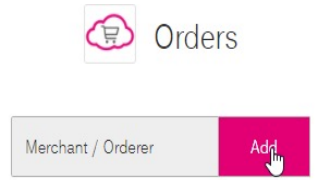
myWorkplace

https://open-telekom-cloud.com/login

- Portal for business view of Open Telekom Cloud Services
- Invoices
- Financial Dashboard
- (User Management)

Commercial admin:

- Owner of the contract
- Can introduce contractual changes
- Access the financial dashboard and the invoice copies via myWorkplace (myWP)
- By default, have no access to the Open Telekom Cloud console



Technical admin:

- Enterprise Administrator from technical side
- Can grant access to Tenants within myWorkplace
- No access to financial dashboard / invoices by default



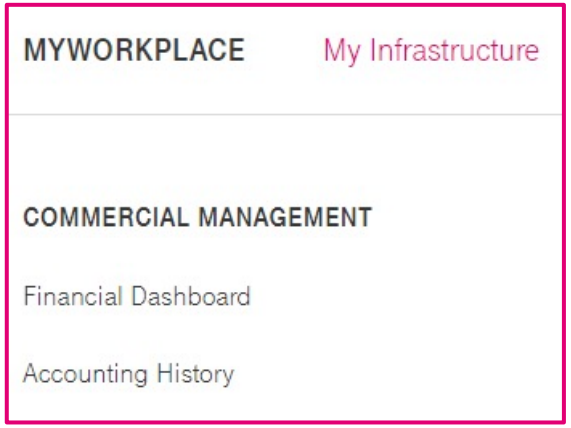
03 - Invoices and Financial Dashboard

Via myWorkplace you can...

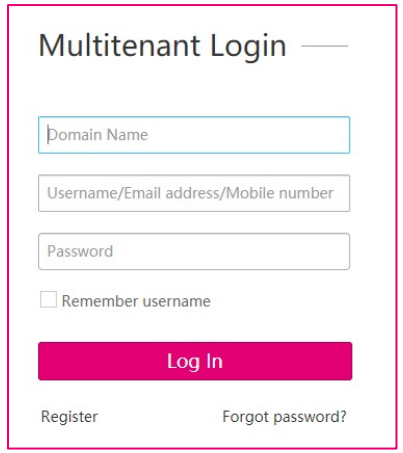
- **check all previous invoices and documents**

- **verify the usage via Financial Dashboard:**
  https://open-telekom-cloud.com/en/products-services/financial-dashboard

  Please note we also have an enhanced version, which is called Enterprise Dashboard:
  https://open-telekom-cloud.com/en/blog/product-news/enterprise-dashboard



