Goodland Cloud

Technical overview — implementation, setup & support structure
Vietnam · Data, AI & GPU services · Customer-facing delivery model

Companion to *Goodland-Cloud-Architecture-Pricing* (what we build) — this document describes **how** we stand it up, run it, and support customers. Intended for internal teams, partners, and enterprise RFPs. Adjust names and SLAs to match executed contracts.

1. Scope & principles

- **In scope:** Onboarding methodology, environment strategy, handover to operations, support tiers, escalation, incident & change interfaces with customers.
- **Out of scope (here):** Detailed network diagrams, vendor-specific runbooks, and legal SLA text — those live in appendices per deployment.
- **Principles:** Single tenant isolation where contracted; infrastructure-as-code for repeatability; measurable SLAs; Vietnamese + English support paths; security and compliance checkpoints at each phase gate.

2. End-to-end implementation methodology

Typical greenfield customer journey from contract signature to steady-state support. Durations are indicative (weeks) for a mid-size SME; enterprise or regulated workloads add discovery and testing time.

Phase 0 — Kickoff & discovery (week 1–2)

- Assign **Delivery Lead** (technical) and **Customer Success / CSM** (commercial alignment).
- Workshops: data volumes, RPO/RTO, ERP/AI use cases, identity provider (IdP), IP allowlists, data residency confirmation.
- Outputs: solution checklist, migration window calendar, RACI, success criteria for go-live.

Phase 1 — Tenant & landing zone (week 2–4)

- Provision **project / subscription / VPC** (per platform choice) within Vietnam region; baseline networking, subnets, private endpoints.
- **IAM:** Customer admin roles, break-glass policy, MFA enforcement, API keys / workload identities.
- **IaC:** Terraform / Bicep / vendor-equivalent templates versioned in Git; peer review before apply to production.
- Outputs: tenant inventory sheet, network diagram (internal), access list for customer admins.

Phase 2 — Core data services (week 3–6)

- Enable object/file storage, backup policies, encryption (KMS/CMEK per contract), logging to immutable store.
- Configure **IDS / monitoring** feeds, alert routing to Goodland NOC mailbox/phone bridge, customer notification preferences.
- Outputs: backup verification job, first restore drill (sandbox), monitoring dashboard access for customer (read-only optional).

Phase 3 — Migration & cutover (week 4–8, parallel possible)

- **Migration:** Bulk transfer (appliance or high-bandwidth link), incremental sync, checksum validation.
- **Cutover:** Maintenance window, DNS/API endpoint switch, smoke tests, rollback criteria documented.
- **Hypercare:** 2–4 weeks elevated L2/L3 attention post go-live (included in Business+ or purchased).

Phase 4 — AI & GPU (optional, week 4–10+)

- RAG: document ingestion, embedding pipeline, vector DB sizing, ERP API read-only connectors, red-team prompts checklist.
- OCR / speech: queue sizing, PII handling, human review queues.
- **GPU rental:** quota approval, image catalog (CUDA drivers), autoshutdown for dev clusters, billing alerts.

Phase 5 — Steady state & handover

- Formal **service handover** to Operations: runbooks, on-call rotation, known issues log, support portal credentials.
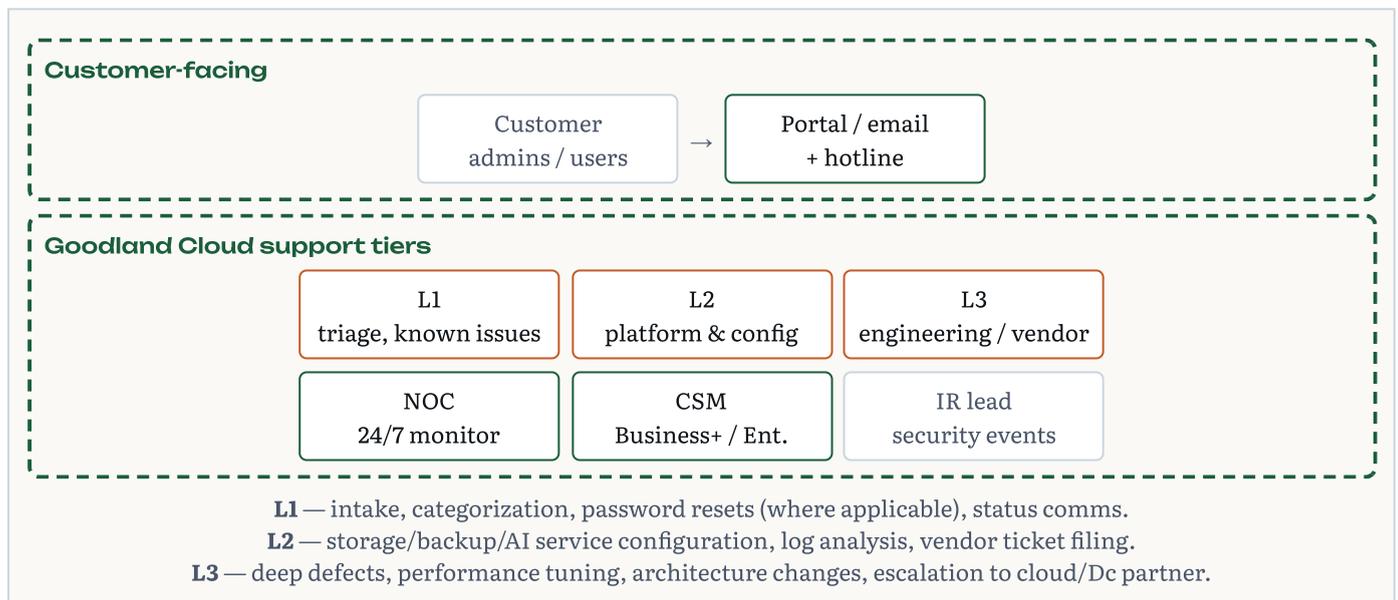- Quarterly review template (capacity, cost, incidents, roadmap) — see §7.

