Open Telekom Cloud

Creating a Secure Connected World

Welcome Package

October 2024

Agenda

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Open Telekom Cloud

01 – Open Telekom Cloud – what we stand for

Data protection in accordance with the most stringent EU requirements.
Open Telekom Cloud certifications.

Bundesamt für Sicherheit in der Informationstechnik
C5 Typ 2

ISO certificates
ISO 27000 family
ISO22301
ISO9001
ISO14001
ISO20000
ISO45001
ISO50001

TCDP

DIN EN 50600

StGB §203

AICPA SOC
SOC 1 Typ 2
SOC 2 Typ 2
SOC 3

TIER III DESIGN
T-Systems International GmbH
DC Biere Cluster 1
Expires 18 July 2024
UPTIME INSTITUTE CERTIFIED

SGB §35

Trusted Cloud

TISAX

EU Cloud Code of Conduct

KRITIS*

Finance
Conditions for BaFin, ECB or EIOPA supervised entities

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

99,95 %

Sustainability and environmental protection

100% green power

#GREEN MAGENTA
GRÜNES NETZ. STROM AUS 100% ERNEUERBARER ENERGIE.

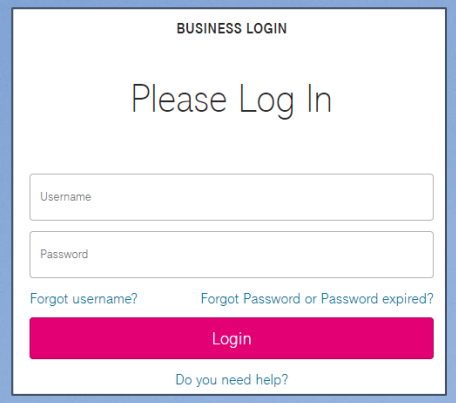
Best price-performance ratio

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

* T-Systems, which includes the Open Telekom Cloud, is registered as a KRITIS operator with the BSI and is subject to regular legally required audits.

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

myWorkplace / Business Login

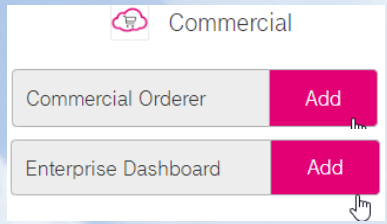


https://open-telekom-cloud.com/login

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

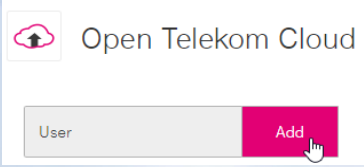
Commercial admin:

- Owner of the contract
- Can introduce contractual changes
- Access the financial dashboard / enterprise dashboard as well as the invoice copies via myWorkplace/ Business Login
- By default, have no access to the Open Telekom Cloud console



Technical admin:

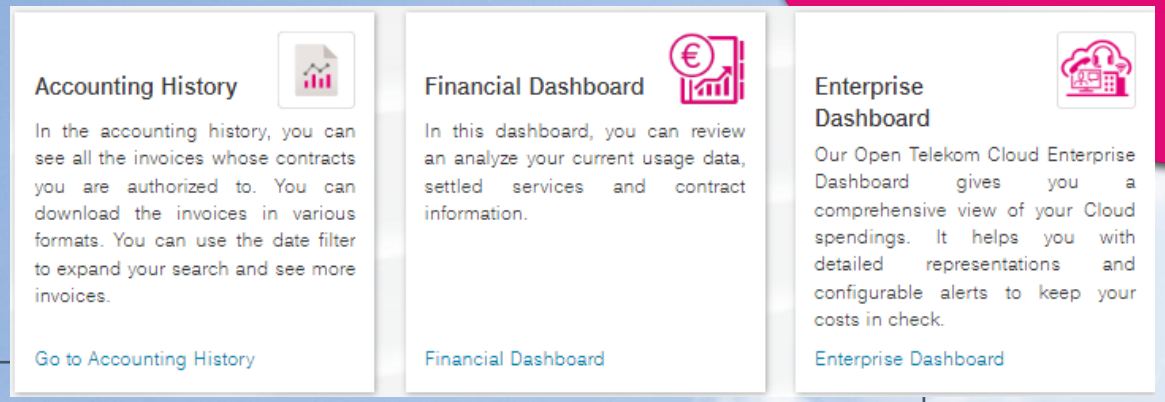
- Enterprise Administrator from technical side
- Can grant access to Tenants within myWorkplace / Business Login
- No access to financial dashboard / invoices by default