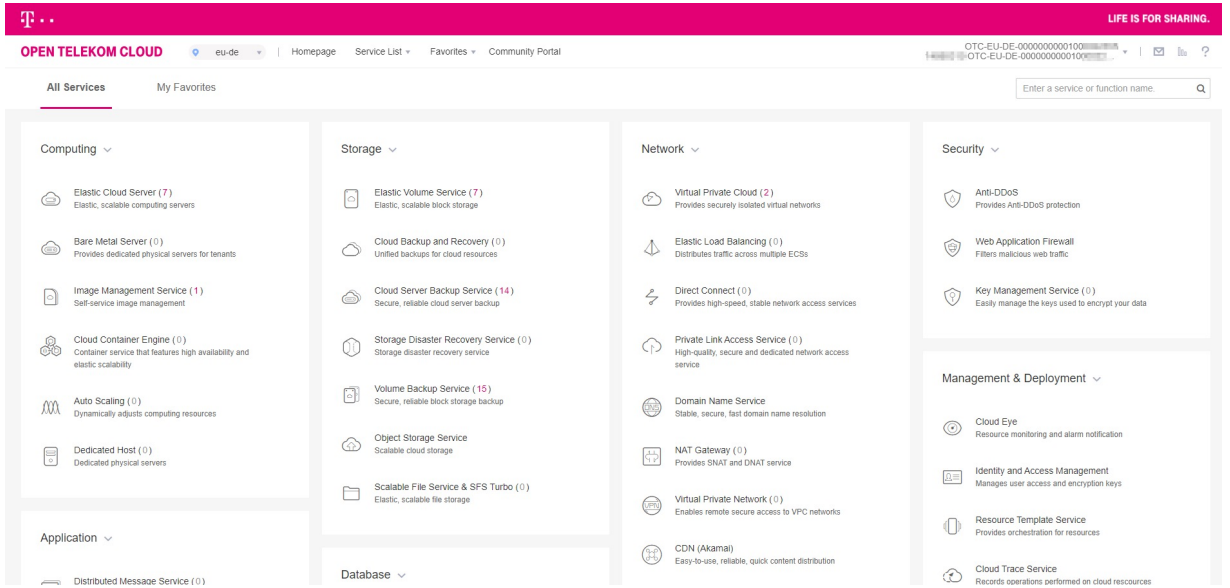
04 - Open Telekom Cloud Console



Open Telekom Cloud Console

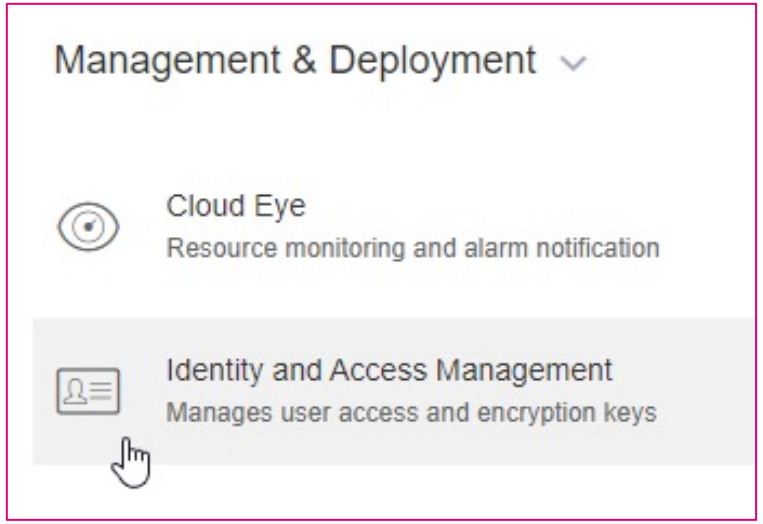
https://open-telekom-cloud.com/console

- **Open Telekom Cloud Services (Compute, Storage, Data Bases,...)**
- **User Management (Identity & Access Management)**
  - User Groups
  - Projects
  - MFA



05 - Identity & Access Management (IAM)

As best practice we recommend to create users in the IAM (Open Telekom Cloud Console).



Hands-on training

- **Limited user group:** Create a limited User Group
- **New users:** Create additional Users

Documentation:

- **Identity & Access Management :** IAM User Guide
- **Permission Description:** User management and cloud service management permissions

Screencast

- **IAM:** Managing IAM users and their Permissions

06 - Regions

The Open Telekom Cloud is an Europe cloud.

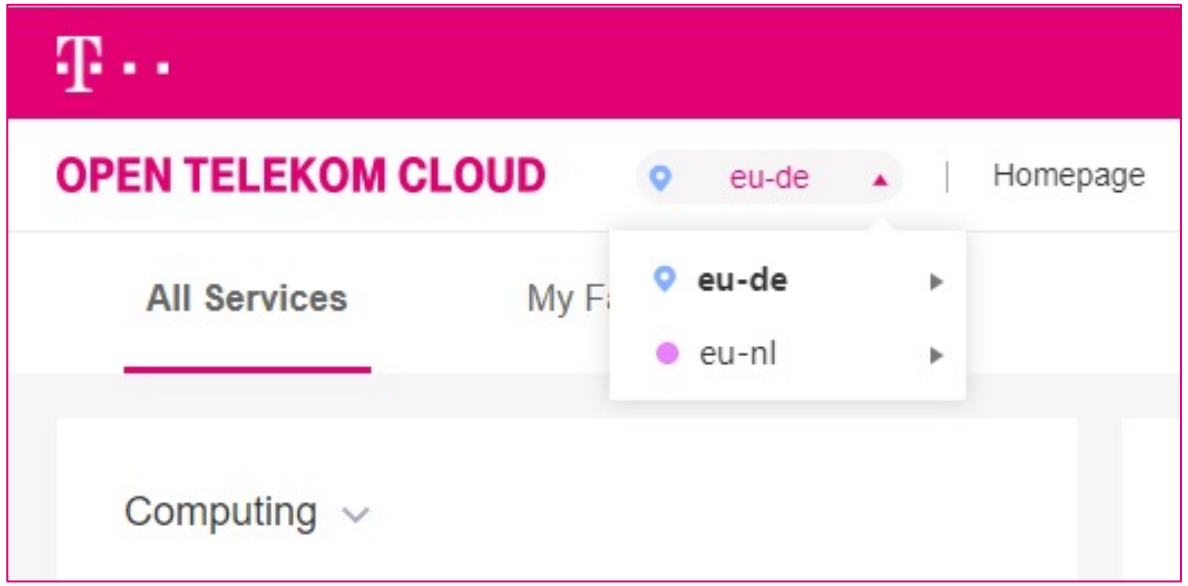
Open Telekom Cloud offers two regions:

- **Germany “eu-de”**
- **Netherland “eu-nl”**

You can choose easily the region from the drop-down menu on the top or change the region if you are booking a resource.

Find more information about our regions and the locations of our data centers:

- **Documentation:** https://docs.otc.t-systems.com/en-us/usermanual/ecs/en-us_topic_0186645877.html
- **Open Telekom Cloud Website:** https://open-telekom-cloud.com/en/security/data-centers





07 - Best Practice: Cloud Trace

Now, only available in EU-DE!

Activate the Cloud Trace Service in your domain (tenant).

Cloud Trace is a monitoring tool, with so called „Traces“ which allows you to run analyses on cloud resources.

The monitoring logs can be saved long term & at low cost in object storage.

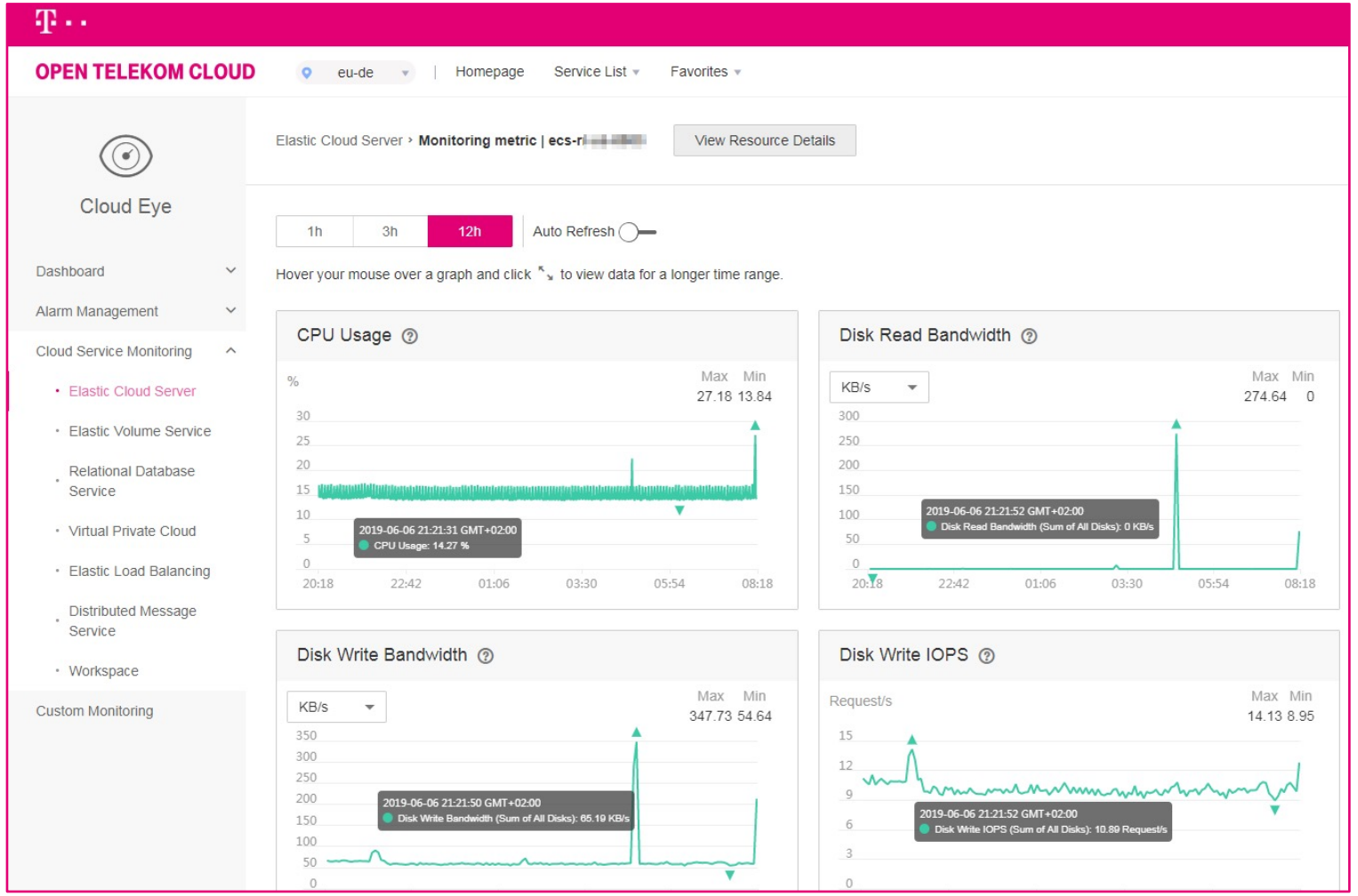
The Cloud Trace Service can also collaborate with Simple Message Notification and inform users when specific events occur.

