Service Portal
Service Orchestration User Guide
(General Ordering Flow & IaaS Product)

Amendments

| Indicates Sections that have been changed since last revision

Date	Issue	Details of Amendments	By
28th April 2016	0	Draft version	Gabriel NG
22nd July 2016	1	Add Infrastructure as a Service (IaaS) Change VM service	Gabriel NG
30 Aug 2016	2	Add, Change and Delete Cloud Connect (Private cloud) to MS Azure	Raymond Leung
31 Aug 2016	3	Support Change of COS and IP White List for IaaS Connect	Raymond Leung
27 Sep 2016	4	Change this document to describe the standard Ordering processes for Adding/Changing/Terminating a Service by taking IaaS Product as illustration, whereas other Products will be described in separate documents	Raymond Leung
24 Nov 2016	5	Add VM Start/Stop/Reboot; Update Print Screens	Patrick Chan
1 Mar 2017	6	Update Print Screens	Patrick Chan

Print date & time: 4/26/2017 12:17 PM

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1. Document Purpose

This document provides general information and instructions to guide users of the PCCW Global Service Portal to subscribe for new services, change subscribed services and terminate subscribed services via service orchestration functions. For ease of reference, the IaaS service will be shown as an illustration in this document.   For configuration and ordering of other Products, please see separate documents for the details.

2. Intended Audience

This document is accessible to and intended for users of the Online Service Portal that includes PCCW Global administrator, customer administrator, and customer user.

3. Background

Working through PCCW Global's Service Portal is our Service Portal Service Orchestration, a web-based application that serves as a platform for providing customers, resellers, and partner's self-service product management and network provisioning.

4. What you can do with Service Portal Service Orchestration:

- Subscribe to new services, for example:
  - ➢ Add Infrastructure as a Service (IaaS)
  - ➢ Add IaaS Connect i.e. connect IaaS to an existing MPLS L3 VPN service
- Enquire on saved quotes of intended service subscriptions
- Change subscribed services, for example:
  - ➢ Change IaaS Virtual Machine Favor (Upgrade only)
  - ➢ Change IaaS Connect Bandwidth, COS and IP White List
- Terminate subscribed services, for example:
  - ➢ Terminate IaaS
  - ➢ Terminate IaaS Connect
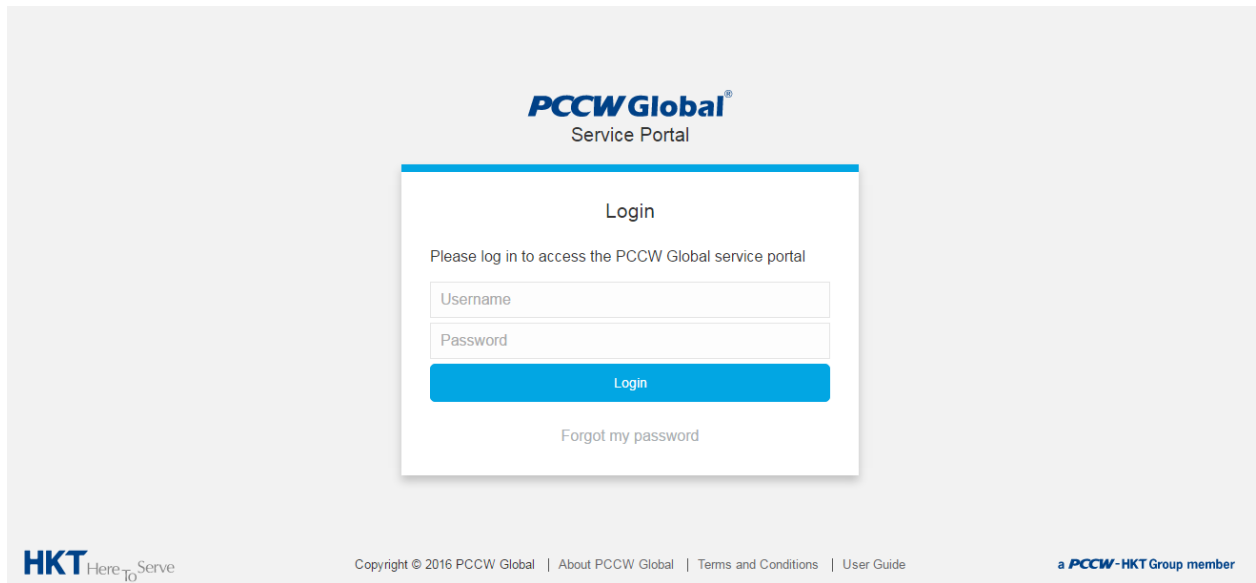- Enquire on subscribed service(s) with PCCW Global Ltd.

Restriction on removing IaaS Connect:
- If there still is a IaaS service i.e. Virtual Machine exists, the IaaS Connect is not allowed to be removed.
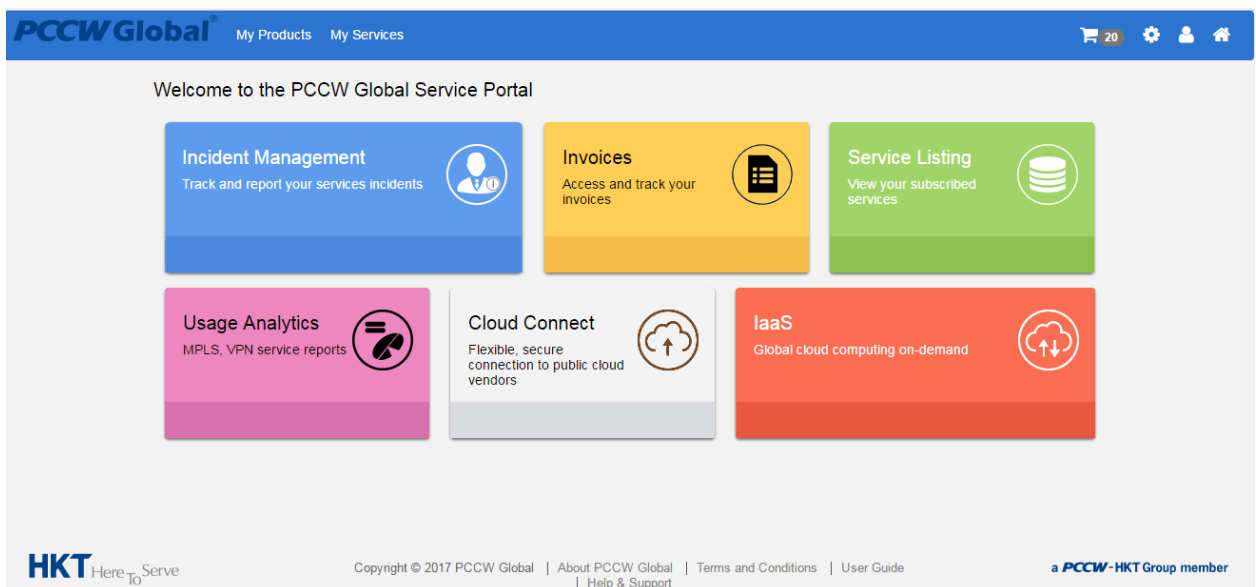
5. Login to Portal

5.1 Login Page

Every user must login to the Service Portal in order to use its functions.