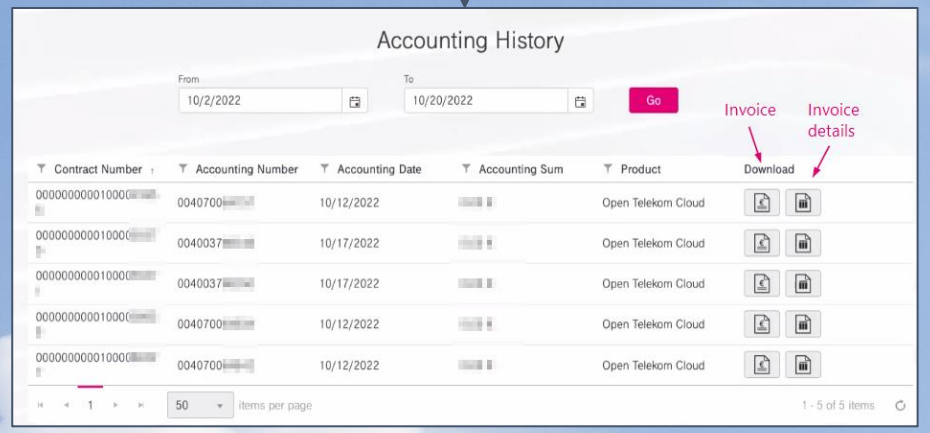


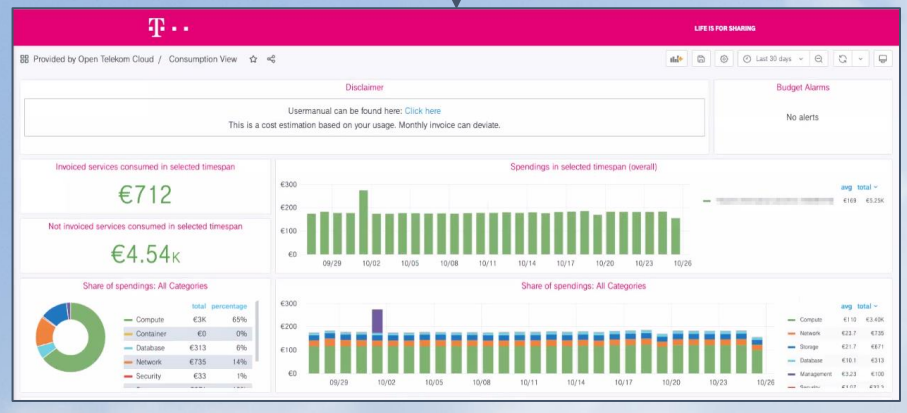
03 - Invoices and Dashboard

Via myWorkplace you can…

- check all previous invoices and documents (e.g., invoice details)
- verify the usage via Enterprise Dashboard (product description)
  - Enterprise Dashboard User Guide

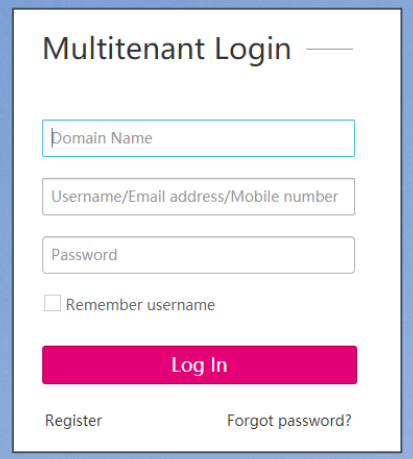






Open Telekom Cloud

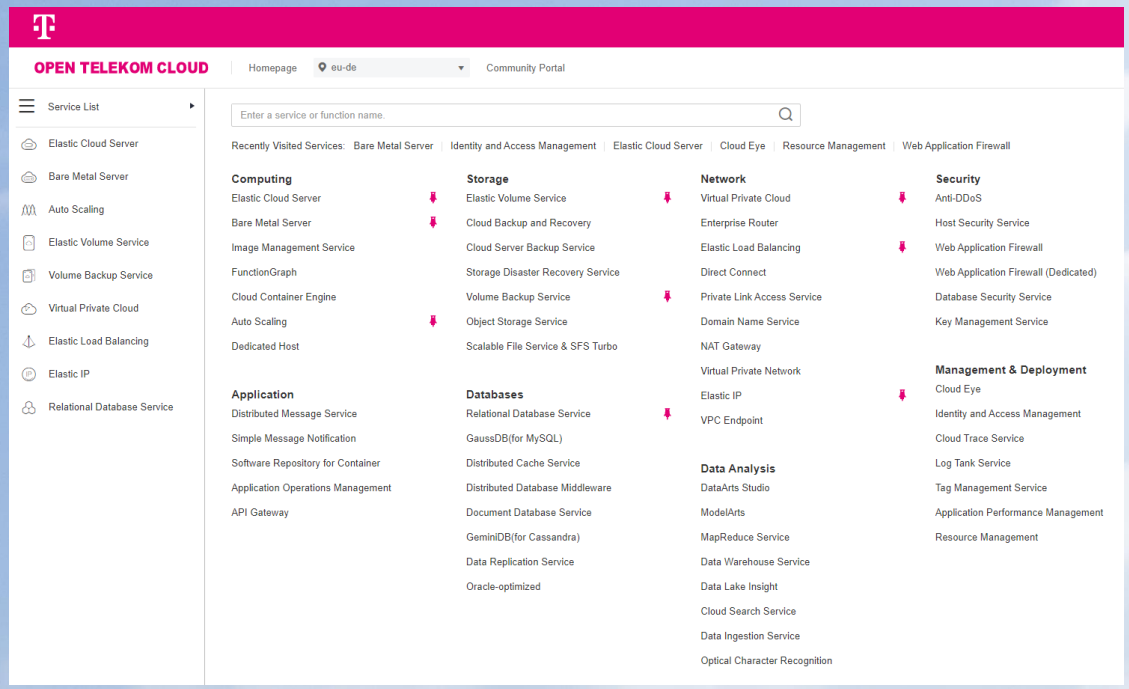
04 - Open Telekom Cloud Console



Login to Open Telekom Cloud Console using following link:

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

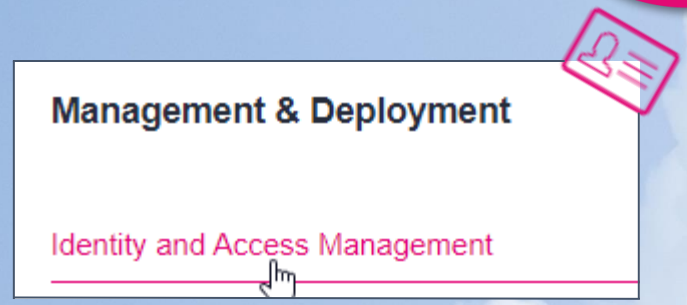
- Open Telekom Cloud Services (Compute, Storage, Data Bases,…)
- User Management (Identity & Access Management)
  - User Groups
  - Projects
  - MFA



05 - Identity & Access Management (IAM)

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

Product description: User management in the Open Telekom Cloud



Documentation:

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

Hands-on training

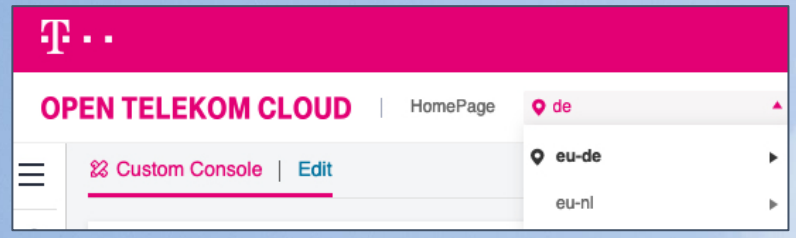
- Limited user group: Create a limited User Group
- New users: Create additional Users

06 - Regions

The Open Telekom Cloud becomes the Europe cloud.

