

Alibaba Cloud
**Public Cloud
Deployment
Service**



01 Introduction

Alibaba Cloud's Public Deployment Service provides cloud deployment consultation, design, implementation and post-migration technical support by original manufacturers to enterprise customers.

Alibaba Cloud has senior technical architects as well as experts on cloud products, databases, applications and big data. Its expertise includes providing customers with professional cloud migration assessment for systems and tailored cloud technical architecture. Its services align with industry best practices and offer professional cloud deployment services from original vendors as required by customers. Additionally, Alibaba Cloud provides professional hybrid cloud architecture design and cloud deployment services for customers who need such services.

Alibaba Cloud conducts stress tests on the customer's on-cloud architecture during the cloud migration and proposes suggestions for optimization to help customers enhance their systems. In addition, for customers who need professional guarantee and support during major events, Alibaba Cloud also has a cloud system expert support service available.

1.0 Alibaba Cloud Basic Services (Cloud Deployment Consultation)

Through analysis and evaluation of customers' existing IT architecture, Alibaba Cloud designs appropriate on-cloud application architecture, data architecture and network architecture. Cloud deployment consultation services include:

- Cloud Deployment Feasibility Analysis
- Application Cloud Deployment Solutions
- Structured Data Cloud Deployment Solutions
- Non-Structured Data Cloud Deployment Solutions
- Cloud Network Architecture Design
- Business Cut-Over Solutions

1.1 Value-added Services (Cloud Deployment Implementation)

Aside from original cloud deployment consultation service for customers, Alibaba Cloud also provides professional cloud deployment implementation services. Its cloud deployment implementation service mainly includes:

- Application Cloud Deployment Implementation
- Structured Data Cloud Deployment Implementation
- Non-Structured Data Deployment Implementation
- Performance Testing Implementation
- Penetration Testing Implementation

1.2 Cloud System Expert Support Services

In the case of a customer having major events or sharp changes in business volume, Alibaba Cloud provides cloud system expert support services. At present, there are two packages available:

- Cloud System Expert Support Service (Standard)
- Cloud System Expert Support Service (Premium)".

02 Catalog

2.0 Cloud Deployment Basic Services (Consultation)

1) Cloud Deployment Feasibility Analysis:

a) Analyzes characteristics of the business system and completes customer request evaluation, product model selection and resource planning. The analysis proceeds based on data scale, user scale, visits and business features of the business system to work out a cloud deployment scheme and suggestions for applications.

b) Provides system transformation suggestions for cloud deployment and provides IT architecture design and consultation for Internet, high-concurrency and massive data enterprises.

2) Application Cloud Deployment Solutions:

Designs cloud deployment schemes for systems to fit into different business scenarios, including application migration (image migration, direct deployment), system capacity design, cloud availability design, load balancing design, in-city disaster tolerance solutions, CDN, and domain name configuration.

3) Structured Data Cloud Deployment Solutions:

Creates relational database migration solutions from ORACLE/MySQL/MSSQL/PG to Alibaba Cloud platforms for specific scenarios of the customer to minimize the downtime for database migration.

4) Non-Structured Data Cloud Deployment Solutions:

Designs unstructured storage data migration solutions (images/videos/files) to Alibaba Cloud platforms for specific customer scenarios. It provides full migration solutions and system improvement support for migrating unstructured storage to Alibaba Cloud OSS.

5) On-Cloud Network Architecture Design:

Assists the customer enterprise in on-cloud network design, including VPC, hybrid cloud architecture and special line or VPN enterprise solutions. VPC includes IP address planning, virtual switch planning, route policy planning, and security group planning. The essence of implementing these various planning types is to ensure the initial solution meets the safety, network connectivity and elastic resizing requirements.

6) Business Cut-Over Solutions:

Alibaba Cloud formulates business cut-over solutions according to the application system requirements on downtime. This also includes test runs, official business cut-over and business rollback solutions to ensure a smooth system cutover.