### 5.2 Login Successful - Landing Page

6. My Products

Customers can go to "My Products", click on IaaS and the Global View will be displayed. On the Global View, the global map is displayed with colored markers representing the locations of the subscribed services.

Services at different stages are reflected in different colours, i.e.:
- Grey – New Addition
- Orange – Under Provisioning
- Green – In Operation.

Available services are listed in the graphical menu on the right side. To subscribe to a new service, simply select a product from the menu, hold and drag the product icon, then drop it onto the map area.
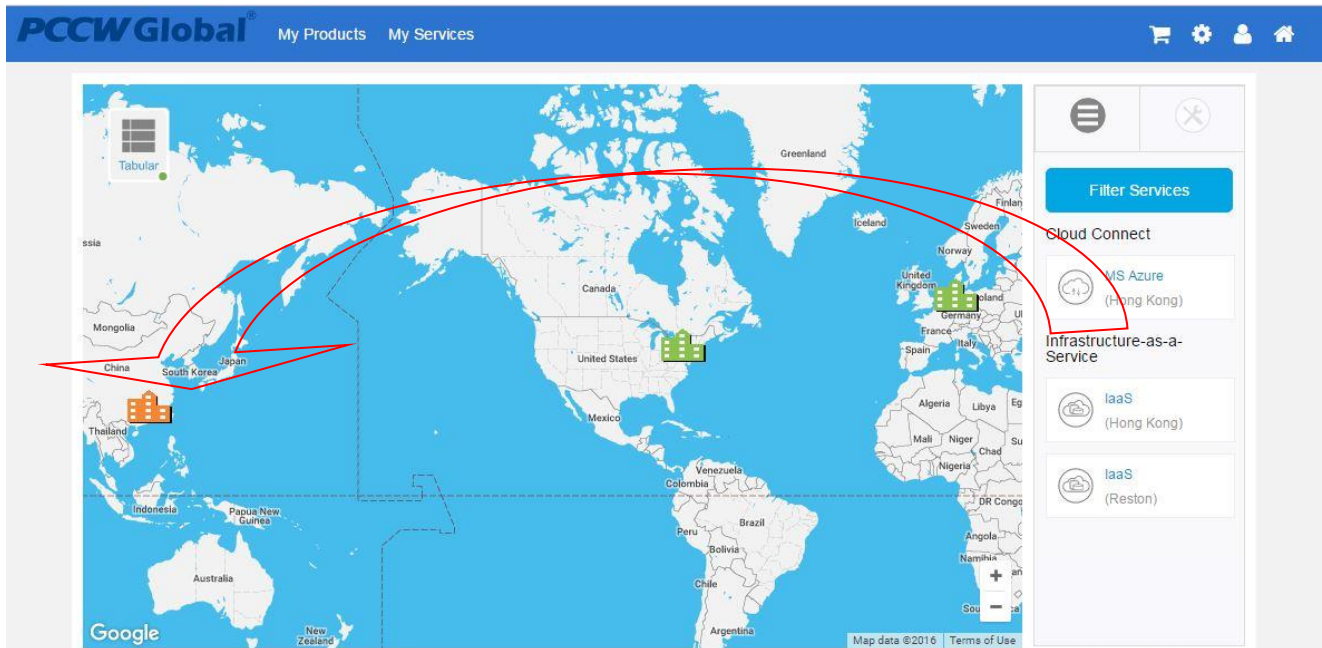
Generally, service subscription on the Service Portal follows a simple operation flow with 4 Stages:
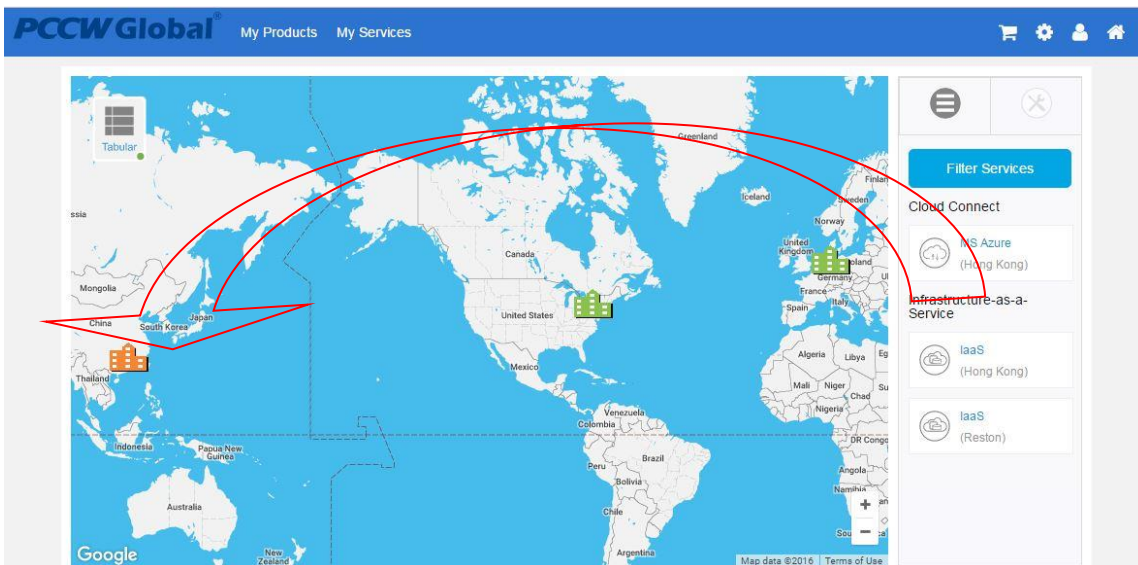
Select > Configure > Quote > Order

7.   Add New Services

7.1   Stage 1: Select Service

- Drag the IaaS product icon from menu bar and drop it on to the map area
- ➢   A marker will fall onto the site area.   A grey colour icon will show