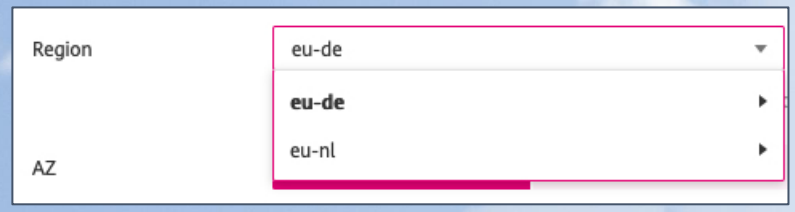
Open Telekom Cloud offers two regions:

- 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:

- Open Telekom Cloud data centers
- Documentation about region and AZ

07 - 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., OTC0000000000XXXXXXXXXX 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

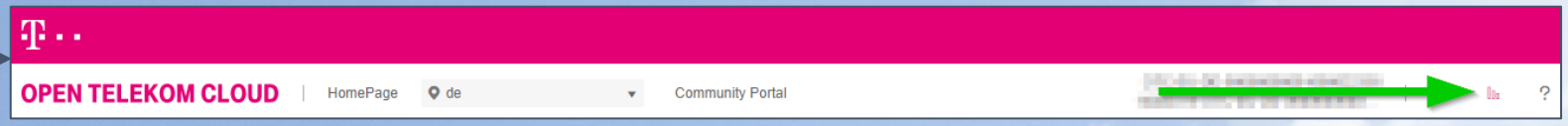
08 - Quota adjustment

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 corner
- Here you will find „Total Quota“ and „Used Quota“



Service	Resource Type	Used Quota	Total Quota
Elastic Cloud Server	ECS	12	20
	vCPU	35	40
	Memory (MB)	87,040	163,840
Image Management Service	Image	0	100
Auto Scaling	AS group	0	25
	AS configuration	0	100
	AS bandwidth policy	0	50

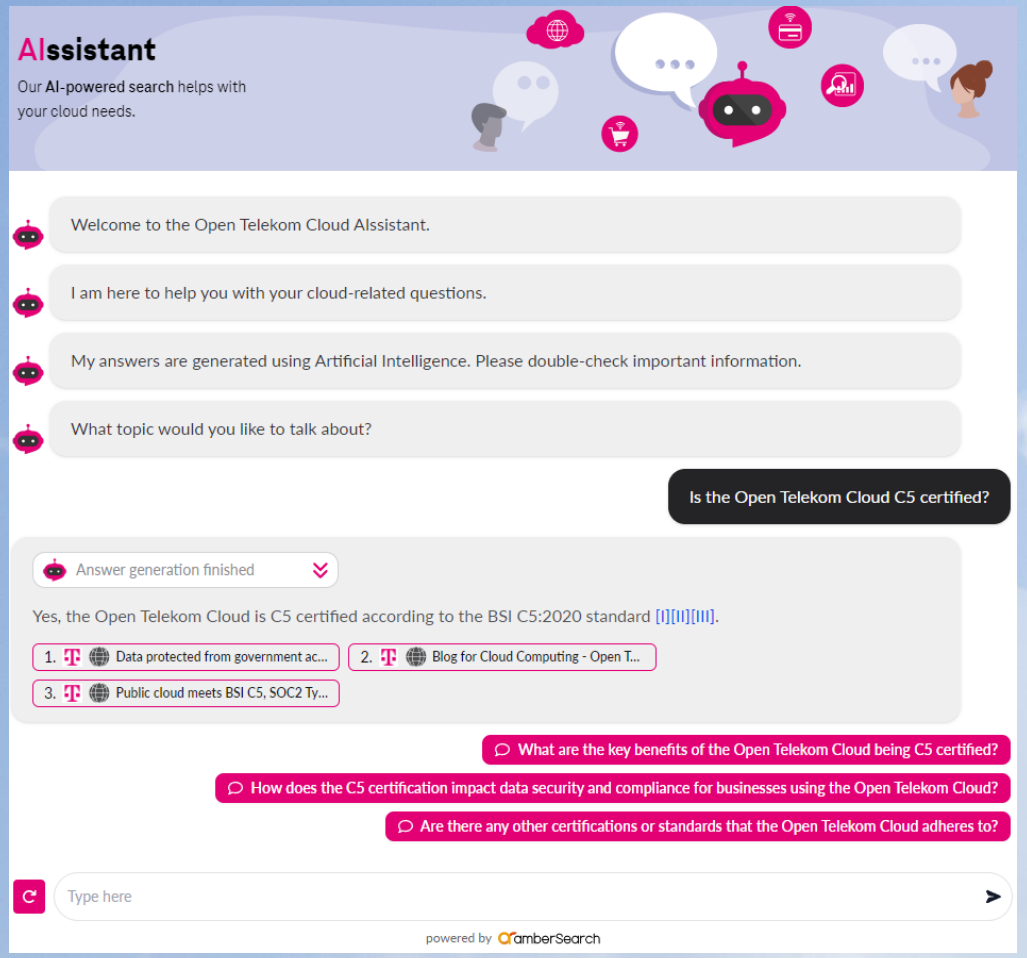
Can I increase or reduce the quota of a service?

