



Open Telekom Cloud

Creating a Secure Connected World

Welcome Package

May 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.
Open Telekom Cloud certifications.

Bundesamt für Sicherheit in der Informationstechnik
C5 Typ 2
ISO certificates
 ISO 27000 family
 ISO22301
 ISO9001
 ISO14001
 ISO20000
DIN EN 50600
StGB §203
AICPA SOC
TIER DESIGN
 T-Systems International GmbH
 DC Share Cluster 1
 Expires 18 July 2024
 UPTIME INSTITUTE CERTIFIED
SGB §35
SOC 1 Typ 2
SOC 2 Typ 2
SOC 3
Trusted Cloud
TISAX
Finance
 Conditions for BaFin, ECB or EIOPA supervised entities
EU Cloud Code of Conduct

Secure and flexible technology

- Geo-redundant data centers in EU
- Openstack-based
- If needed, we can also provide Private 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

A screenshot of the 'BUSINESS LOGIN' form. It features the text 'Please Log In' at the top. Below this are two input fields: 'Username' and 'Password'. There are two links: 'Forgot username?' and 'Forgot Password or Password expired?'. A prominent red 'Login' button is at the bottom, with a 'Do you need help?' link below it.

<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

A screenshot of the 'Commercial' role configuration interface. It shows two rows of options: 'Commercial Orderer' and 'Enterprise Dashboard', each with a red 'Add' button.

Technical admin:

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

A screenshot of the 'Open Telekom Cloud' role configuration interface. It shows a 'User' input field and a red 'Add' button.

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](#)

MY CONTRACTS & SHOP

Accounting History

In the accounting history, you can see all the invoices whose contracts you are authorized to. You can download the invoices in various formats. You can use the date filter to expand your search and see more invoices.

[Go to Accounting History](#)

Dashboard

In this dashboard, you can view your current costs and contracts concisely & in real time.

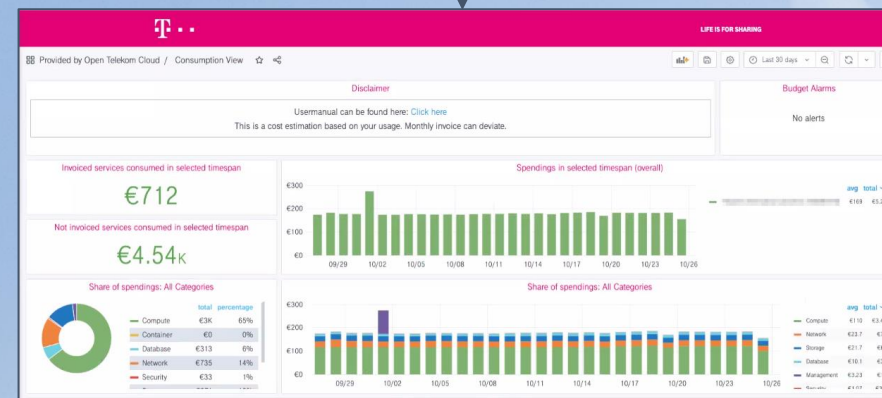
[Financial Dash...](#) [Enterprise Das...](#)

Accounting History

From: 10/2/2022 To: 10/20/2022 [Go](#)

Contract Number	Accounting Number	Accounting Date	Accounting Sum	Product	Download	Invoice	Invoice details
000000000010000	0040700	10/12/2022		Open Telekom Cloud			
000000000010000	0040037	10/17/2022		Open Telekom Cloud			
000000000010000	0040037	10/17/2022		Open Telekom Cloud			
000000000010000	0040700	10/12/2022		Open Telekom Cloud			
000000000010000	0040700	10/12/2022		Open Telekom Cloud			

50 items per page 1 - 5 of 5 items



04 - Open Telekom Cloud Console



Multitenant Login

 Remember username

Log In

Register

Forgot password?

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

Open Telekom Cloud

05 - Identity & Access Management (IAM)



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

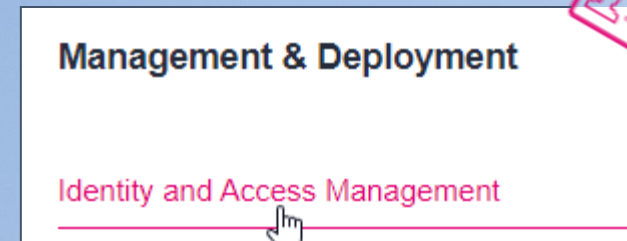
Product description: [User management in the Open Telekom Cloud](#)

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.