2.1 Cloud Deployment Value-Added Services (Implementation)

The various cloud deployment value added services provided by Alibaba Cloud during cloud deployment implementation have been briefly described below:

1) Application Cloud Deployment Implementation:

Completes migration of application systems/middleware systems to Alibaba Cloud platforms through images or direct deployment

2) Structured Data Cloud Deployment Implementation:

Ensures relational database restructuring and migration in homogeneous or heterogeneous environments (including source end- Oracle, PG, DB2, SQLServer and MySQL, target end: RDS\DRDS). We take proper technical means to ensure data accuracy after conversion. Additionally, Alibaba Cloud completes relational database data migration in homogeneous or heterogeneous environments (including source end: Oracle, PG, DB2, SQLServer, MySQL, target end: RDS\DRDS). To be specific, structured data cloud deployment implementation is the migration implementation of full data or incremental data and ensures the efficiency and accuracy of migrated data through technical means.

3) Non-Structured Data Cloud Deployment Implementation:

Migrates offline non-structured data of the customer to Alibaba Cloud OSS through dedicated migration tools and validates data migration results

4) Performance Test Implementation:

A remote technical support or on-site implementation service for the customer based on the testing scheme to provide the basis for analysis and performance evaluation.

5) Penetration Test Implementation:

The penetration test is a value-added service targeting users' websites or business systems. It imitates hacker attacks to make professional intrusion attempts in a bid to evaluate major security vulnerabilities or exploits.

2.2 Cloud System Expert Support Services

Cloud system expert support services consist of the following features:

1) On-Cud System Expert Support Service (Standard):

a) Expert Teams: We will set up an expert team (including architects, database experts and operation and maintenance experts) based on the user's business. During the service period, Alibaba Cloud provides remote support through Dingtalk including five days of on-site support by technical service managers.

b) Current System Capacity Analysis: Analyzes the current system capacity

c) System Capacity Resizing: Evaluates the system (application and database) capacities, and conducts full-stack stress tests on non-production environments provided by the user according to the user's expected indicators (concurrency and so on) and provides targeted resizing solutions.

d) System Capacity Optimization: Provides cloud system architecture optimization suggestions based on the user's business characteristics and stress test reports

e) Database Optimization: Conducts comprehensive diagnosis on user's databases according to user demand to identify database bottlenecks and provide optimization suggestions.

f) Disaster Tolerance Solutions: Provides disaster tolerance suggestions of application systems according to the user's business characteristics and demands.

g) Event Operation and Maintenance Support: Provides 30-minute response within the service period and 24/7 remote support for maintenance and emergency management.

h) Online Technical Support: Provides 24/7 technical support through Dingtalk to users during the service period.

2) Cloud System Expert Support Service (Premium):

a) Expert Teams: We will set up an expert team (including architects, database experts and operation and maintenance experts) based on the user's businesses. During the service period, Alibaba Cloud provides remote support through Dingtalk including five days of on-site support by technical service managers.

b) Current System Capacity Analysis: Analyzes the current system capacity

c) System Capacity Resizing: Evaluates the system (application and database) capacities, and conducts full-stack stress tests on non-production environments provided by the user according to the user's expected indicators (including concurrency) and provides targeted resizing solutions.

d) System Capacity Optimization: Provides on-cloud system architecture optimization suggestions based on the user's business characteristics and stress test reports

e) Database Optimization: Conducts comprehensive diagnosis on user's databases according to user demand to identify database bottlenecks and provide optimization suggestions.

f) Disaster Tolerance Solutions: Provides disaster tolerance suggestions for application systems according to the user's business characteristics and demands.

g) Event Operation and Maintenance Support: Provides 30-minute response within the service period and 24/7 remote support for maintenance and emergency handling

h) Online Technical Support: Provides 24/7 technical support through Dingtalk to users during the service period

i) Network Security Support: With the user's authorization, the network security support assists users in configuring service parameters in user-purchased Anti-DDoS IP attack defense service according to business targets. Further, it provides elastic defense bandwidth to users according to the system attack/defense conditions (no more than 300G/s).

j) Server Security Fortification: Checks the user's servers for system vulnerabilities, web application vulnerabilities, port security issues as well as viruses and Trojan horses using Anqishi products and works out repair solutions based on the assessment results. With the user's authorization, it monitors and analyzes security events on a 24/7 basis and works out repair solutions according to contingency plans.

03 Scope

3.0 Migration Service Content and Scope

- From traditional IDC to Alibaba Cloud (public cloud)
- Hybrid cloud construction (Customer IDC, clouds of other manufacturers, Alibaba Cloud public clouds) and migration
- Technical support during cloud deployment
- The customer or customer's ISV has the responsibility to conduct application transformation, and Alibaba Cloud is only responsible for consultation and support.



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