A number will appear on the configuration icon ⚒ to indicate the number of configurations have been selected
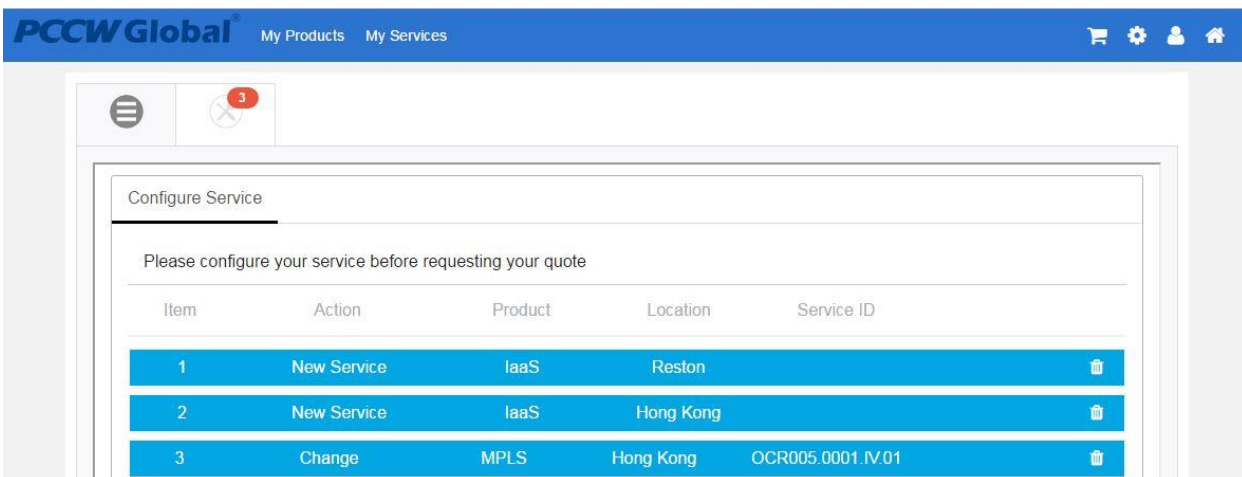

- Next , click on the configuration icon ⚒ to configure the details of the service.

7.2 Stage 2: Configure Product

- On the configure page, all the actions (Add New, Change, Terminate, etc.) made on the Global View are shown

- Select and click on an item. The item line will expand and display options/configurable items
- Different services have their own options/configurable items.   The subscription or configuration process varies by service.
- For IaaS, there are 2 possible cases for service subscription, namely:
  - ➢ "Create New IaaS Connect and New IaaS" if the site does not have IaaS Connect
  - ➢ "Create New IaaS only" if the site already has IaaS Connect.

7.2.1   Create New IaaS Connect and New IaaS

Configure Service

Please configure your service before requesting your quote

Item	Action	Product	Location	Service ID	
1	New Service	IaaS	Reston		🗑
2	New Service	IaaS	Hong Kong		🗑

Select a Server Package

Package	vCPU	RAM	HDD	Monthly Charge
c1-standard-2	1	2GB	100GB	US$43
c1-standard-4	1	4GB	100GB	US$62
c1-standard-8	1	8GB	100GB	US$96
c16-enterprise-108	16	108GB	100GB	US$840
c2-highmem-16	2	16GB	100GB	US$171
c2-standard-8	2	8GB	100GB	US$110
c24-enterprise-120	24	120GB	100GB	US$2400
c4-highmem-32	4	32GB	100GB	US$290
c4-standard-8	4	8GB	100GB	US$138
c8-highmem-16	8	16GB	100GB	US$257
c8-highmem-32	8	32GB	100GB	US$420
c8-highmem-62	8	62GB	100GB	US$500

Additional Options

Operating System
- ○ CentOS 7.2
- ○ CentOS 6.7
- ◉ Ubuntu 14.04 LTS

MPLS VPN

Gold	Silver+	Silver	Bronze

Port Speed

1M ──────────────────── 900M
1M

Length of Contract

12 ▾	Month ▾

Get Quote

3	Change	MPLS	Hong Kong	OCR005.0001.IV.01	🗑

7.2.2 Create New IaaS only

Configure Service

Please configure your service before requesting your quote

Item	Action	Product	Location	Service ID	
1	New Service	IaaS	Hong Kong		🗑

Select a Server Package

Package	vCPU	RAM	HDD	Monthly Charge
c1-standard-2	1	2GB	100GB	US$43
c1-standard-4	1	4GB	100GB	US$62
c1-standard-8	1	8GB	100GB	US$96
c16-enterprise-108	16	108GB	100GB	US$840
c2-highmem-16	2	16GB	100GB	US$171
c2-standard-8	2	8GB	100GB	US$110
c24-enterprise-120	24	120GB	100GB	US$2400
c4-highmem-32	4	32GB	100GB	US$290
c4-standard-8	4	8GB	100GB	US$138
c8-highmem-16	8	16GB	100GB	US$257
c8-highmem-32	8	32GB	100GB	US$420
c8-highmem-62	8	62GB	100GB	US$500

Additional Options

Operating System

○ CentOS 7.2
○ CentOS 6.7
● Ubuntu 14.04 LTS

Length of Contract

12 ▾	Month ▾

[Get Quote]

7.3 Stage 3: Get Quote (for Add and Change services)

- After finishing the configuration, click on "Get Quote" button to get a quotation summary of the configured item.