Hands-On Training:	**Activate Cloud Trace service**
Service description:	**https://open-telekom-cloud.com/en/products-services/cloud-trace**
Documentation:	**https://docs.otc.t-systems.com/en-us/cts/index.html**

08 - Best Practice: Cloud Eye Service

Cloud Eye (CES) is a highly performant monitoring service including alarm function.

- **Overview on cloud resources and their status**
- **Configurable alarm function incl. messages via text (SMS) or email**
- **Free of Charge Service**
- **Does not need to be switched on or be booked**



09 - Best Practices: Sending Emails (Mailings)

For security reasons, sending emails on our Public-Cloud Platform is restricted to protect our IP's and prevent the platform from „spamming". This means that the common ports 25, 465 & 587 are blocked and cannot be used.

The Open Telekom Cloud offer the following mailing solutions:

- **Secure Mail Gateway (SMG)**
  - **Technical Description:** DE / ENG
  - **Limitation: 100 mails/min**
  - **Price defined in our service description (chapter 6.5.5)**

- **Elastic IP (EIP) type: Mail BGP (Border Gateway Protocol)**



10 - Ticketing & Support

Open Telekom Cloud Service Desk (24*7 available) – for technical issues

- **E-Mail:** service@open-telekom-cloud.com
- **Phone from Germany:** 0800 330 4477
- **All other countries:** +800 330 44770



