

Alibaba Cloud

支持与服务

Supporting plan statement of
work

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Document conventions

Style	Description	Example
 Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restart an instance.
 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: If the weight is set to 0, the server no longer receives new requests.
 Note	A note indicates supplemental instructions, best practices, tips, and other content.	 Note: You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click Settings > Network > Set network type .
Bold	Bold formatting is used for buttons , menus, page names, and other UI elements.	Click OK .
Courier font	Courier font is used for commands	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid</code> <i>Instance_ID</i>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>
{ } or {a b}	This format is used for a required value, where only one item can be selected.	<code>switch {active stand}</code>

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1. Partner Support Plan Statement of Work

1. Service Overview

1.1. Services Description

Alibaba Cloud partner support plan aims of providing service escalation path, eco-service integrated framework and systematic support for partner customers, solving problems that partner customers and their sub-customers encounter when using Alibaba Cloud resources, increasing partner customers' resale abilities.

1.2 Applicable Customer Scenario

- Alibaba Cloud provides full-link service support to partner customers and their sub-customers when using Alibaba Cloud service resource
- Partner customers undertake basic service for their sub-customers and Alibaba Cloud, as the escalation resource, provides full-link service support for partner and their sub-customers.

2. Service Scope

2.1. Partner Support Plan Service Scope

Service includes:

- Alibaba Cloud International site product-related consulting, troubleshooting, usage support and other services for International site partner customers.

Service DO NOT include the following:

- Code development and diagnosis
- Business operation and maintenance trusteeship
- The installation, testing, failure diagnosis, optimization and other daily operation and maintenance services for third-party software.

Note: For third-party software problems that are not within the scope of Alibaba Cloud partner support plan, customers can log on to Alibaba Cloud Community for free consultation or contact merchants in the cloud market for help.

3. Prerequisites

- Customer shall apply for the service at least 10 working days in advance, so as to evaluate customer's business objective, the feasibility of service and confirm whether Alibaba Cloud will undertake the service or not.
- After confirming that Alibaba Cloud will undertake the service, customer shall place and pay for the order on the official website.
- After Alibaba Cloud undertakes the service, customers shall assist to carry out services by providing venues, equipment, necessary non-production environment, remote access channels, permissions, clear business objectives, etc.

- Customer shall review the service content formulated by Alibaba Cloud and confirm the specific service plan provided.

3.1. Division of Labor

3.1.1. Common Responsibilities of Customers and Alibaba Cloud

- Both parties shall negotiate and confirm the specific business objectives and scope of the partner support plan service content.
- After reaching a consensus on business objectives, both parties shall make clear the delivery plan, work description and the division of responsibilities.

3.1.2. Customer's Responsibilities

- Provide business context, channel size, growth trends and service requirements for a point person to evaluate customer's business objective and the feasibility of service.
- Review the service content formulated by Alibaba Cloud and confirm the specific service plan based on solution and business requirements.
- In the process of service, if problem concerned with third-party software occurs, the customer must be responsible for negotiating with the third party to assist Alibaba Cloud in solving problems.

3.1.3 Alibaba Cloud's Responsibilities

- Provide support scheme based on customer's business objectives and scenario which meets customer's actual needs.
- After the service is launched, Alibaba Cloud shall provide various service contents according to the service package customer selected (please refer to service items).

3.1.4. Standard of Completion

- The support plan that customer purchases enter into service cycle, and Alibaba Cloud completes service support within the corresponding service cycle.

3.2. Service items

Package	Service items	Service description
Selected	Business objective combing	Confirm business objectives and scope
	Consulting support	7*24 hours unlimited consulting tickets
	Technical support	10 7*24 hours technical tickets (includes all SLA)
Package	Service items	Service description
	Business objective combing	Confirm business objectives and scope