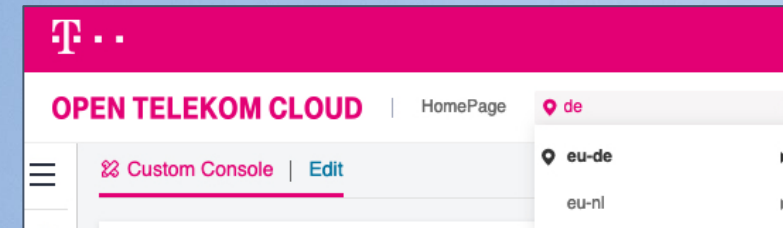
Open Telekom Cloud offers two regions:

- 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](#)

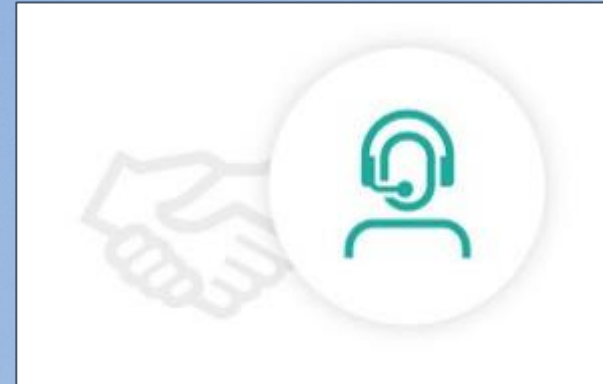


07 - Ticketing & Support



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 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

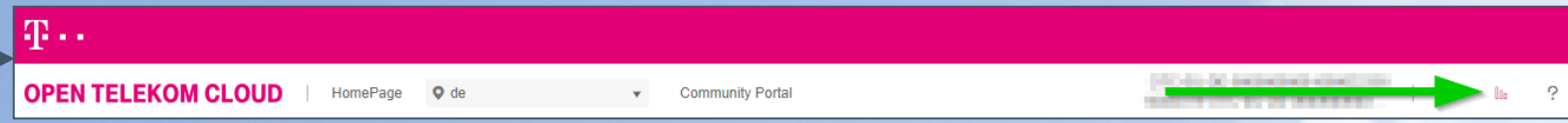


What is a technical quota?

- 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

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

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)

OPEN TELEKOM CLOUD STATUS DASHBOARD

All systems running

EU-DE EU-NL

Application Services	Big Data and Data Analysis	Compute
Distributed Message Service ✓	Cloud Search Service ✓	Auto Scaling ✓
Simple Message Notification ✓	DataArts Studio ✓	Bare Metal Server ✓
	Data Ingestion Service ✓	Dedicated Host ✓
	Data Lake Insight ✓	Elastic Cloud Server ✓
	Data Warehouse Service ✓	Image Management Service ✓
	Map Reduce Service ✓	
	ModelArts ✓	

Container	Database	Management & Deployment
Cloud Container Service ✓	Distributed Cache Service ✓	Cloud Eye ✓
Software Repository for Containers ✓	Document Database Service ✓	Cloud Trace Service ✓
	Relational Database Service ✓	Log Tank Service ✓
		Resource Template Service ✓

Network	Security Services	Storage
Direct Connect ✓	Anti DDoS ✓	Cloud Backup and Recovery ✓
Domain Name Service ✓	Dedicated Web Application Firewall ✓	Cloud Server Backup Service ✓
Elastic IP ✓	Identity and Access Management ✓	Elastic Volume Service ✓
Elastic Load Balancing ✓	Key Management Service ✓	Object Storage Service ✓

10 - 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.

