

# *Yungoal Operation*



• **Take Cloud Everywhere**

<http://www.digitalchina.com>


# MSP Scope

Professional infra service based on multiple and hybrid cloud, including consulting, migration, operation and deployment




**Consulting & Training**

Evaluate, architectural design and migration plan for app workload, and professional training service in both system and development



**Migration & Deployment**

Smooth migration from or to IDC, public cloud or hybrid. Enabling HA, DR and re-architect



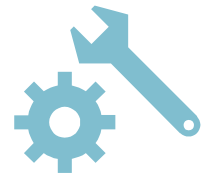
**Operation & Support**

Provide Change, DevOps, Patching, Backup, Monitoring, Access Control and Auditing management based on ITIL standard. Different SLA with flexible plans



**Optimization & Security**

Analyze operation data to provide optimization recommendations. Scan and analyze system for security vulnerabilities regularly



## Helpdesk

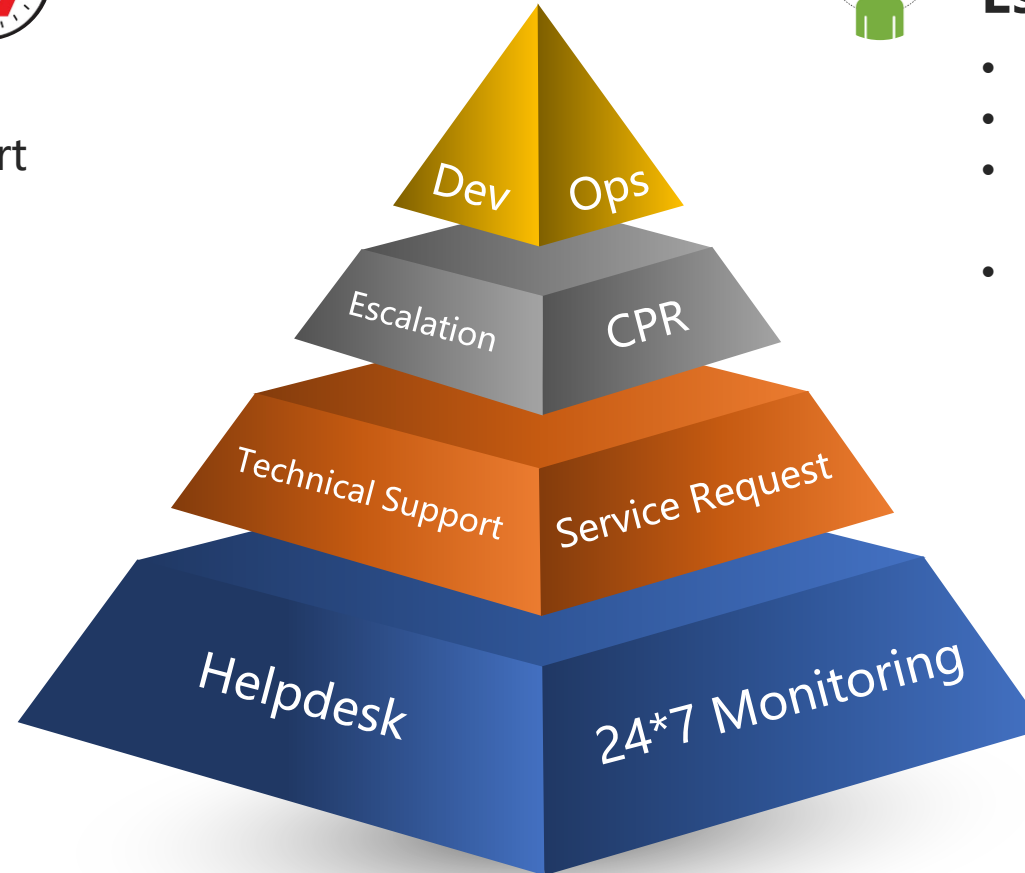


- 24\*7 Monitoring
- Different means of alert
- Tracking with ticket system



## Technical Support

- Rapid response for technical solutions
- Large-scale deployment with automation tools
- Incident resolution
- Guaranteed SLA



## Escalation Team

- Critical problem resolution
- Case troubleshooting & escalation
- Upgrade and track the problems of cloud platform
- DevOps system design