- Yes, contact our Service Desk service@open-telekom-cloud.com

Details also available within the Community.

09 – OTC AI Chatbot

- Try out our new AI based chatbot!
- The chatbot will answer all your questions around OTC - questions about the product, information from our website, our documentation or community.
- You will find the AI chatbot on our website at the right bottom icons

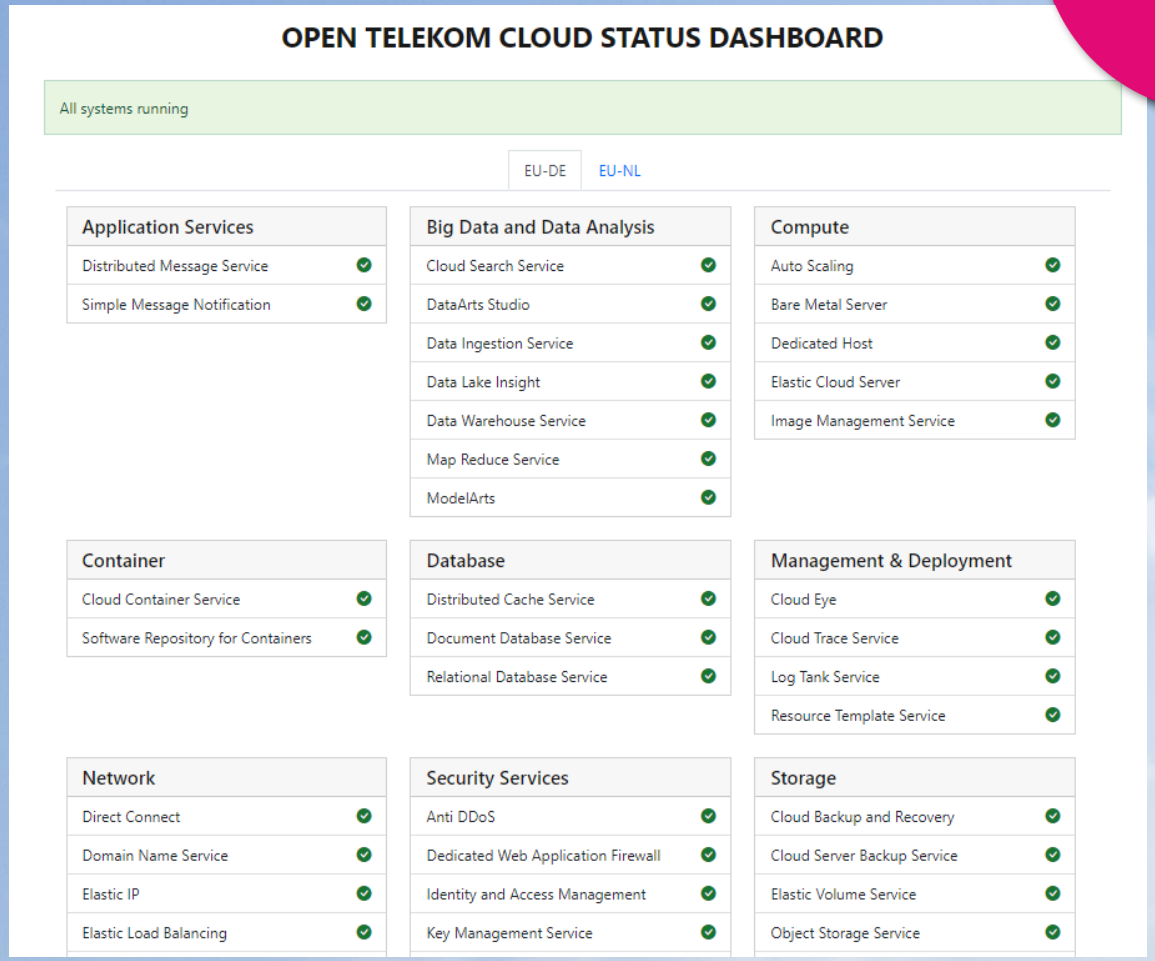


10 – Status Dashboard

Status Dashboard

Documentation

- 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)