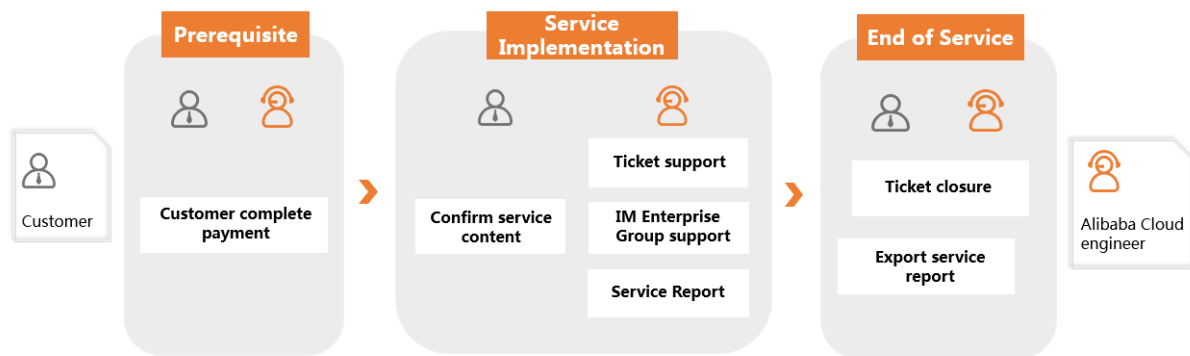
Premium	Consulting support	7*24 hours unlimited consulting tickets
	Technical support	20 7*24 hours technical tickets (includes all SLA)
Package	Service items	Service description
Elite	Business objective combing	Confirm business objectives and scope
	Consulting support	7*24 hours unlimited consulting tickets
	Technical support	30 7*24 hours technical tickets (includes all SLA)
	Service Management	Emergency problem acceleration and proactive service
	Cloud product architecture consulting/training	Contextual cloud product architecture consulting to your use-cases
	Service report	Reports such as "Product Usage Report", "Service Summary Report" and "Critical Support Summary" based on the service packages selected by customers
Package	Service items	Service description
Flagship	Business objective combing	Confirm business objectives and scope
	Consulting support	7*24 hours unlimited consulting tickets
	Technical support	7*24 hours unlimited technical tickets
	IM Enterprise Group	7*24 hours response
	Service Management	Emergency problem acceleration and active service
	Cloud product architecture consulting/training	Quarterly online consulting, workshop on-demand and wide variety of remote training (Extra purchase needed)

	Critical time service	High-priority support
	Service report	Reports such as "Product Usage Report", "Service Summary Report" and "Critical Support Summary" based on the service packages selected by customers
Package	Service items	Service description
Ticket Package	Technical support	10 *24 hours technical tickets (includes all SLA)

4. Service SLA

Serial Number	Severity Level	Description	Response Level
1	Critical	Business-critical system/component down, needs immediate support	< 15mins
2	Urgent	Production system/component down or greatly impaired, need quick support	< 40mins
3	High	Key system impaired	< 4hrs
4	Medium	System impaired	< 8hrs
5	Low	General question or requests	< 18hrs

5. Service process



6. Acceptance criteria

Alibaba Cloud provides the following deliverables:

Package	Deliverables	Type of deliverables
Selected/Premier/Ticket package	Ticket Closure	Ticket
Elite	Ticket Closure	Ticket
	Product usage/Service Summary Report	Document
Flagship	Ticket Closure	Ticket
	IM Enterprise Group	Enterprise Group
	Critical Time Guarantee/Product usage /Service Summary Report	Document

7. Mark of Completion

The time-based partner support plan enters into normal service cycle, and Alibaba Cloud provides service within the corresponding service cycle.

2.Support Plan-Health Dashboard (SHD)

1. Service overview

The ServiceHealthDashboard (SHD) dashboard displays the service status of Alibaba Cloud products in real time. You can use SHD to obtain the service status and maintenance information of Alibaba Cloud products.

2. Service scope

- Alibaba Cloud uses SHD to demonstrate the running status of mainstream products in different regions.
- Announcement on planned maintenance events of Alibaba Cloud products
- Exception event push for Alibaba Cloud services

The service scope does not include:

- Code Development
- Third-party software configuration guide and troubleshooting not listed in the appendix
- All Daily O&M services for third-party software installation, patch updates, testing, fault diagnosis, and optimization.

Note: for third-party software issues that are not covered by Alibaba Cloud services, you can log on to the Alibaba Cloud community for free consultation, or contact merchants in the Alibaba Cloud marketplace for help.

3. Prerequisites

- Customers who have purchased Alibaba Cloud support plans

Note: SHD currently only supports API access. You can use an API to obtain the running status of Alibaba Cloud in different regions. With respect to API access, you must comply with Alibaba Cloud's service description, statement of work, and other relevant provisions.