- Click on "Save Quote" button to save the configured item as a Quotation, or click on "Back" button to return and make changes.
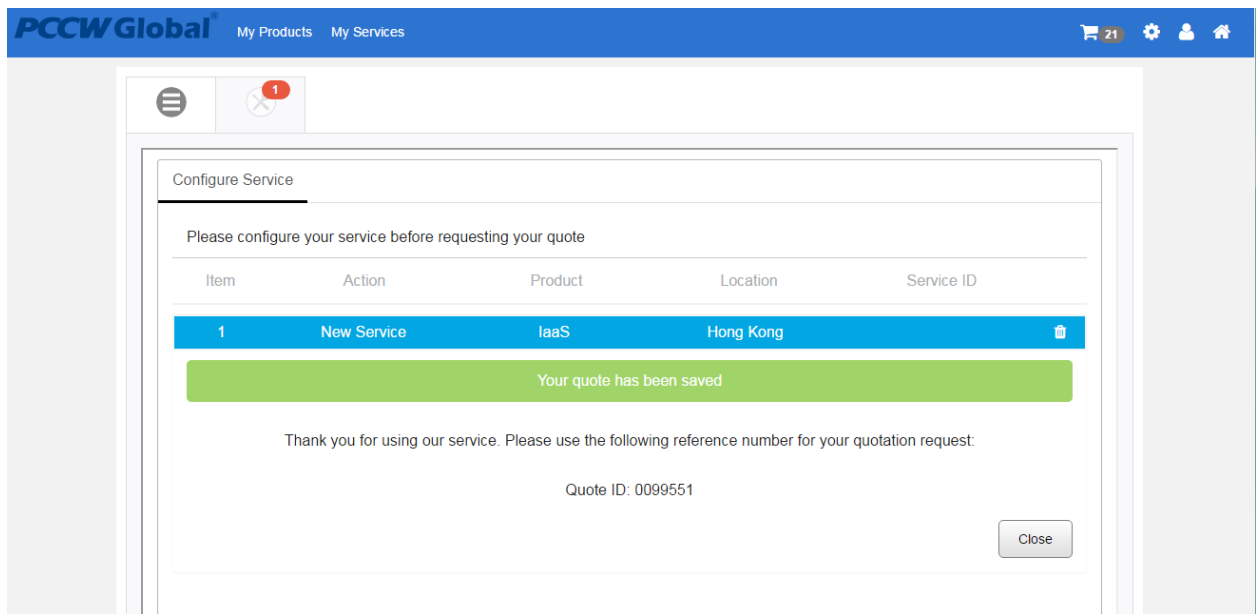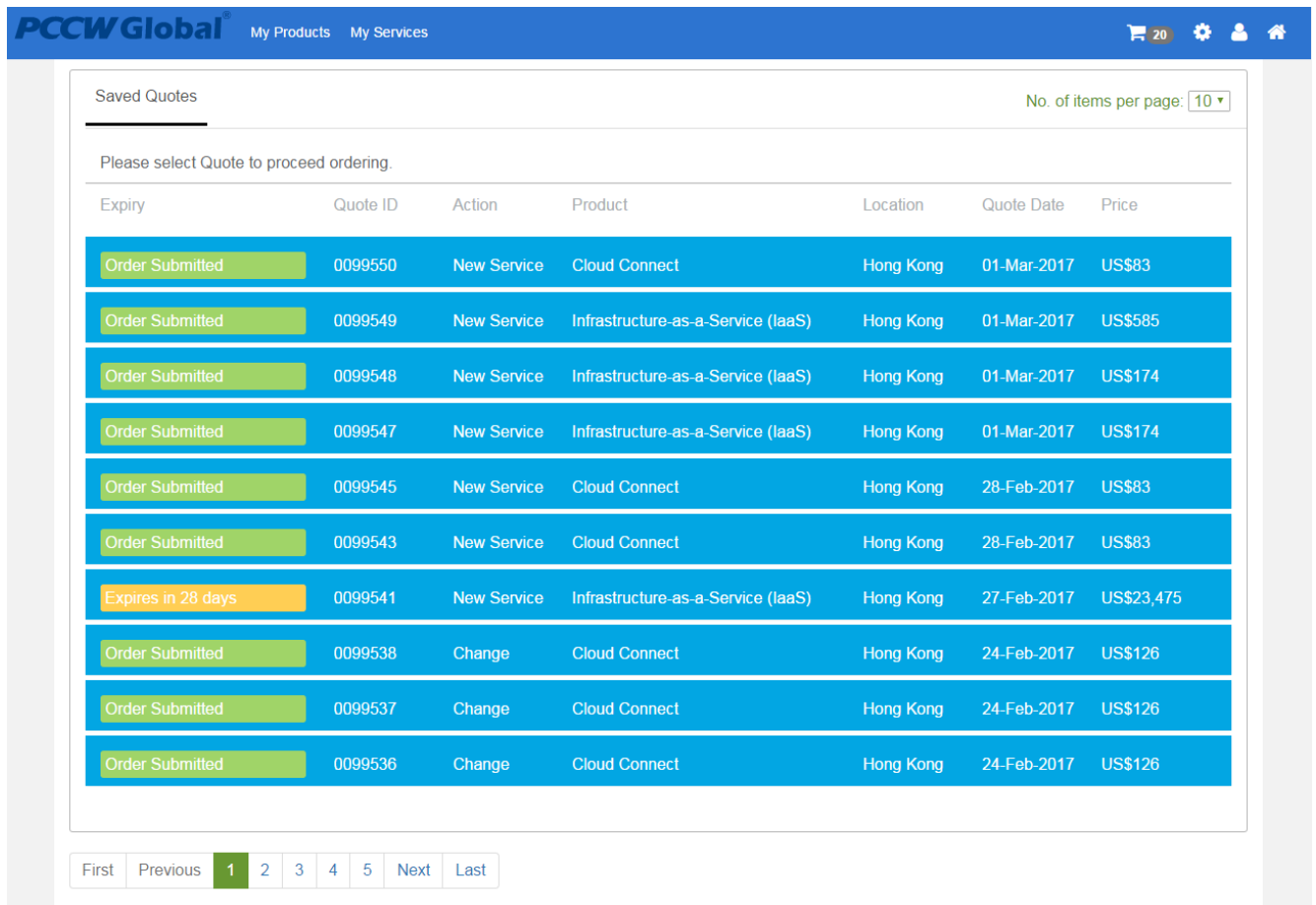
- Once the quotation is saved successfully, a notification with a Quote ID will display.

- There is a count next to the shopping cart icon [cart 21] to show the number of quotations that are still valid and can be turned into an order

- Clicking on "Close" will collapse the quoted item and you can continue to work.

7.4 Stage 4:   Shopping Cart and Submitting Orders (Turning quotations into orders)

- By clicking on the Shopping Cart icon 🛒 21 (the top right hand menu item), saved quotations can be retrieved from the system.

- The item line will expand and display the quotation form. Customers are required to fill in additional information for the order.

- Place IaaS and IaaS Connect Order

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- Place mouse over the 🛈 to view the tooltips hint

Services and the Product Specific Terms.

Please fill in the following information

Please enter Private IP subnet 🛈

Enter the private IP subnet in CIDR notation (for example, 10.100.1.0/24) for your network interface and please check with your network administrator make sure the entered private IP subnet is not being in-used.

AS Number 🛈

AS   xxxxx

Please enter Private IP subnet 🛈

Input a valid Autonomous System (AS) number to create a private virtual interface. You can pick any private AS number between 65011 to 65535.

AS Number 🛈

AS   xxxxx

AS Number 🛈

AS   xxxxx

Determines the traffic that can reach your virtual machine. Specify an IP address range in CIDR notation (for example, 10.100.2.0/24) and you can input more IP address ranges by adding the IP address range in a new line.

