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**BPMDC PEGA CLOUD PROVISIONING SERVER REQUEST FORM**

(Version 3.3)

Purpose of Document

This document captures the information required for a new Accenture PegaRULES Process Commander Cloud Server to be instantiated. For any Clarification Please email [BPMDC\_PEGA\_SYSADMIN@ACCENTURE.COM](mailto:BPMDC_PEGA_SYSADMIN@ACCENTURE.COM) .

## Details Required

Information required for a new BPMDC Pega Cloud Server request.

|  |  |
| --- | --- |
| Pega Cloud Server Requestor/Primary Owner Name |  |
| Pega Cloud Server Requestor/Primary Owner Enterprise ID |  |
| Pega Cloud Server Requestor/Primary Owner Email ID |  |
| Pega Cloud Server Requestor/Secondary Owner Name |  |
| Pega Cloud Server Requestor/ Secondary Owner Enterprise ID |  |
| Pega Cloud Server Requestor/ Secondary Owner Email ID |  |
| Project Name |  |
| Project Location |  |
| MD (Level 4) Name |  |
| OG (Operating Group) Name |  |
| WBSe (Server charges) |  |
| Cloud Platform Options - AWS / Azure (default AWS) |  |
| PRPC Base Version |  |
| Framework Name(s) & Version (for each framework) |  |
| Virtual Machine or Container (Docker) |  |
| Cloud Backup Required (Yes/No) - Optional |  |
| If VM, Operating System (Windows/Linux) |  |
| Data Base Access Required (Yes/No) |  |
| If VM, VPN access to server required for (ACN Enterprise IDs) |  |
| Server Start Date (DD-MM-YYYY) |  |

To stop any of your running servers please drop a mail to [**BPMDC\_PEGA\_SYSADMIN@ACCENTURE.COM**](mailto:BPMDC_PEGA_SYSADMIN@ACCENTURE.COM)

Before sending stop request, kindly ensure that you have taken back up for your application. Once the server is stopped, we decommission it, and there is no way to recover the content back.

The Standard Configuration/Architecture for the instances that we normally provide:

## Virtual Machine

|  |  |
| --- | --- |
| CPU | 4 core |
| RAM for PRPC 7.1.7 and higher version | 16 GB |
| Storage | 210 GB |
| Backup Required (Yes/No) | No |
| Cloud Platform Option | AWS |
| Cluster Environment Required (Yes/No) | No |
| Application Server | Apache Tomcat(latest) |
| Database Server | Oracle (latest) |
| Operating System | Windows (Compatible) |

## Containerization

|  |  |
| --- | --- |
| CPU | 4 core |
| RAM | 16 GB |
| Storage | 200 GB |
| DB type | RDS |
| Cloud Platform Option | AWS |
| Container | EKS (2 nodes) |
| Database Server | Oracle (single AZ) |

## Charges (charged back to ACP+ Support Costs) for VM

|  |  |  |
| --- | --- | --- |
| **Cloud Service Components** | **Charges** | **Charging Frequency** |
| Environment Provisioning Service (EPS) Costa for PRPC | $199 | Per Month |
| ACP Cloud Management Services (CMS) Costs (Includes AV, OS Hardening, patching etc.) | $140 | Per Month |
| Framework installation charges (in case more than 2 f/w) | $22 | Per f/w |
| Resource Charges (dedicated charges for resources 20% SSE level SysAdmin, adhoc charges) | $869 | Per Month |
| Server Backup Charges (Optional): | $100.00 | Per Month |

## Charges (charged back to ACP+ Support Costs) for Container

|  |  |  |
| --- | --- | --- |
| **Cloud Service Components** | **Charges** | **Charging Frequency** |
| Environment Provisioning Service (EPS) Cost for PRPC | $400 (2 nodes) | Per Month |
| $800 (4 Nodes) |
| RDS Provisioning Service Cost for PRPC | $400(single AZ) | Per Month |
| $800(multi AZ) |
| ACP Cloud Management Services (CMS) Costs (Scanning, patching etc.) | $100 | Per Month |
| Framework installation charges (in case more than 2 f/w) | $22 | Per f/w |
| Resource Charges (dedicated charges for resources 20% SSE level SysAdmin, adhoc charges) | $435 | Per Month |
| Cloud DB Backup and restore Charges (Optional): | $100 | Per Month |

For ACP service related details please refer to the ACP Portal Link on KX [here](https://kxsites.accenture.com/groups/cloudcomputingcop/Pages/TopicPages/cloudservicemanagementgovernance.aspx).

For latest charge back/costing for your server please contact **BPMDC\_PEGA\_SYSADMIN@ACCENTURE.COM** DL. **The above pricing is for POC servers where we provide Pega and other software licenses for POC/Training/Demo purpose only, not to do any development activity.** Time for SysAdmin Resources will be charged based on actuals (e.g for restart requests, installations, certificate installations etc.).

**Service Level Agreement**

Below is a table outlining the typical types of support service requested for PRPC Cloud Instances and the expected turnaround time on the request. Please bear in mind that support is during normal IDC work hours, 9:00 a.m. IST to 6:00 p.m. IST.

|  |  |
| --- | --- |
| **Work Items** | **SLA** |
| Server Deliver without F/W for Windows or Linux | 3 days |
| Framework Installation | 1 day or more |
| AES installation | 1 Days |
| IAC/Webmashup configuration | 2 Days |
| Database Back up | 4 hours |
| Restart activity | 1 Hours |
| Log analysis | 4-6 Hours |
| Log clean up activity | 1 hour |
| Framework upgradation | 2days or more |
| Domain Name Registration | 9 Hours (Waiting - ITSM )  1 Hours (Effort) |
| Certificate import (Cert Request to Verizon, Import, Restart) | 9 hours (Effort)  9 hours (Waiting – DigiCert) |
| Hot Fix Installation | 3 hours |

For more information concerning how to engage our team for support, please review the [PRPC Cloud Instances](https://kxsites.accenture.com/groups/PegaCoP/Pages/TopicPages/PegaCloudInstances.aspx) page of the Pega CoP site.

**Document Control**

|  |  |
| --- | --- |
| Applies To: | Accenture BPMDC Pega Cloud Team |
| Effective Date: | February 1, 2014 |
| Classification: | Accenture Confidential |
| Owner: | Reshma Nuggehally/Deboli Paul |

Intended Audience

The intended audience encompasses:

Internal and External Accenture Customers requesting BPMDC Pega Cloud server.