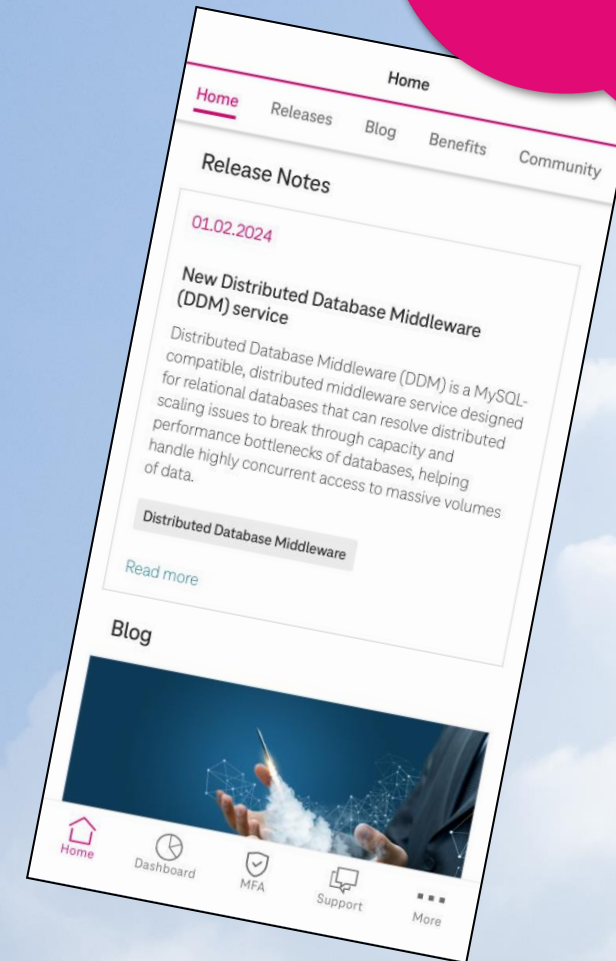
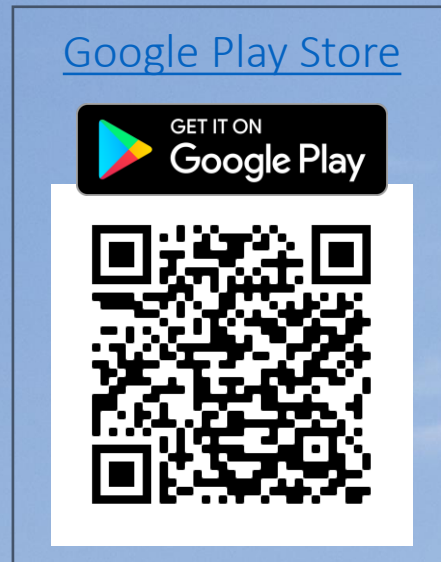
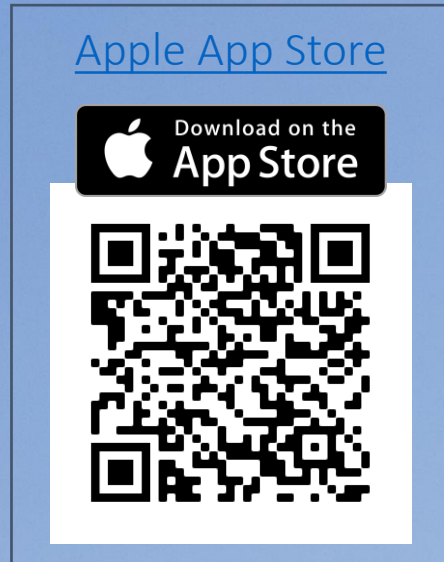
- Open Telekom Cloud [Community](#)
- [Uli's Hands-On Training]: [Overview](#)



11 - Open Telekom Cloud App



Please download the Open Telekom Cloud App ...



FEATURES:

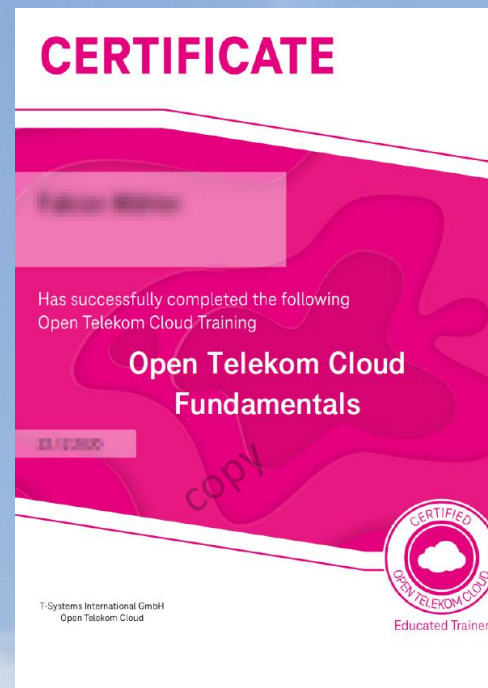
- Push notifications (service and marketing messages)
- Cloud eye and Cloud trace alerts
- Direct access to status dashboard
- Multi factor authentication (MFA)
- Release notes, blog entries
- Products and services description

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.