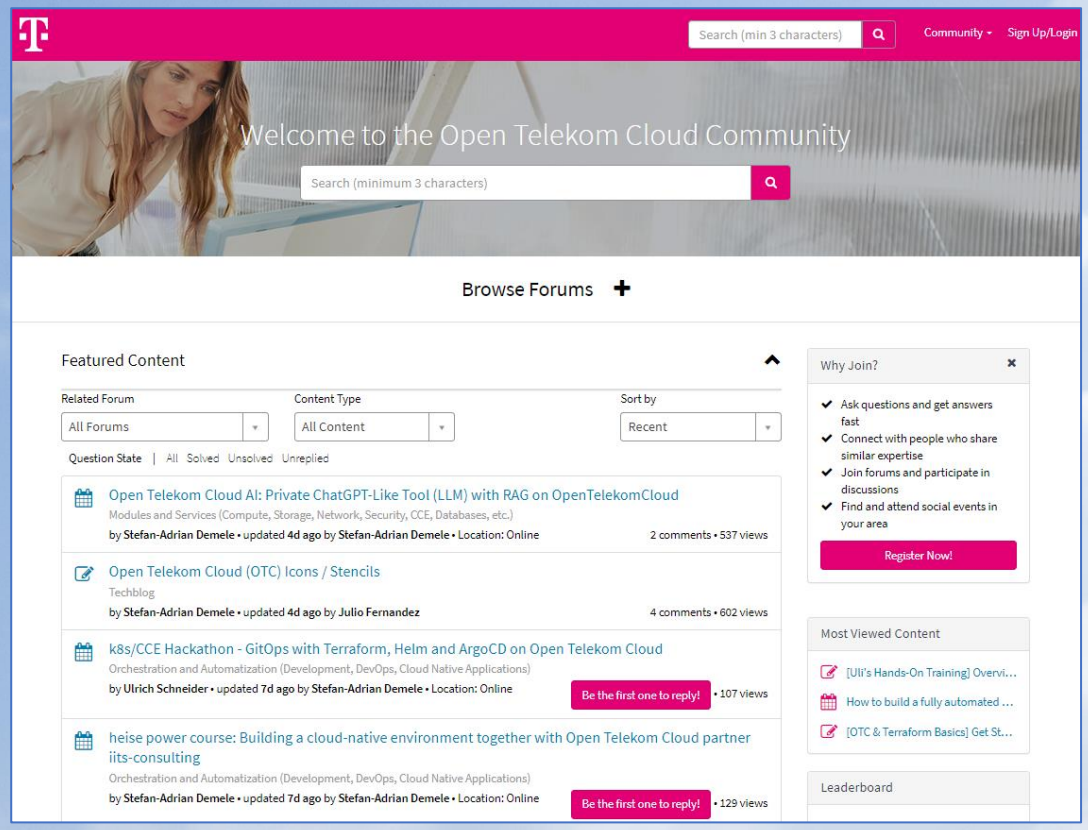
11 - Open Telekom Cloud Community

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.

- Open Telekom Cloud Community
- [Uli's Hands-On Training]: Overview
- Previously recorded webinars available at: YouTube

MONTHLY COMMUNITY WEBINARS



12 - Open Telekom Cloud App

Please download the Open Telekom Cloud App …

[Apple App Store]

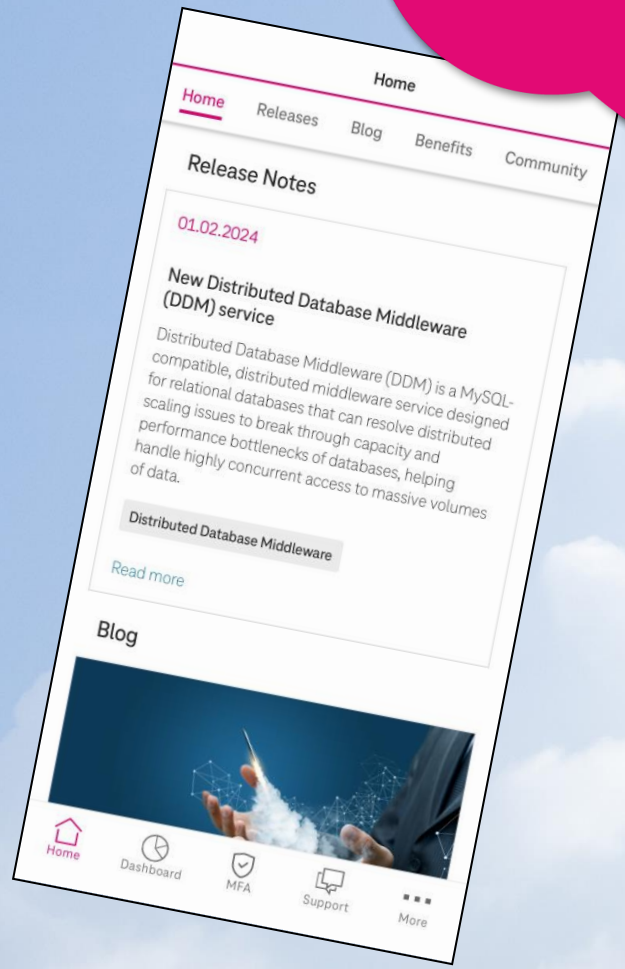
Download on the App Store

[Google Play Store]

GET IT ON Google Play

[Huawei App Gallery]

EXPLORE IT ON AppGallery



FEATURES:

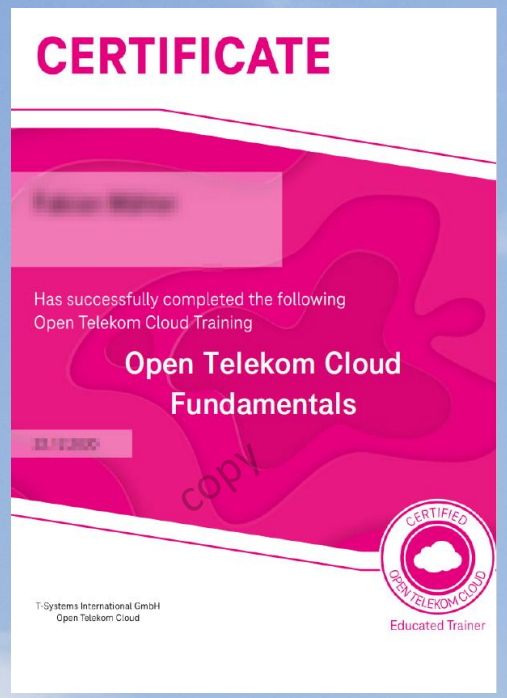
- Push notifications (service and marketing messages)
- Cloud eye and Cloud trace alerts
- Direct access to status dashboard
- Multi factor authentication (MFA)
- Release notes, blog entries
- Products and services description

