Open Telekom Cloud
Creating a Secure Connected World

Welcome Package
February 2024
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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
- **Video** about Open Telekom Cloud certifications

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

- **Sustainability and environmental protection**
  - 100% green power

- **Best price-performance ratio**

- **Personal support**: 24 hours a day, 7 days a week
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](image-url)
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., OTC000000000000000000000 or similar)
- Project ID (If no projects are used: „eu-de” or “eu-nl”)
- IDs of servers 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“

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 – 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)
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](#)
Please download the Open Telekom Cloud App ...

**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
12 – 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.
### 13 - 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.
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
15 - 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
16 - 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
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
18 - 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:
19 - 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


User guides, API, Tutorials: https://open-telekom-cloud.com/documentation

Public images: https://open-telekom-cloud.com/images


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