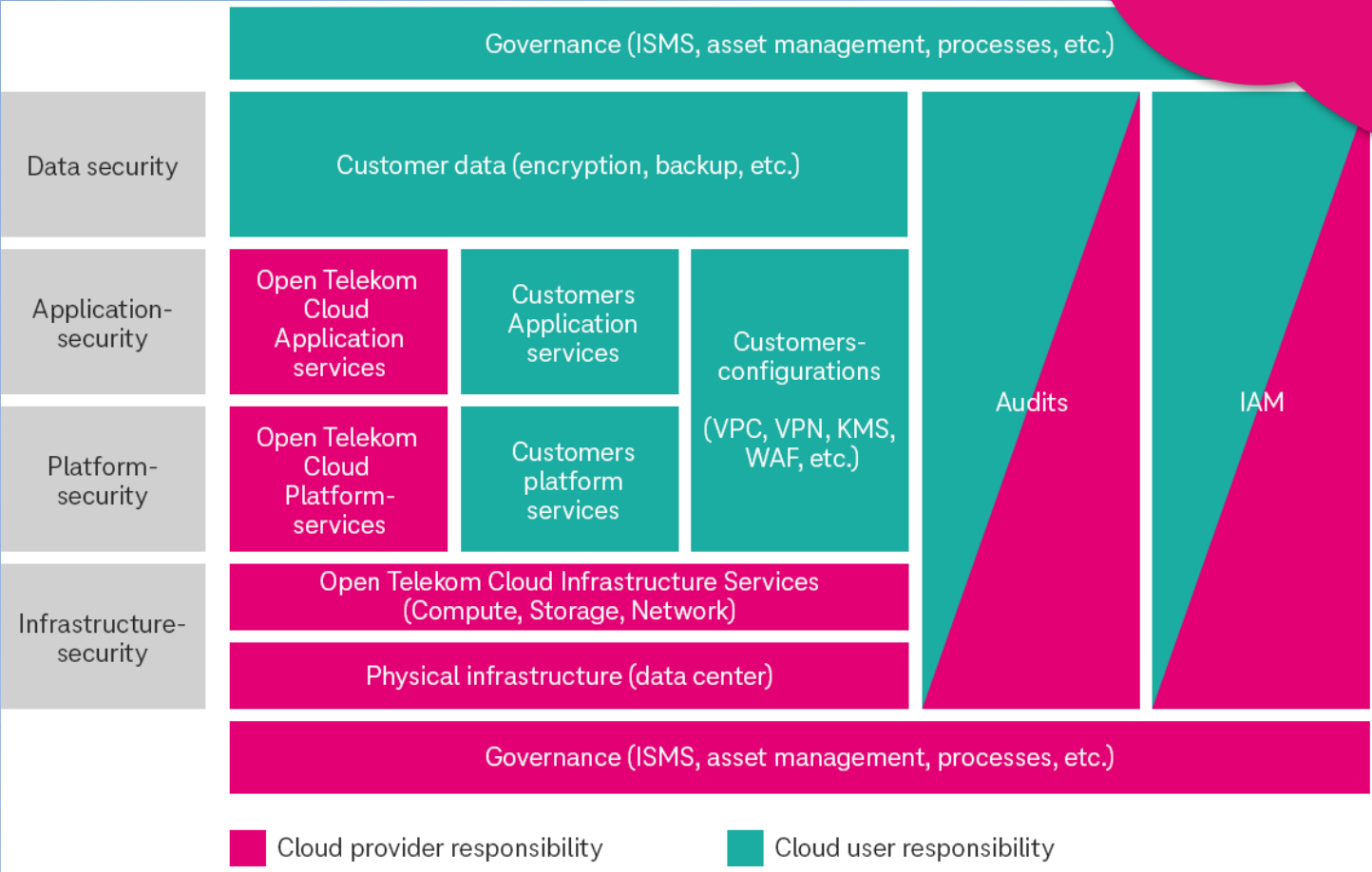
13 - Shared responsibility



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.