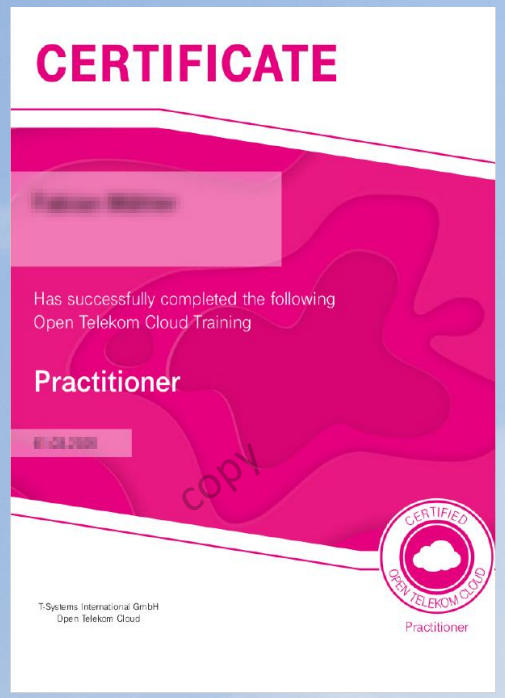
Open Telekom Cloud

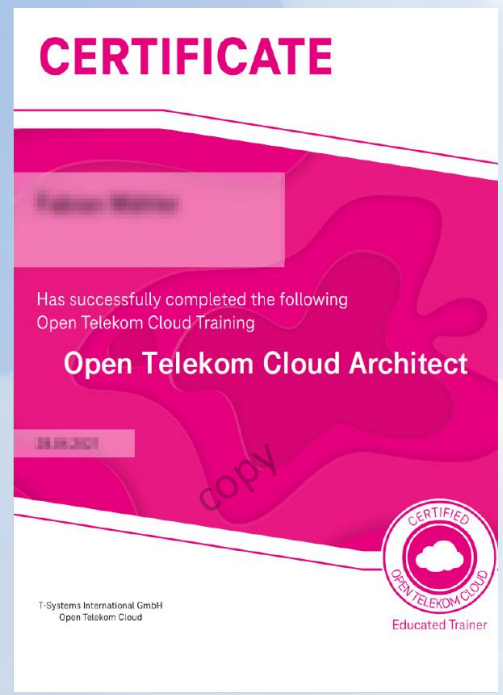
13 – Open Telekom Cloud Training & Certification

Our [training and certification program]

Enhance your expertise in the Open Telekom Cloud and document your competence with a certificate.





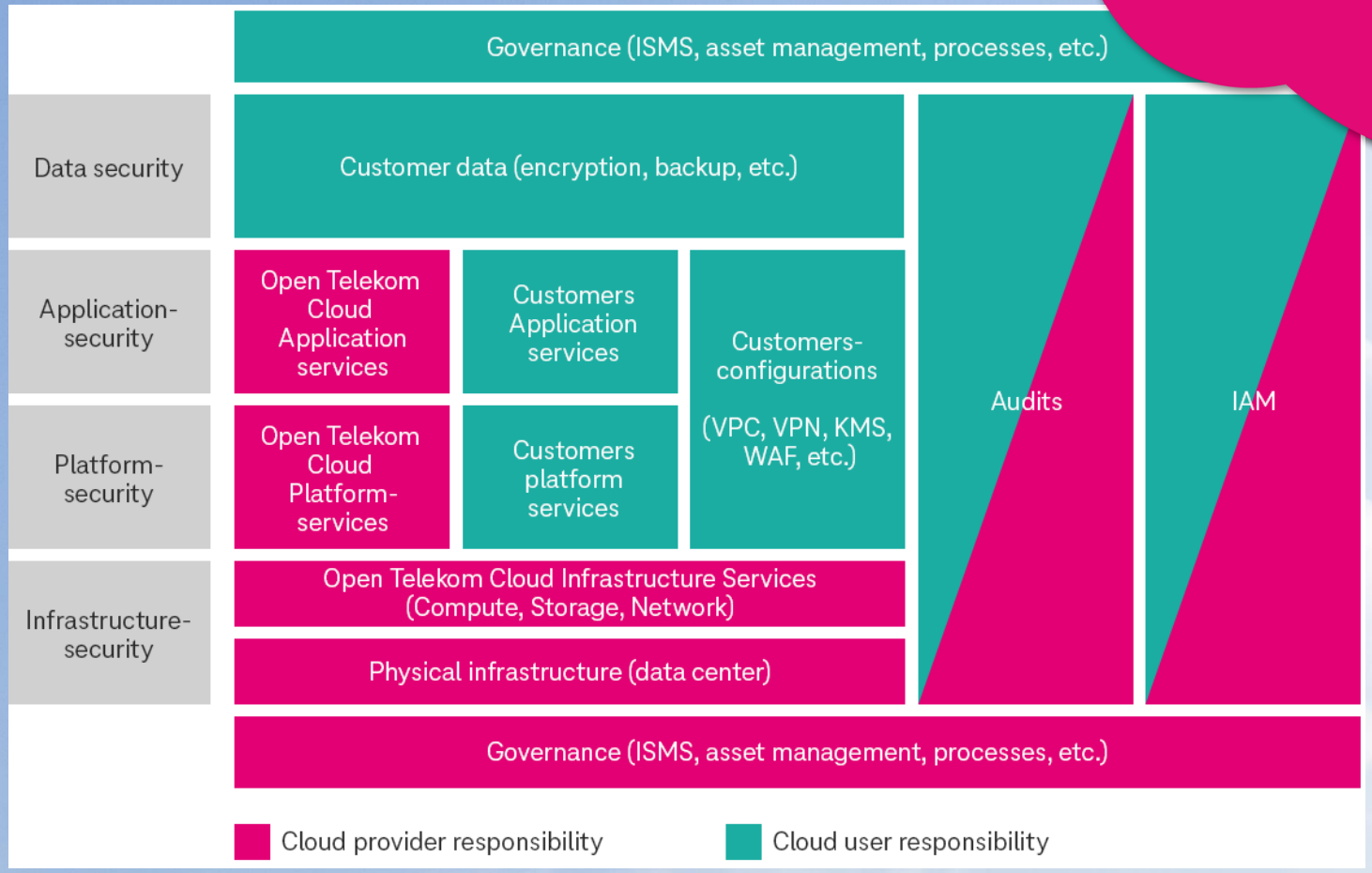


14 - Shared responsibility

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.

More about shared responsibility on our website.