IP White List 🛈

Enter IP White L

- Click on the Product Specific Terms & Conditions link to read the information
- Click on the Online Terms link to read the information

☐ I have read, understood and accepted the Product Specific Terms & Conditions

☐ I have read, understood and accepted the Online Terms

- Check the check box to confirm you have read and understand the Terms & Conditions
- Once all required information is filled in, hit the <Confirm & Submit> button.   A service order will be created and saved.

Please note at the ordering stage, required parameters are different for different services.

8.   Order Enquiries - Checking on Placed Orders

- Orders can be checked via Order Enquiry selection on the top menu "My Services"
- Click on Order Enquiry from the top menu

- From the enquiry list, order details and the status of the order can be found
- The Order Status has 3 stages:
  - ➢ Order acknowledged
  - ➢ Under provisioning
  - ➢ Completed / in Operation

- Order Acknowledged: Service Order has been sent for resource provisioning and awaiting results
- Under Provisioning: Ordered service is under provisioning
- In Operation: Service has completed and is operational
- Completed: A change or termination is successfully completed.

NB: Order Status will be updated in accordance with the self-provisioning process of the back-end orchestrating platform. It may take up to a few minutes for some updates.

9.   Change Subscribed Services

The process flow of changing an existing service is the same as "Select > Configure > Quote > Order" - mentioned above, thus this section only highlights the differences in "Select" and "Configure" stages.

• In "Select" stage, selection of the building (where the service is located) on the Global View is done this way:
➢   Single click on the icon
➢   A pop up box will appear and display all ordered services under the selected location
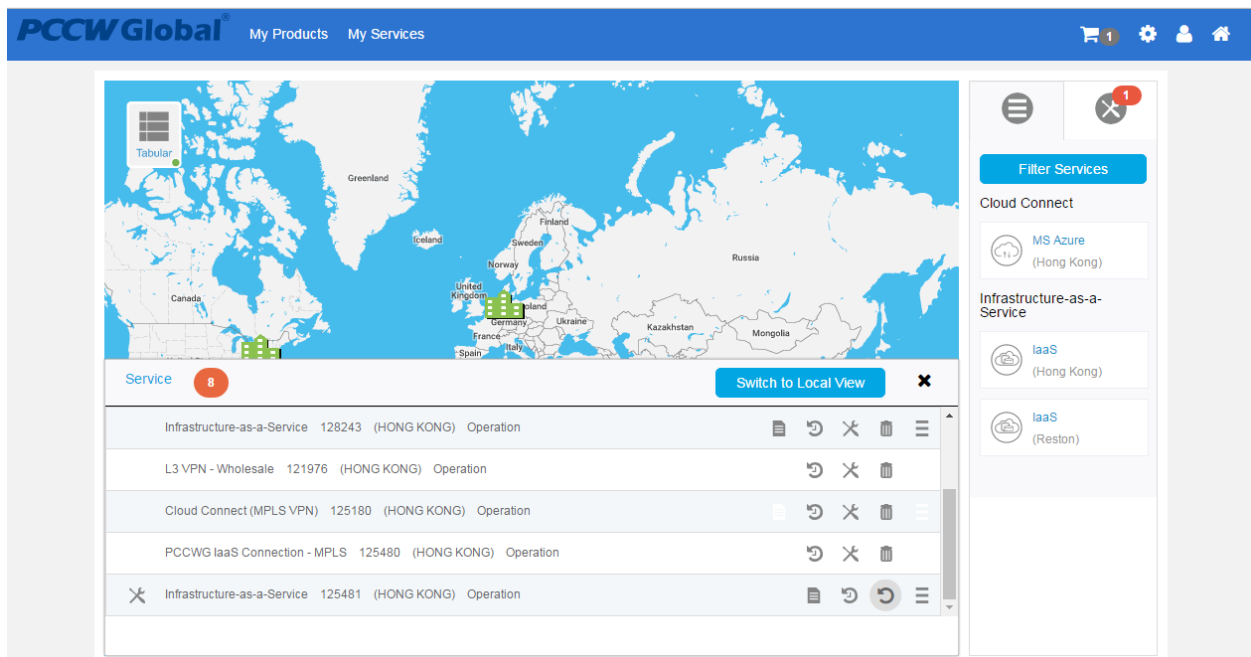
➢   Select the service that needs to be changed, then click on the icon ✕
➢   A number will appear on the Configuration icon to indicate the number of configurations that have been selected. Next, click on the Configuration icon ⚙ to configure the product.

• In the "Configure" stage, VM Favor can be changed for IaaS services, whereas Bandwidth, COS & IP White List can be changed for IaaS Connect services.

9.1   Change IaaS VM Favor (Configure stage)

• The original favor will be displayed on screen, and allowed to be changed by users. The new configuration must have higher configured items than the original one (i.e. more number of CPU, or more RAM size).

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Configure Service

Please configure your service before requesting your quote

Item	Action	Product	Location	Service ID	
1	Change	IaaS	Hong Kong	ZZZ002.18.IS.0018	🗑

Select a Server Package

Package	vCPU	RAM	HDD	Monthly Charge
c1-standard-2	1	2GB	100GB	US$43
c1-standard-4	1	4GB	100GB	US$62
c1-standard-8	1	8GB	100GB	US$96
c16-enterprise-108	16	108GB	100GB	US$840
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c4-standard-8	4	8GB	100GB	US$138
c8-highmem-16	8	16GB	100GB	US$257
c8-highmem-32	8	32GB	100GB	US$420
c8-highmem-62	8	62GB	100GB	US$500

Additional Options

Operating System: CentOS 6.7

VM uuid:

Contract Start Date: 2017-02-23

Contract Length: 1 Months

Get Quote

9.2 Change IaaS Connect Bandwidth, COS and IP White List (Configure stage)
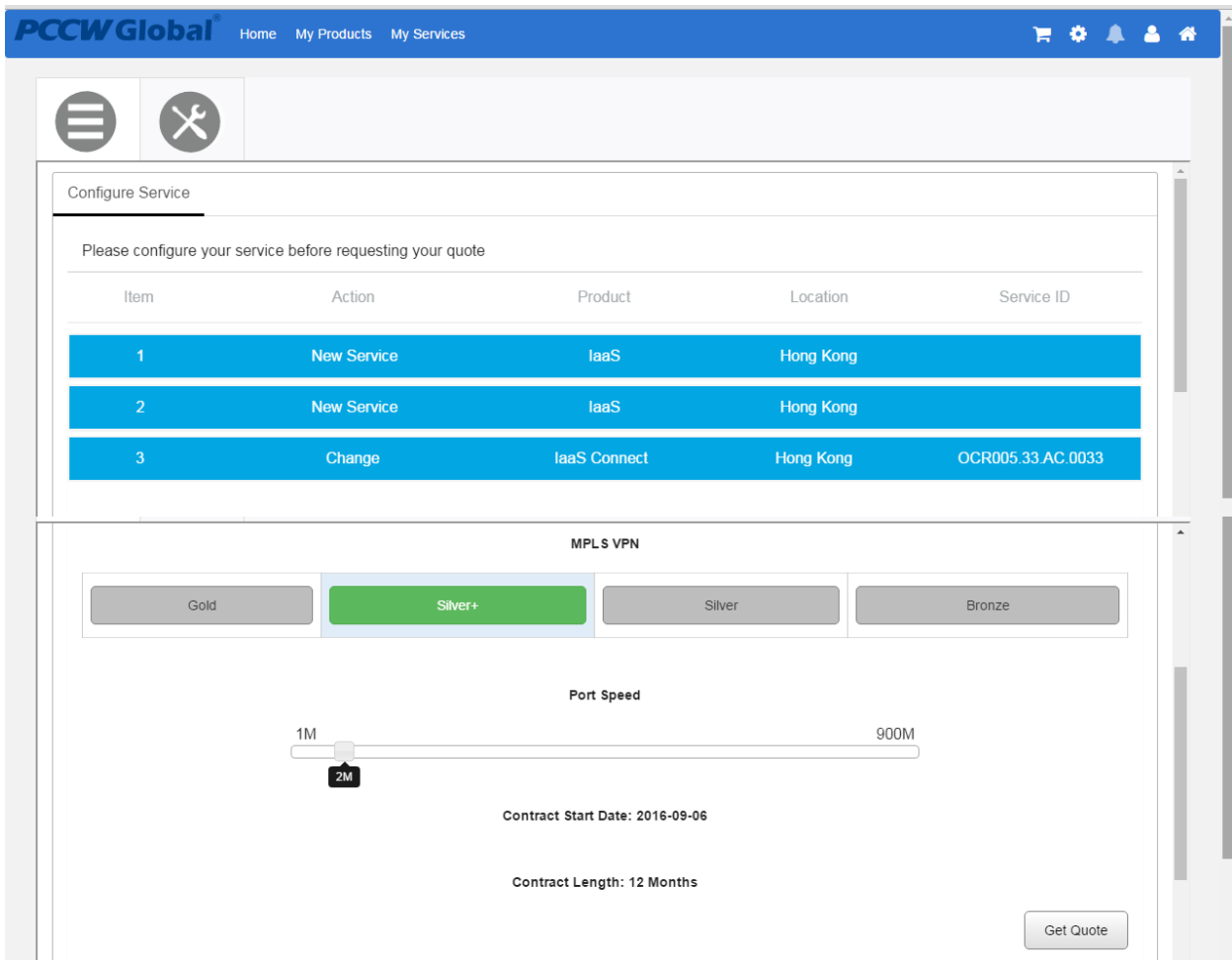

- Bandwidth and COS can be changed simultaneously
- At the bottom of the screen customers may also change the IP White List which is a price-independent modification to IaaS Connect services (original IP White List is retrieved for editing)
- Getting Quote from COS/Bandwidth changes is a separate function from changing IP White List, for which the latter action will be directly submitted without the "Quote" step.

9.3 VM Start/Stop/Reboot

From the Service Pop up Panel, a VM can be managed with the Start/Stop/Reboot button.
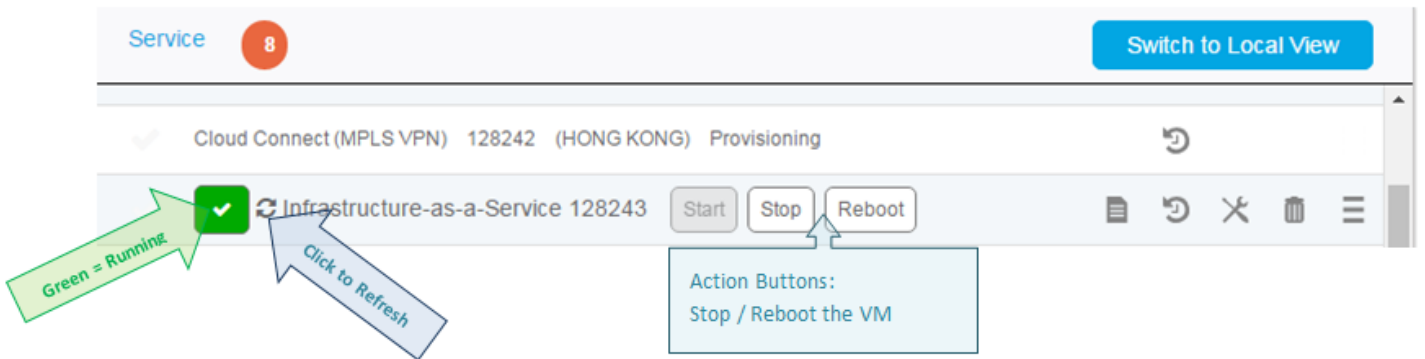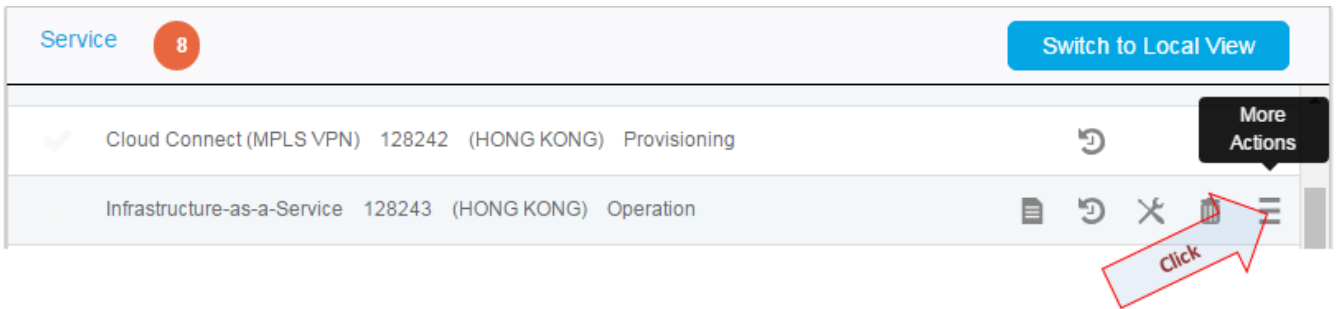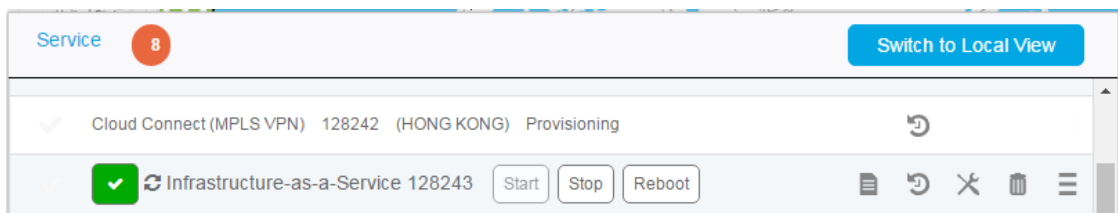