14 - 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](#)

15 - Best Practice: Cloud Eye Service

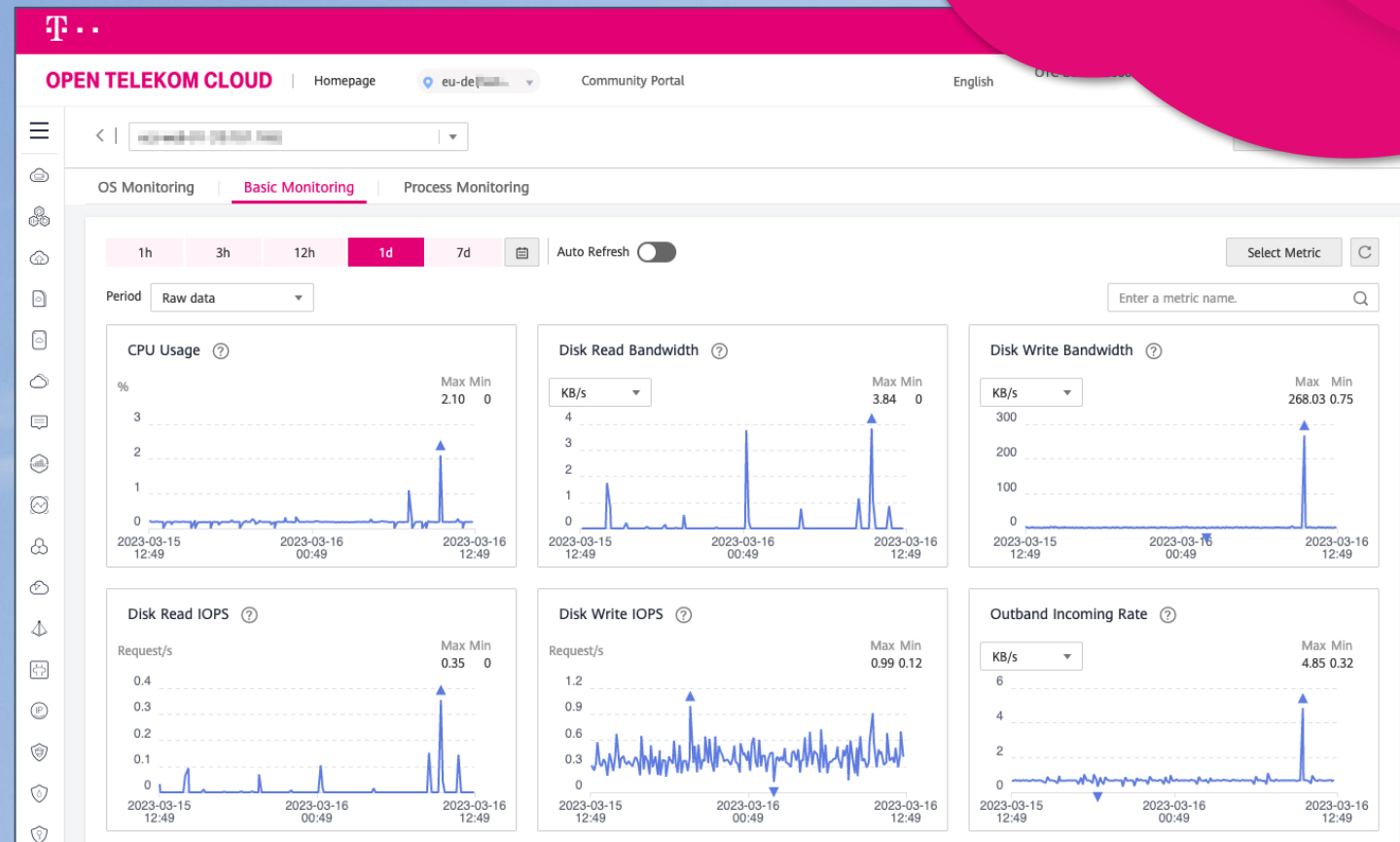


Cloud Eye (CES) is a highly performant monitoring service including alarm function.