Best Practice: Relevant information needed in email to the support team

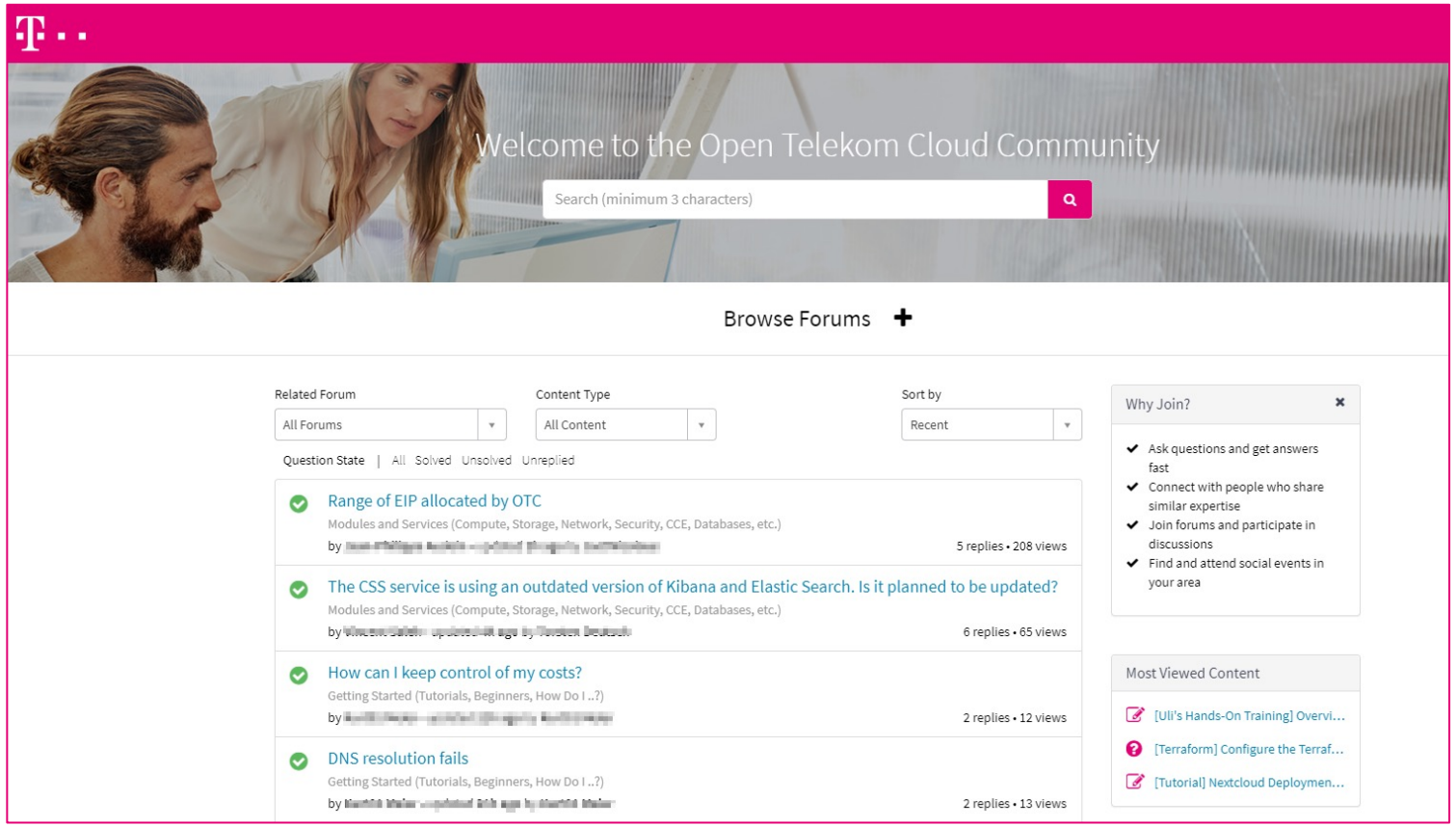
- Domain ID (Tenant ID, e.g., OTC-EU-DE-....000XXXXX or similar)
- Project ID (If no projects are used: „eu-de“ or “eu-nl”)
- IDs of severs and resources that are affected.
- Accurate description of the issue / error
- When did the issue/error occur the first time?
- Screenshots of the issue/error

11 - Open Telekom Cloud Community

In the community you will find answers to your questions (FAQs) and you will be able to ask questions as well.

In addition, you will also find blog articles related to all topics around Open Telekom Cloud.

- **https://community.open-telekom-cloud.com/**
- **[Uli's Hands-On Training]: Overview**



12 - Open Telekom Cloud App

Please download the Open Telekom Cloud App ...

Apple App Store

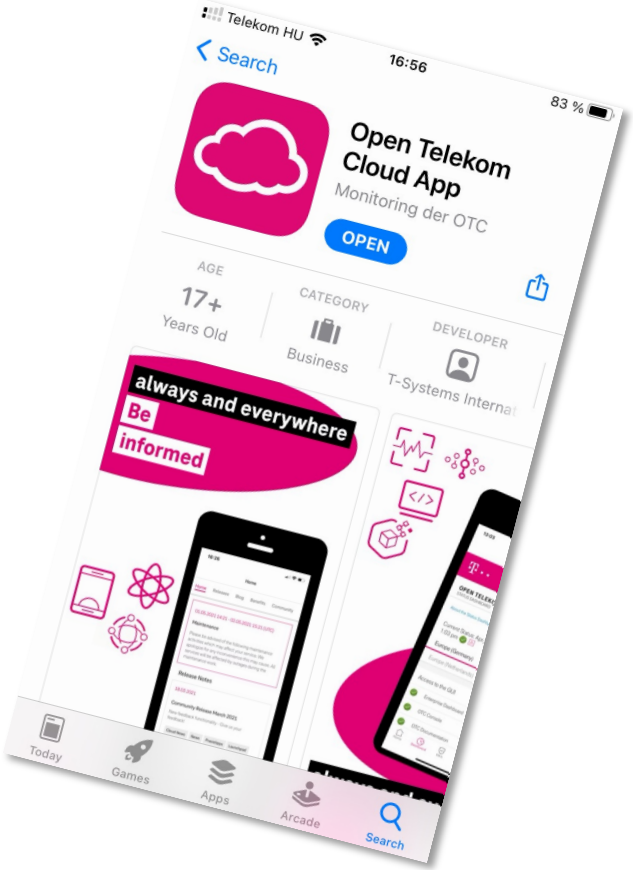
Download on the App Store

Google Play Store

GET IT ON Google Play

Huawei App Gallery

EXPLORE IT ON AppGallery



FEATURES:

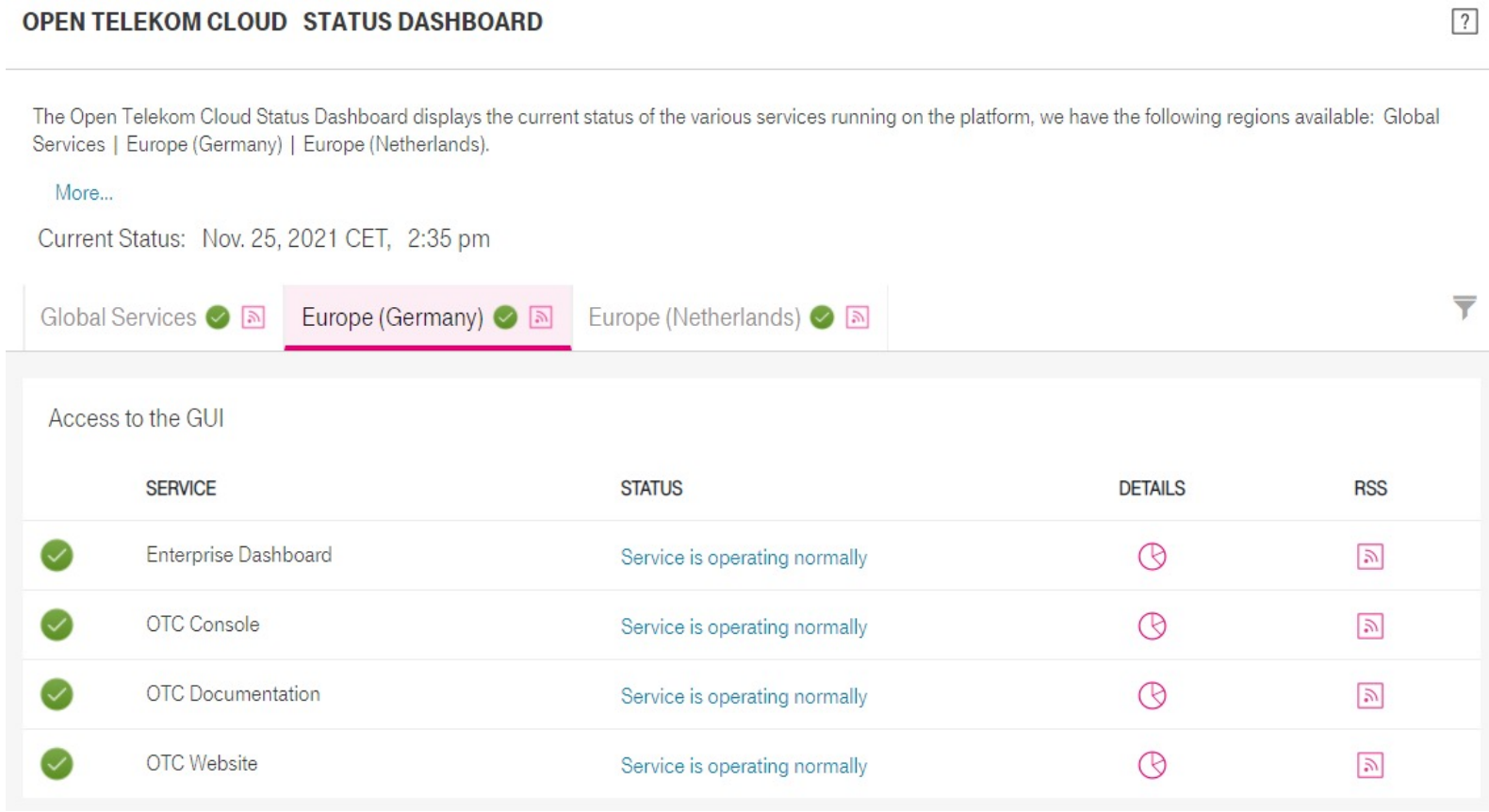
- **Push notifications (service and marketing messages)**
- **Cloud eye and Cloud trace alerts**
- **Direct access to status dashboard**
- **Multi factor authentication (MFA)**
- **Release notes, blog entries**
- **Products and services description**