15 - Best Practice: Cloud Trace

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

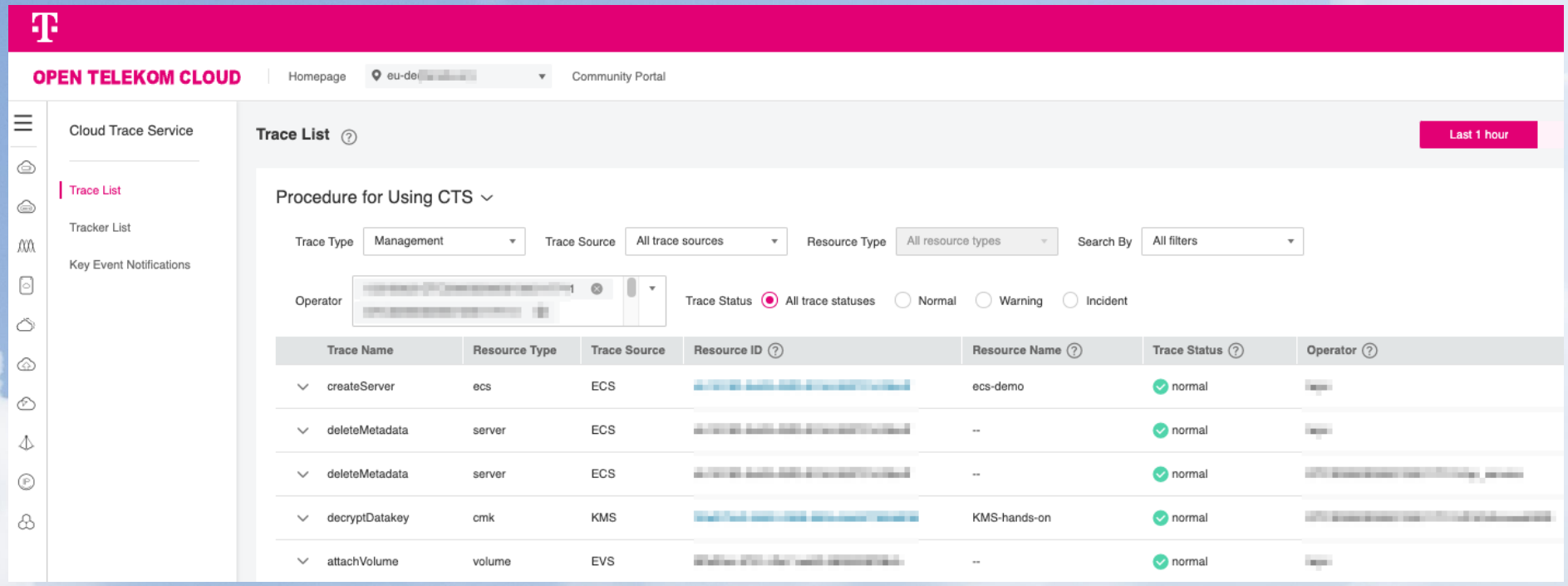
Cloud Trace is a monitoring tool, with so called „Traces“ which allows you to run analyses on cloud-resources.

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.

Further information:

- Hands-On Training
- Documentation



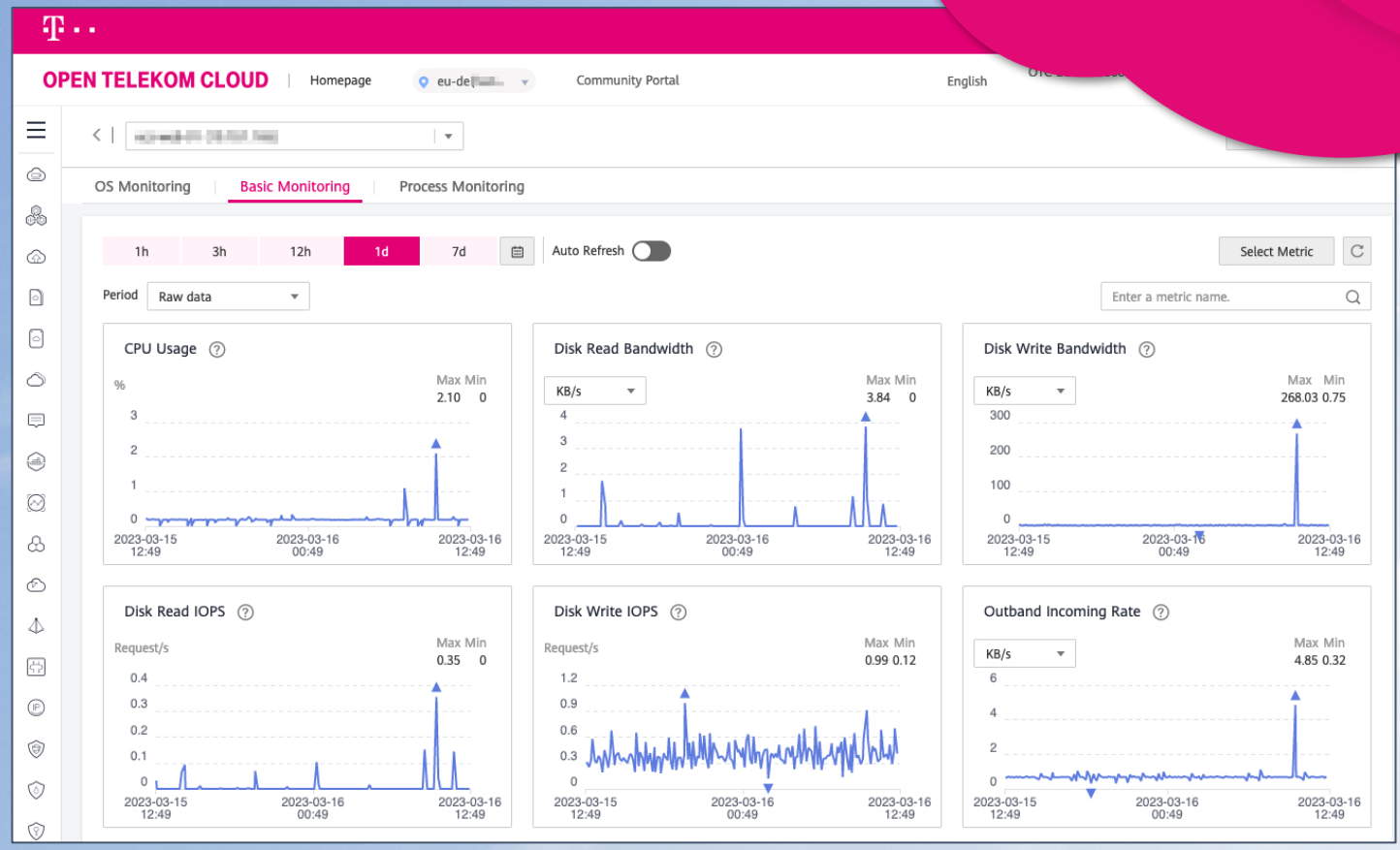
16 - Best Practice: Cloud Eye Service

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 push notification towards Open Telekom Cloud App, text (SMS) or email
- Free of Charge Service
- Does not need to be switched on or be booked

Further information:

- Hands-On Training
- Documentation



17 - 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
  - Limitation: 100 mails/min
  - Price defined in our service description (chapter 6.5.5)
- Elastic IP (EIP) type: Mail BGP

18 – Terraform Provider

HashiCorp Terraform

Terraform is an open-source, infrastructure as code software tool created by HashiCorp.

Open Telekom Cloud offers a provider for Terraform as a Third-Party Tool.

- The actual version is available in the Terraform Registry
- Follow our development in GitHub, where you can open an Issue

main.tf

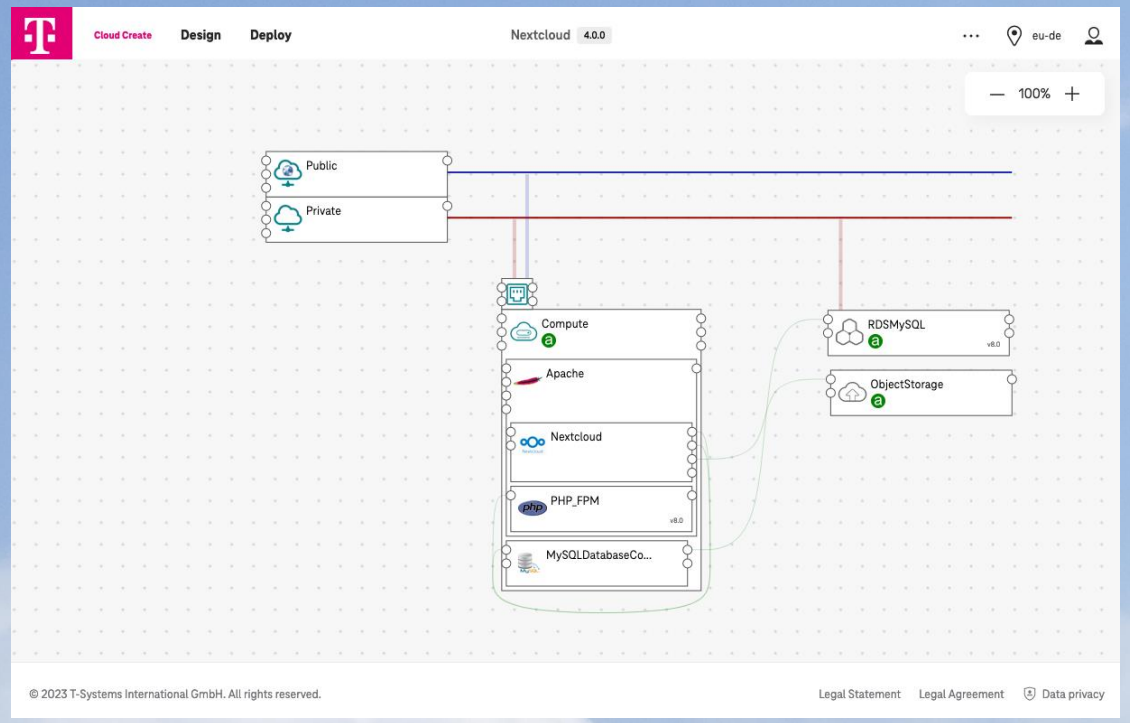
```
terraform {
  required_version = "v1.3.2"
  required_providers {
    opentelekomcloud = {
      source = "opentelekomcloud/opentelekomcloud"
      version = "1.31.5"
    }
  }
}

provider "opentelekomcloud" {
  access_key  = "Your_AK"
  secret_key  = "Your_SK"
  domain_name = "Your_Domain"
  tenant_name = "eu-de"
  auth_url    = "https://iam.eu-de.otc.t-systems.com/v3"
}

resource "opentelekomcloud_vpc_v1" "vpc_1" {
  name          = var.vpc_name
  cidr          = var.vpc_cidr
  shared        = var.vpc_shared_snat
  tags          = local.tags
}

```

19 – Cloud Create

Design once, run anywhere – Operating applications in any cloud without any problems, regardless of the operator technology.

Cloud Create makes it much easier for software developers to design cloud-based applications. Afterwards, the applications can be run on Open Telekom Cloud and Google Cloud Platform.

The software is free to use.



Further information:

- Cloud Create Login
- Documentation

20 - 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):

- Ultra-High I/O (i3)
- Disk Intensive (d2)
- Bare Metal Service
- Dedicated Host

Please refer to our service description, chapter 6.1.1 :

21 - Documentation & Links

Open Telekom Cloud website:	https://open-telekom-cloud.com
myWorkplace/Business Login:	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
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/roadmap
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
Webinars:	https://open-telekom-cloud.com/youtube