## DevOps Team

- DevOps platform development
- PaaS service dev support

# DevOps



云角 Yungoal

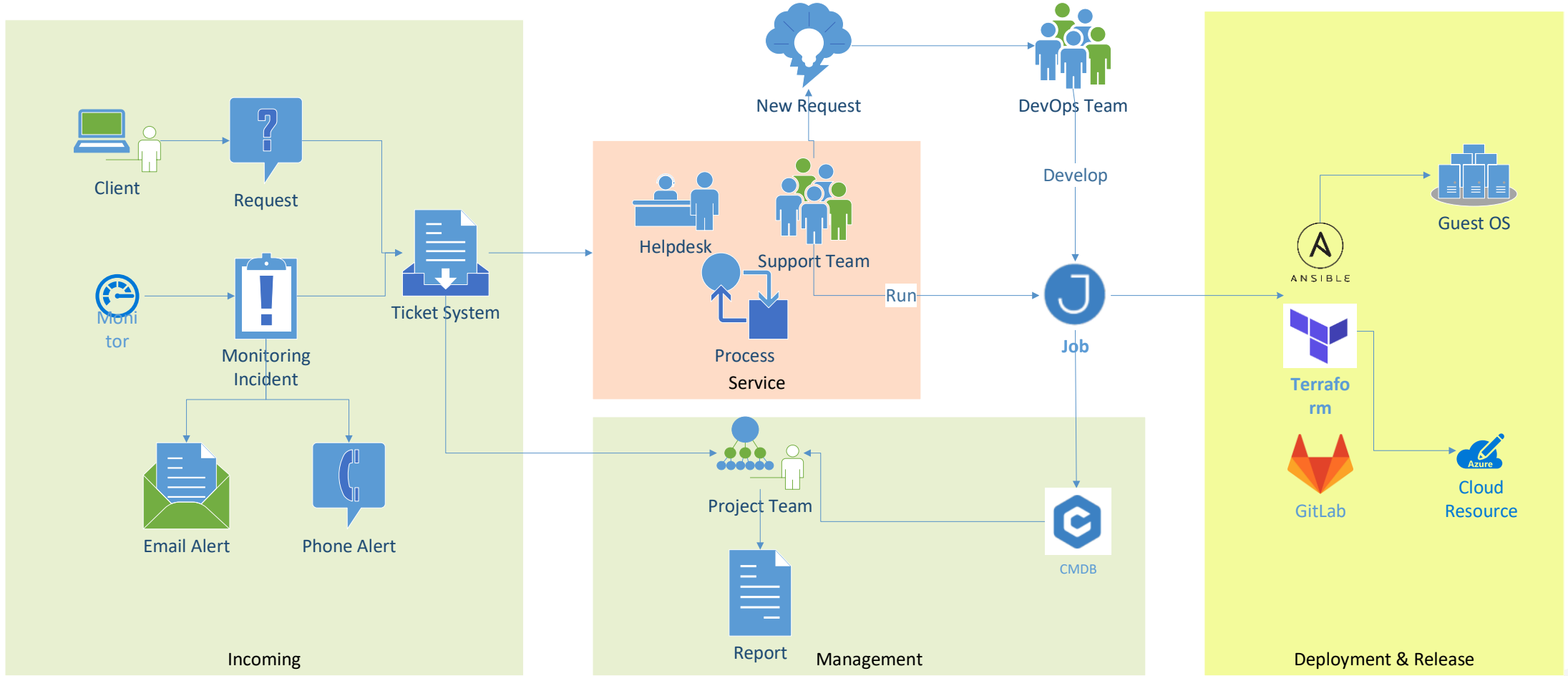
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# DevOps Platform