13 – Status Dashboard

https://open-telekom-cloud.com/status

Documentation:
https://docs.otc.t-systems.com/sd/index.html

- **verify the status of each service per region**
- **get informed in case of a maintenance or service interruption**
- **register for RSS feed (or use the Open Telekom Cloud App)**



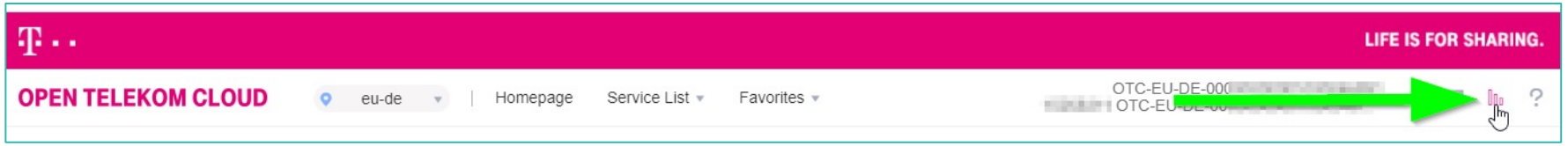
14 - Quota adjustment

What is a technical quota?

- **Maximum number of bookable services, for e.g. ECS (Elastic Cloud Server)**

Where can I find the current quota?

- **In the Open Telekom Cloud Console, on the upper right**
- **Here you will find „Total Quota“ and „Used Quota“**



Can I increase or reduce the quota of a service?

- **Yes, for e.g., write an E-Mail to Service Desk service@open-telekom-cloud.com**

Details also available within the Community.

15 - Flavors with local hardware pass-through

Flavors with local hardware are still billed in shut down status, this applies to the following flavor types (the current service description of Open Telekom Cloud will always apply):

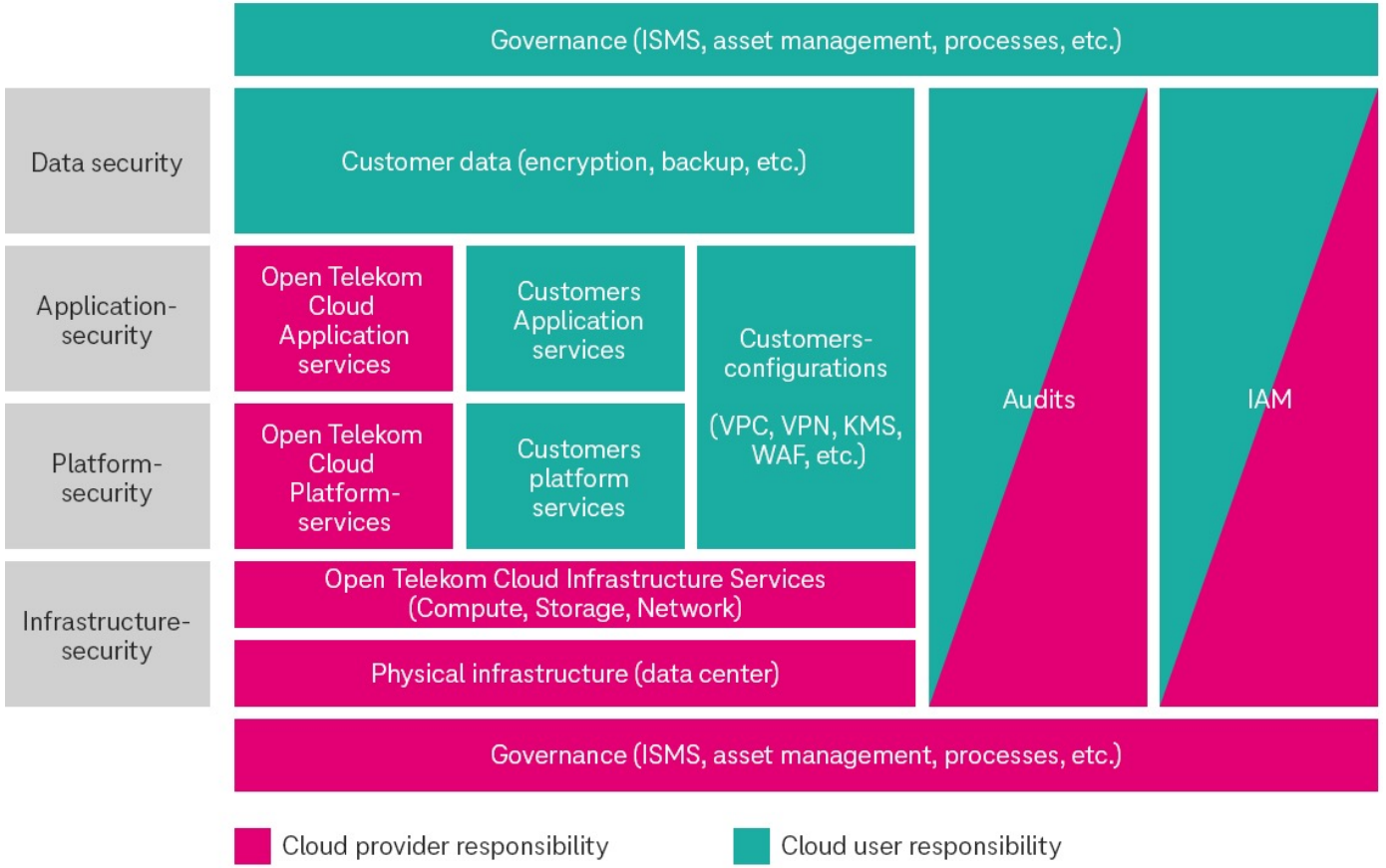
- **Disk Intensive 1 & 2**
- **GPU Flavors**
- **High Performance 2 Flavors**

