Overview - Self Service vs Support

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Welcome to overview to Tietoevry DevOps Space Manual for all TDS users. You can find here brief instruction on how to orientate in this manual.

TDS is service that is partially self-service and partially assisted by TDS support.

SaaS vs Self Managed help

Please check Service SLA and Service description

TDS support service - Technical help and training for current customers.		
Delivery model	**Included in a service fee**	**Paid consultancy**
Software as a Service (Saas)	• Incident handling • Server and application maintenance • Backups and monitoring[4] • Standard requests handling[4,1] • Providing an official 3rd party documentation	• Data migrations or restores[2] • Training and consultancy • Helping with tools adaptation to project processes • Advanced service request
Self Managed (SM)	• Incident handling[3] • Answering questions about TDS specific tool configuration • Providing an official 3rd party documentation	• Help with tool configuration • Training and consultancy • Fixing errors and misconfiguration caused by the end-user

1. Valid only for actions a user does not have a possibility to do, or within by himself via TDS portal application itself, 2 hours needed for resolution at maximum.
2. For example import from 3rd party tools, restore from backup.
3. Can be invoiced as consultancy if it turns out the problem was caused by the end-user.

Feel free to provide us feedback.

New users: Step-by-step

1. A new user has to be firstly invited by the admin to TDS before his access to a particular project can be granted.
2. Once a new user receives an invitation email he/she needs to do sign up and create his/her account.
3. The next step is to login into the TDS portal.

    Without a TDS account, the user is not able to log in to any TDS service.

TDS account has to be created by the TDS team. If you need to add a completely new user, contact support and provide the following details:

- username
- email

- project user needs to be added to

Admin Section

Sign-up & Create a new account

Reset (forgotten) password

Two-factor authentication

Contact support If you need help.

Go to **User management** if you are interested in:

- Roles
- Invitation
- Adding/Remove Users
- Sign up
- Login page
- Single sign-on

Go to **Project management** if you are interested in:

- Creation/Remove project
- Dashboard
- Cloud Resources
- Saas (Add/Remove Entity, Entity Management)
- Self-management (TDS Stores - Saas, Application, Servers)
- Orchestration
- Networks
- Project detail
- Billing
- Logs

Add user to project

1. Login to portal
2. Open the project new user should be added to
3. Click "Users" from the navigation menu on a left side
4. Click the red plus button from the bottom right corner
5. Start typing the user's last name

How to add (remove) user to Jira or Confluence

Before confirming user addition you can decide if users should be added to the project only, or if you want to add a user to all existing entities "Add to all services" button.

Add user to an entity

1. Login to portal
2. Open the project new user should be added to
3. Click "SAAS" from the navigation menu on a left side
4. Now you see an overview of all entities available for the project
5. Open entity user needs access to
6. Click the "Users" tab
7. Click the red plus button from the bottom right corner
8. Start typing the user's last name

TDS Platform and Portal Responsibilities matrixes for Tieto and Customer

TASK	Tieto´s responsibility	Customer´s responsibility	Third party´s responsibility	Included in monthly fee	Separately charged
User account handling or AD integration	X			X	
Application library and platform upgrades	X			X	
TDS Platform Incident management	X			X	
TDS Platform Service request handling	X			X	

SaaS (managed services)

TASK	Tieto´s responsibility	Customer´s responsibility	Third party´s responsibility	Included in monthly fee	Separately charged
User account handling or AD integration	X			X	
Application library and platform upgrades	X			X	
SaaS instance and application monitoring	X			X	
SaaS instance and application administration/operation	X			X	
SaaS application support	X			X	
SaaS application upgrades	X			X	
SaaS application backup	X			X	
SaaS Application Incident management	X			X	
SaaS Application Service request handling	X			X	
SaaS application customizations	X				X
SaaS Application training and consultancy	X				X

Self-managed applications (IaaS/PaaS)

TASK	Tieto´s responsibility	Customer´s responsibility	Third party´s responsibility	Included in monthly fee	Separately charged
Self-managed instance and application monitoring		X			
Self-managed instance and application administration/operation		X			
Self-managed instance and application backup (selectable by customer)		X		X	
Self-managed instance and application upgrade		X			
Self-managed instance and application support		X	X		
TDS Platform and Infra Incident management	X			X	
TDS Platform and Infra Service request handling	X			X	
Application customizations		X			
Application training and consultancy		X			