9.3.1 Start a stopped VM

When a VM is in the Stopped state, the status colour is red and it can be started from the Service Pop up Panel.   Click on the <<Start>> button and click on <<Confirm>>, the VM will be started.
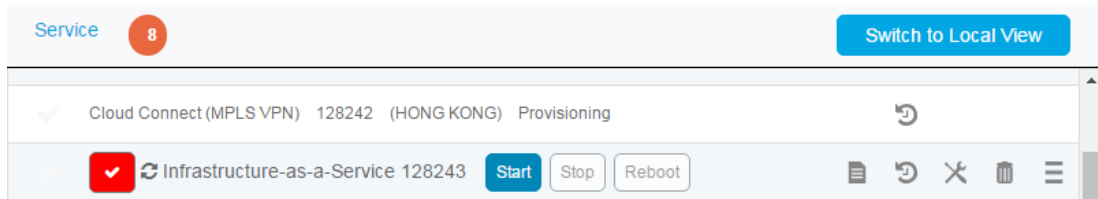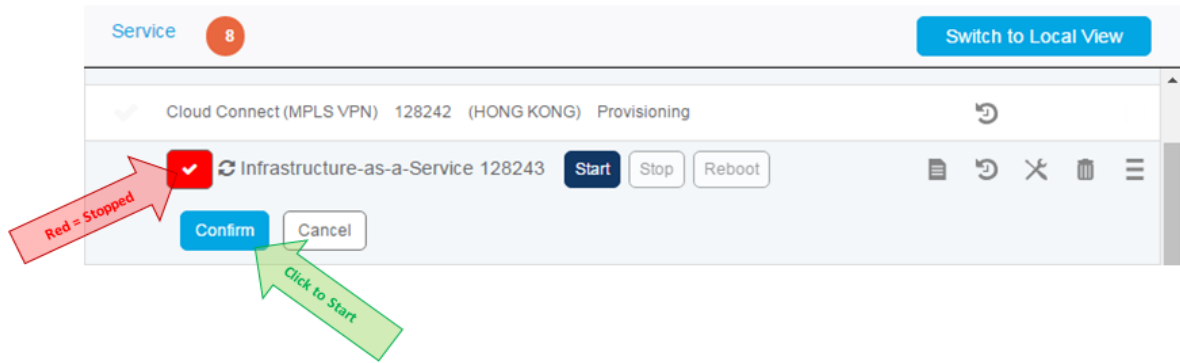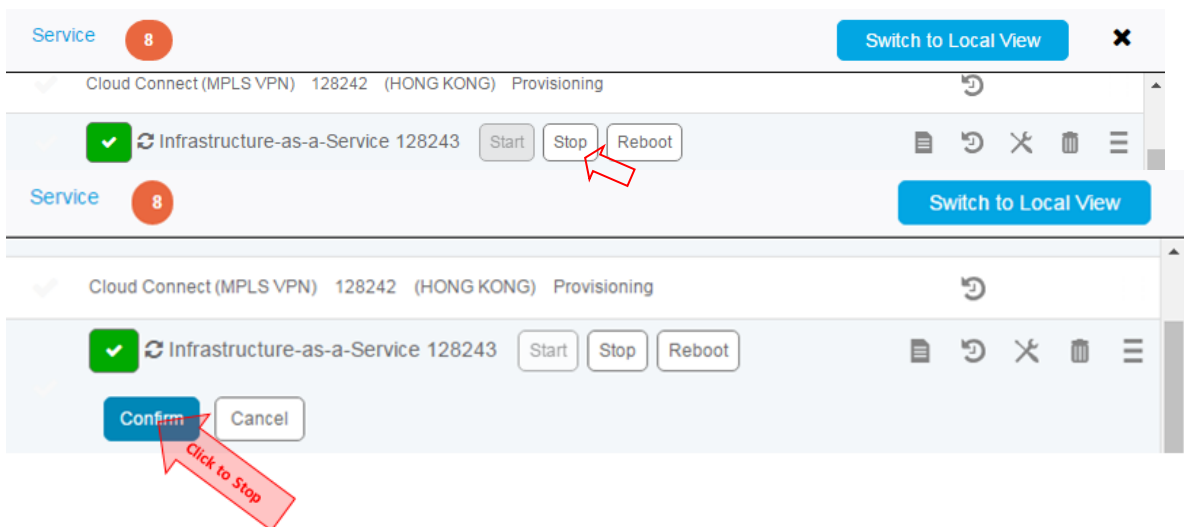
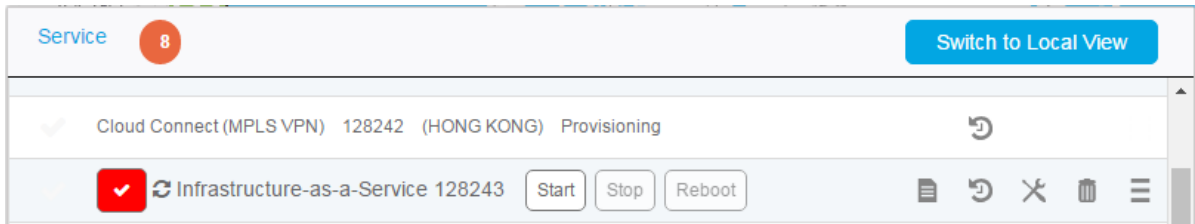The status of the VM is now started and the colour is Green ✓