3. Environment & release strategy

Environment	Purpose	Typical policy
Development	Customer integration testing, non-production data or masked sets	No production SLAs; may use smaller GPU SKUs
Staging	Change validation, DR rehearsal, UAT	Parity with prod where feasible; weekly refresh from anonymized snapshots if agreed
Production	Live workloads	Full monitoring, change windows, SLA clock

Releases: Goodland platform changes flow through CI (lint, tests, security scan) → staging → approved change record → production during published maintenance windows unless emergency security patch.

4. Support organization structure

Functional model; headcount scales with customer base. Roles may be combined in early stage (e.g. L2+L3 same engineer on-call).

Customer-facing

Customer admins / users → Portal / email + hotline

Goodland Cloud support tiers

L1 triage, known issues	L2 platform & config	L3 engineering / vendor
NOC 24/7 monitor	CSM Business+ / Ent.	IR lead security events

L1 — intake, categorization, password resets (where applicable), status comms.
L2 — storage/backup/AI service configuration, log analysis, vendor ticket filing.
L3 — deep defects, performance tuning, architecture changes, escalation to cloud/Dc partner.

4.1 Channels & languages

Channel	Use	Notes
Support portal / ticketing	Primary; audit trail	Ticket ID, SLA timers, attachments
Email	Alternative intake	Auto-create ticket where integrated
Phone / hotline	Sev1 / outage	Business+ and Enterprise; maps to on-call
Chat	Growth+ during extended hours	Optional integration (e.g. Teams) for Enterprise

Support provided in **Vietnamese** and **English** per customer preference; technical runbooks maintained in both languages for L1 scripts.

4.2 Coverage by commercial tier (indicative)

Tier	Support window	Default channel	CSM / IR
Starter	Business hours (e.g. 08:00–18:00 ICT, Mon–Fri)	Portal / email	—
Growth	Extended (e.g. 07:00–22:00 ICT) + chat option	Portal + chat	—
Business	24/7 for **Sev1** platform down; business hours for Sev2–4	All channels per contract	CSM optional
Enterprise	24/7 multi-channel	Phone + portal + named CSM	Dedicated CSM; IR tabletop exercises optional

5. Severity model & response targets

Targets are **initial response** (acknowledgement + triage start), not necessarily resolution. Final numbers belong in customer SLA/DPA.

Sev	Definition (examples)	Initial response (Business)	Initial response (Enterprise)
1	Production storage/API unavailable for all users; data loss in progress	≤ 30 min (24/7)	≤ 15 min (24/7)
2	Major degradation; backup failing; single AZ impact with workaround	≤ 4 business hours	≤ 2 hours (24/7)
3	Partial issue; workaround exists; dev/test only	≤ 1 business day	≤ 8 hours
4	How-to, feature request, general question	≤ 2 business days	≤ 1 business day

5.1 Escalation path

1. L1 cannot resolve within SLA → assign L2 with full timeline and customer comms.
2. L2 engages L3 / vendor / DC partner; Delivery Lead notified for Sev1–2.
3. Customer escalation: CSM (if any) + Support Manager + optional executive bridge for Enterprise.
4. Post-incident: Sev1–2 require **RCA** within agreed days (e.g. 5–10 business days) and corrective actions tracked.

6. Incident, change & maintenance

6.1 Incident management

- NOC monitors platform health; correlates IDS signals; opens internal incident when thresholds breach.
- Customer-visible incidents: status page update (Enterprise) or email blast per communication plan.
- Security incidents: IR playbook, customer notification per legal/regulatory timeline.

6.2 Change management

- **Standard changes:** pre-approved (e.g. certificate renewal) with automation.
- **Normal changes:** CAB review for production-impacting work; customer notice N business days before (per tier).
- **Emergency changes:** security patch; retrospective CAB within 48h.

7. Customer success & continuous improvement

- **Onboarding checklist** signed off by Delivery Lead and customer technical owner.
- **Monthly** (Growth+): usage & ticket trend summary.

- **Quarterly business review (QBR)** (Business+): capacity forecast, cost optimization, roadmap (AI/GPU features), training gaps.
- **Training:** Admin webinar, backup restore lab, AI acceptable-use & data-handling briefing for power users.
- **Feedback loop:** Product backlog fed from support tags and CSM notes.

8. RACI snapshot (delivery vs customer)

Activity	Goodland	Customer
Tenant & network baseline	R (execute)	A (approve design), C (requirements)
Application / ERP configuration inside customer systems	C	R/A
Data migration tooling & cutover window	R	A (data owner sign-off)
Day-2 backup verification & restore tests	R (facilitate)	A (validate data)
Platform patching & infra CVEs	R/A	I
Customer IAM (users, MFA)	C	R/A

R = responsible, A = accountable, C = consulted, I = informed.

Related: *Goodland-Cloud-Architecture-Pricing.html* — technical architecture & pricing.
Goodland Cloud — Technical overview & support structure. Internal / planning document; not a binding SLA until executed in contract.