3.1 Division boundary

3.1.1 Alibaba Cloud

Customers who have purchased Alibaba Cloud support plans

3.1.2 customer

Download the SDK

3.1.3 Alibaba Cloud

Query the running status of a product in another region

3.1.4 Completion standards

You can use APIs to query the running statuses of Alibaba Cloud products in different regions.

Able to receive event push information

4. SLA

Allows you to view the running status of Alibaba Cloud services and push events.

5. Service process

After receiving the SHD information, the customer can submit a ticket for consultation if they have any questions.

6. Acceptance criteria

The following deliverables provided by Alibaba Cloud are deemed to have passed the service acceptance:

1. Received the running status of Alibaba Cloud mainstream products in different regions.
2. Receive Alibaba Cloud product scheduled maintenance event messages.
3. The message of runtime exceptions of Alibaba Cloud services.

7. Completion mark

The customer activity is completed and the acceptance work is completed.

Support Plan-API and SDK support

3.Support Plan-API and SDK support

Interface

ListEventsRequest

Description

Indicates whether an Alibaba cloud service is healthy within a specified period in a region.

Request parameters

First name	Type	Meaning
regionId	String	The region ID, such as cn-shenzhen.
productId	String	Product codes such as oss, ecs
endDate	String	The end of the query time, for example, 2020-01-09
numOfDay	Integer	A few days before the deadline, such as 7

The ID of the unregionalized service is set to oo-region.

Response parameters

First name	Type	Meaning
Code	Integer	200 indicates success, while the rest indicates failure.
Data	Array	Event List of the product in this region
startTime	Long	The start timestamp of the query. Unit: milliseconds.
endTime	Long	The end timestamp of the query. Unit: milliseconds. If the query does not end, this parameter is null.
Title	String	Status title
currentStateSeverity	String	The status of the event. Valid values: ALARM, NOTIFICATION, and NORMAL.

Sample requests

Dependency

```
<dependencies>
  <dependency>
    <groupId>com.aliyun
    <artifactId>aliyun-java-sdk-core</artifactId>
    <version>4.5.0</version>
  </dependency>
  <dependency>
    <groupId>com.aliyun
    <artifactId>aliyun-java-sdk-status</artifactId>
    <version>1.8</version>
  </dependency>
</dependencies>
```

Code

```
import com.aliyuncs.DefaultAcsClient
import com.aliyuncs.IAcsClient
import com.aliyuncs.exceptions.ClientException
import com.aliyuncs.profile.DefaultProfile
import com.aliyuncs.status.model.v20200117.ListEventsRequest
import com.aliyuncs.status.model.v20200117.ListEventsResponse
import java.util.List
public class TestSdk {
    public static void main (String[] args){
        DefaultProfile profile = DefaultProfile.getProfile("", "ak", "sk");
        IAcsClient client = new DefaultAcsClient(profile);
        ListEventsRequest request = new ListEventsRequest()
        // Fixed. Write it properly
        request.setEndpoint("status.aliyuncs.com");
        // 4 parameters
        request.setProductId("ecs");
        request.setRegionId("cn-hangzhou");
        request.setEndDate("2020-02-15");
        request.setNumOfDay(6);
        try {
            ListEventsResponse response = client.getAcsResponse(request);
            Integer code = response.getStatusCode()
            System.out.println(code);
            System.out.println(response.getRequestId());
            if (200==code){
                List<ListEventsResponse.DataItem> dataList = response.getData();
                // Traverse each event.
                for (ListEventsResponse.DataItem dataItem : dataList) {
                    System.out.println(dataItem.getTitle());
                    System.out.println(dataItem.getCurrentStateSeverity());
                    System.out.println(dataItem.getSartTime());
                    System.out.println(dataItem.getEndTime());
                }
            }
        } catch (ClientException e) {
            System.out.println("ErrCode:" + e.getErrCode());
            System.out.println("ErrMsg:" + e.getErrMsg());
            System.out.println("RequestId:" + e.getRequestId());
        }
    }
}
```

Sample responses

```
200
C58EBAC5-3685-4B68-B162-253B4B3028F8
Test
ALARM
1581317483000
Null
```