- 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

Further information:

- [Hands-On Training](#)
- [Documentation](#)



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



17 – Terraform Provider



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](#)

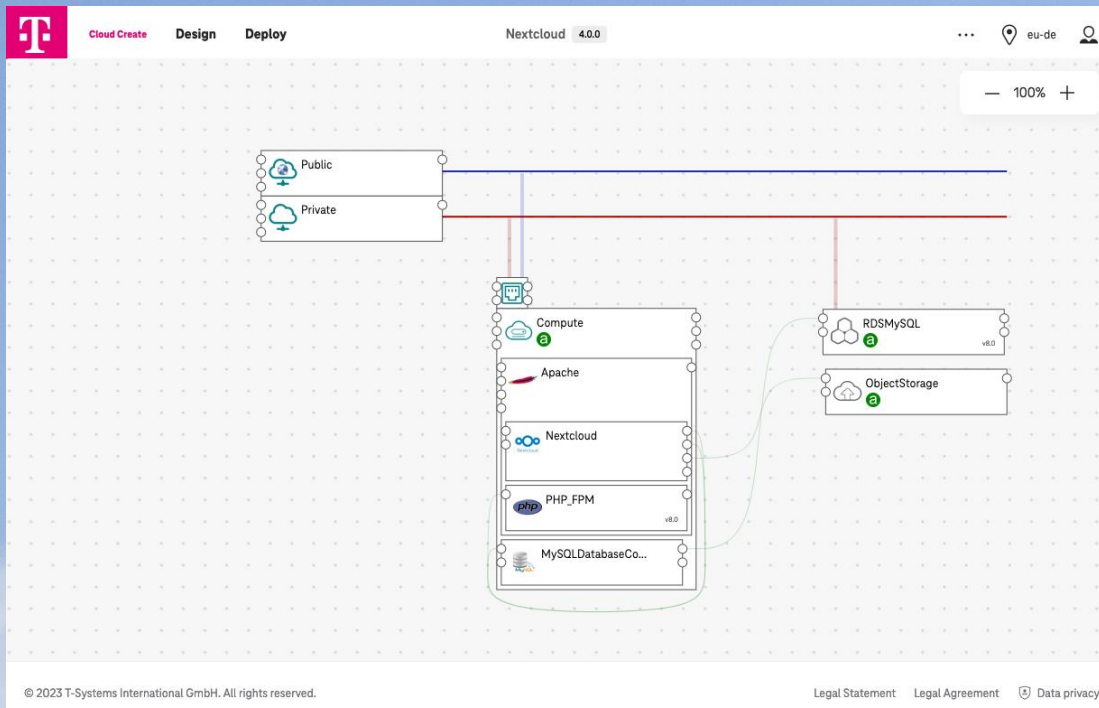
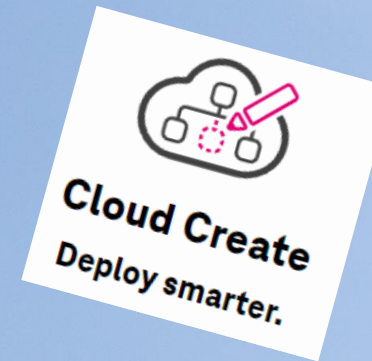
```
main.tf
1 terraform {
2   required_version = "v1.3.2"
3   required_providers {
4     opentelekomcloud = {
5       source = "opentelekomcloud/opentelekomcloud"
6       version = "1.31.5"
7     }
8   }
9 }
10
11 provider "opentelekomcloud" {
12   access_key = "Your_AK"
13   secret_key = "Your_SK"
14   domain_name = "Your_Domain"
15   tenant_name = "eu-de"
16   auth_url = "https://iam.eu-de.otc.t-systems.com/v3"
17 }
18
19 resource "opentelekomcloud_vpc_v1" "vpc_1" {
20   name = var.vpc_name
21   cidr = var.vpc_cidr
22   shared = var.vpc_shared_snat
23   tags = local.tags
24 }
25
```

18 – 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](#)

19 - 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 :

20 - 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>