Please refer to our service description, chapter 6.1.1.

16 - Shared responsibility

The security and protection of YOUR data and systems in the Open Telekom Cloud lies within your responsibility.

The security and data protection of the Open Telekom Cloud itself, the underlying platform and systems, is ensured by T-Systems.



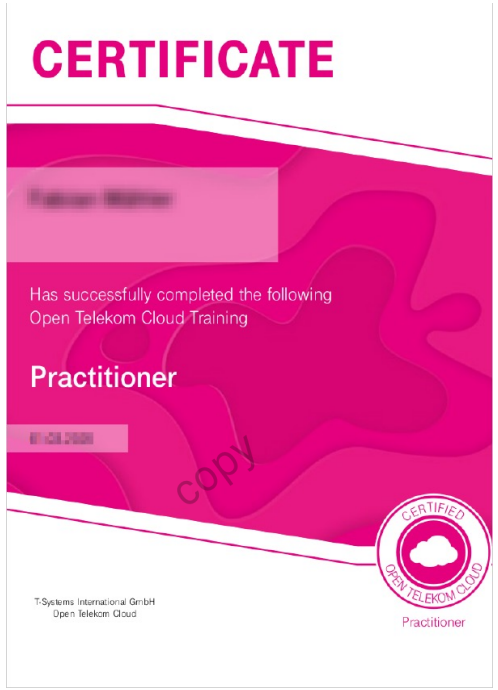
https://open-telekom-cloud.com/en/support/shared-responsibility

17 - Certifications

Our Certifications

- **Enhance your expertise in the Open Telekom Cloud and document your competence with a certificate.**
- **https://open-telekom-cloud.com/en/support/certifications**







18 - Documentation & Links

Open Telekom Cloud website:	https://open-telekom-cloud.com
myWorkplace:	https://open-telekom-cloud.com/login
Open Telekom Cloud Console:	https://open-telekom-cloud.com/console
Open Telekom Cloud status dashboard:	https://open-telekom-cloud.com/status
Price calculator:	https://open-telekom-cloud.com/en/prices/price-calculator
User guides, API, Tutorials:	https://open-telekom-cloud.com/documentation
Screen casts:	https://open-telekom-cloud.com/en/support/screencasts
Public images:	https://open-telekom-cloud.com/images
Release notes:	https://open-telekom-cloud.com/en/support/release-notes
Roadmap:	https://open-telekom-cloud.com/en/products-services/coming-soon
Open Telekom Cloud blog:	https://open-telekom-cloud.com/blog
Open Telekom Cloud community:	https://community.open-telekom-cloud.com/
[Uli's Hands-On Training]:	Overview
Tutorial trophy:	https://open-telekom-cloud.com/en/support/tutorial-trophy