9.3.2   Stop a running VM

When a VM is running (status colour is Green ✓), it can be stopped from the Service Pop up Panel. Click on the <<Stop>> button and click on <<Confirm>> to stop the VM.
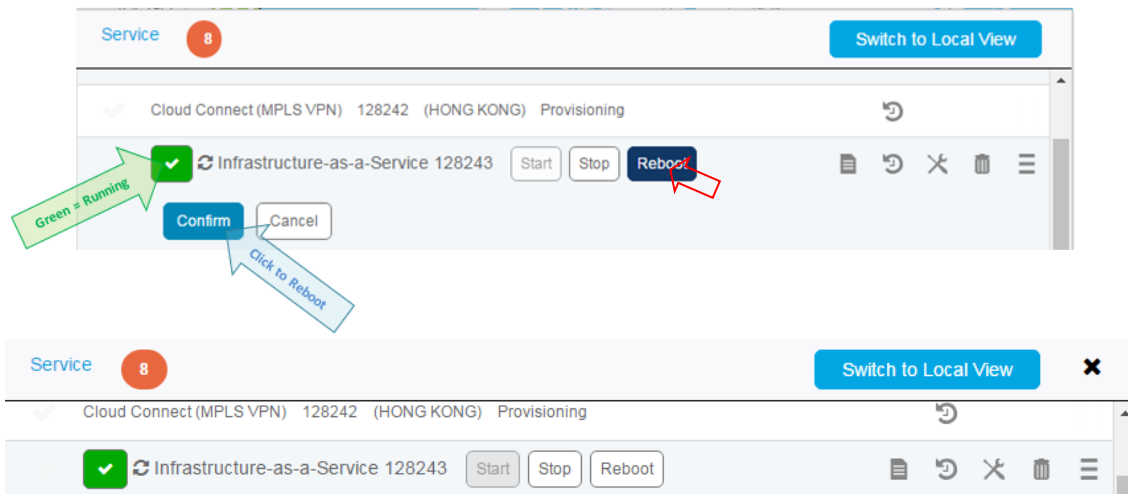

The status colour is now Red ✓ and the VM is stopped.

9.3.3   Reboot a running VM

When a VM is running, it can be rebooted from the Service Pop up Panel.   Click on the <<Reboot>> button and click on <<Confirm>> to reboot the VM.


9.4   VM Start/Stop/Reboot General Rules

- When the VM is not running, the status colour will be Red , the button <<Stop>> and <<Reboot>> will be disabled
- When the VM is in "running" state, the status colour will be Green , the <<Stop>> button will be disabled

10.   Terminate Subscribed Services

The process flow of terminating an existing service is "Select > Configure > Order" without the "Quote" step.

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- In "Select" stage, select the building icon of where the service is located on the Global View
➢ Single click on the icon
➢ A pop up box will appear and display all ordered services under the selected location
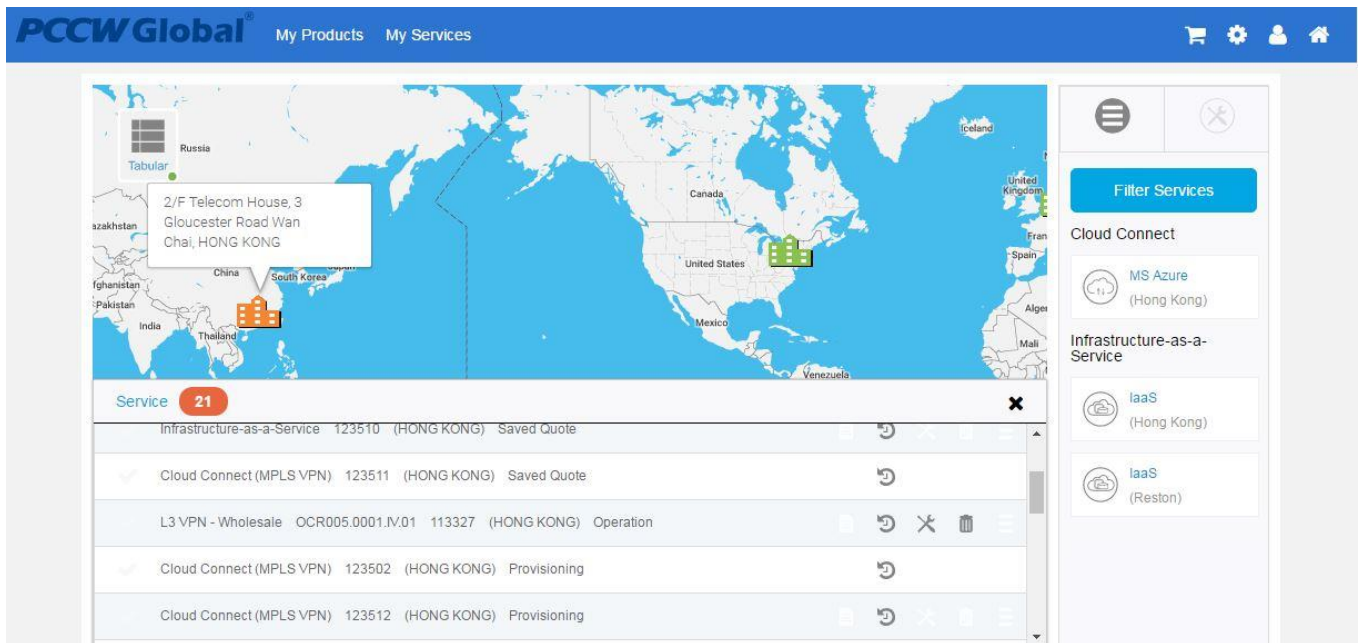
- Select the service to terminate. Click on the Bin icon 🗑 .
- Terminate Service instruction will drop into Configure Page
- A number will appear on the Configuration icon to indicate the number of configurations selected.

Next, click on the configuration icon ⚒ to configure the service.

10.1 Terminate IaaS Connect or IaaS (Configure stage)

- Select the item line for the next action
- Tick the box "Terminate Now" (Scheduled Termination feature is not yet available)
- Click on the <Submit Termination> button
- The Termination request is sent out and the Order is saved.

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11.   Appendix

Note

Service Provisioning – Service Orchestration on IaaS Service

Adding New IaaS:
Prerequisites

Request Action	IaaS Connect	IaaS	Action Perform
Add New IaaS	Non-Exist	Non-Exist	(1) Add New IaaS Connect (2) Add New IaaS
Add New IaaS	Non-Exist	Exist	(1) Add New IaaS Connect (2) Add New IaaS
Add New IaaS	Exist	Non-Exist	(1) Add New IaaS
Add New IaaS	Exist	Exist	(1) Add New IaaS

Terminate IaaS:
Prerequisites

Request Action	IaaS Connect	IaaS	Action Perform
Terminate IaaS Connect	Exist	Non-Exist	(1) Delete IaaS Connect
Terminate IaaS	Exist	Exist	(1) Delete IaaS

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