把云带到世界每一个角落

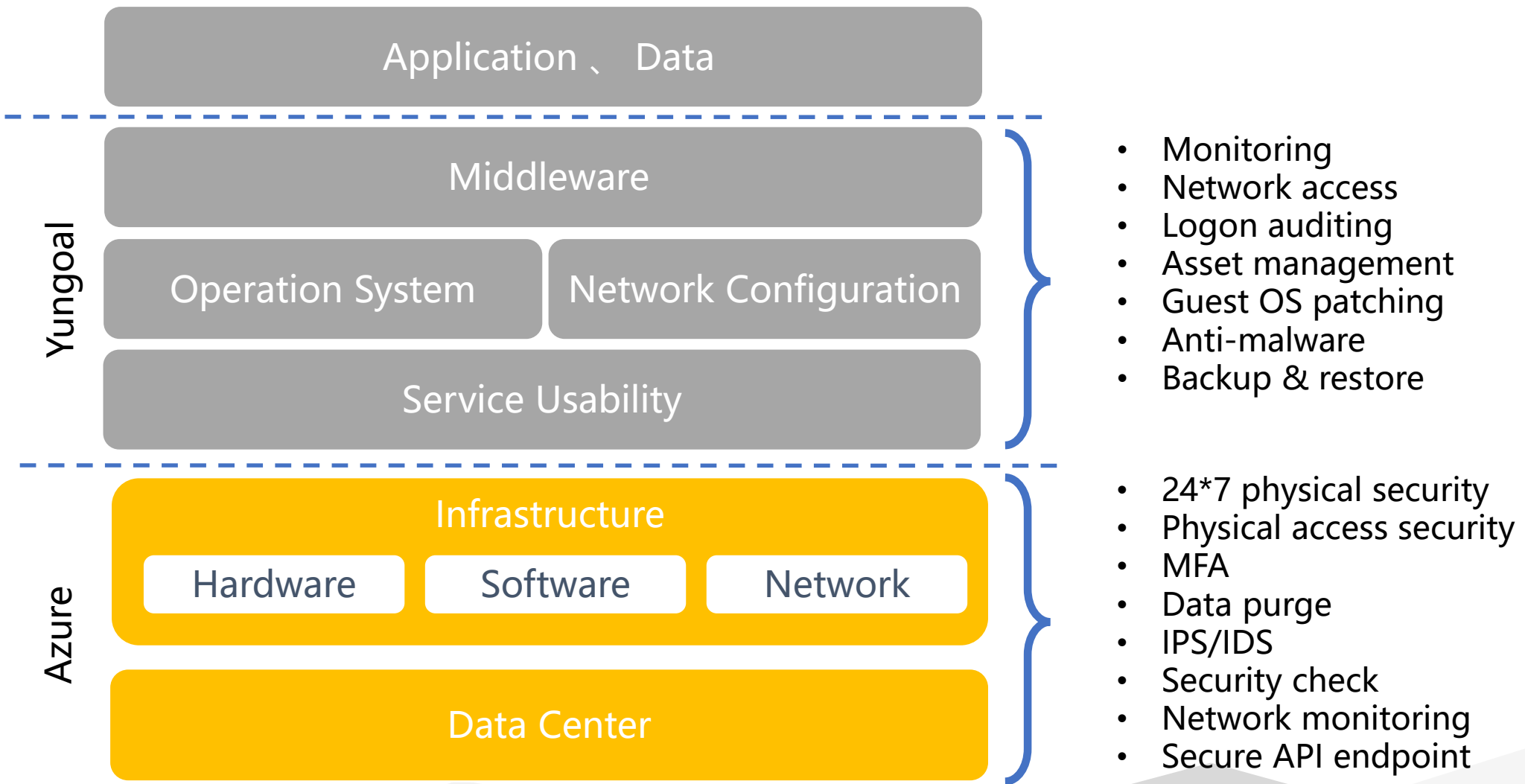


Fully Automated

Partially Automated

Human Intervention

# Shared Responsibility Model



# Operation Process

把云带到世界每一个角落



Follow ITIL process  
ISO20000/ISO27001 certified



Ticket System  
Support

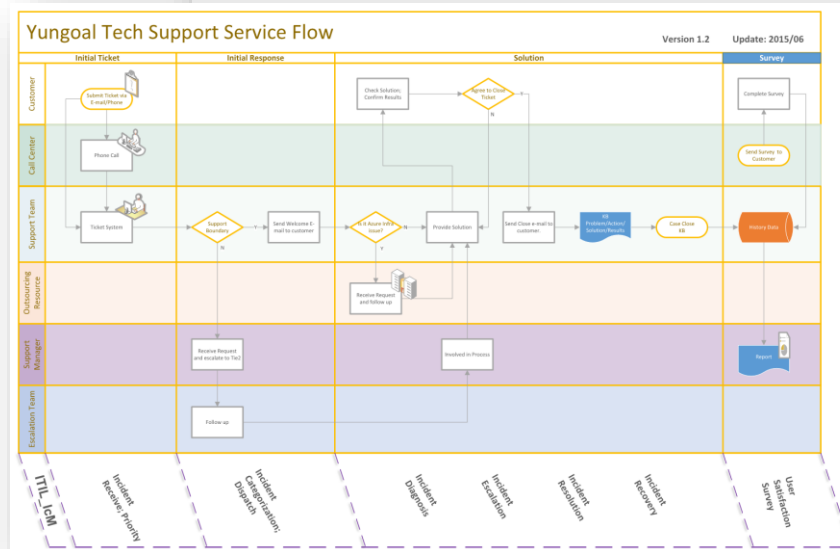
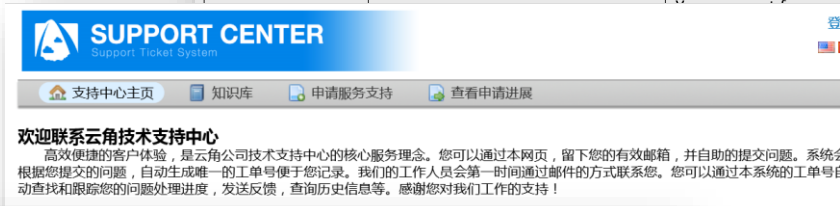


Guaranteed SLA  
Monthly report

**New Ticket Auto-response**  
Autoresponse sent to user, if enabled, on new ticket.

尊敬的%{recipient.name.first},  
感谢您联系云角技术支持中心。  
针对这个案例, 我们已经为您创建了服务请求#Ticket ID {00116}, 级别为“一般问题”。

{新咨询自动回复 2, New Ticket Auto-response}  
Dear %{recipient.name.first},  
Thanks for contacting Yungoal Online Support.



has been created and  
(et), Service Level  
up with you within SLA  
on as possible.  
progress online.  
Support request is assigned a  
provide complete archives and  
Tech Co., Ltd.  
Additional comments or  
the issue, please reply to  
account for a  
support requests.

## Cost Optimization

Adjust configuration  
according to utilization  
data



Conduct Reserve  
Instance according to  
billing report

PaaS solution for advanced cost  
reduction





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