

# Sun Cluster Bespoke Application Integration - CTL-SUN-CONF-BAIS



This service is aimed at customers who want to **add an additional application to an existing Sun Cluster implementation**

One service is required for every bespoke application instance to be integrated into the cluster.

#### Key benefits:

- Application integration is carried out by fully trained and skilled consultants, who are experienced with the full Sun Cluster product set
- Installation carried out by Sun Certified Cluster Installers, so no further pre-support validation by Sun is required
- Results in a fully supported cluster configuration that includes the latest recommended versions of the software and patches.

This service provides for the integration of one additional bespoke application Data Service (or one additional instance of an existing bespoke application Data Service) into an existing two-node Sun Cluster implementation, for applications where no Sun-supplied cluster Data Service is provided.

This service is delivered using the Sun Cluster Generic Data Service.

The service is delivered in two phases:

- The first phase is carried out off-site, and comprises a review of the application to be clustered and verification that the application is suitable for integration using the Generic Data Service
- The second phase takes place at the customer's site in conjunction with the customer's technical staff, and covers all remaining installation activities.

This phased approach ensures that any potential issues are identified at an early stage, so that they may be addressed in advance, thereby helping to ensure the success of the later site-based phase.

On completion of the service, an emailed report is provided detailing the changes made to the configuration of the cluster, the results of all testing and the degree of skills transfer provided at time of handover to the customer's support staff.

Additional services can also be provided to deliver the integration of standard applications covered by Sun's standard cluster Data Services, design workshops and cluster healthchecks.

### Service scope

The first phase is carried out in advance of any on-site work, comprising a review of the application to be clustered, and verification that the application is suitable for integration using the Generic Data Service.

The second phase is carried out at the customer's site and comprises:

- Installation of the licensed Generic Data Service packages, with any necessary patches
- Development of application integration scripts, in conjunction with the customer's technical staff
- Integration of one instance of the application using the Generic Data Service
- Basic cluster failover testing of the new application instance.

### Deliverables:

- Integration of one bespoke application into an existing Sun Cluster
- Application integration scripts suitable for use with the Generic Data Service
- Basic testing of the cluster
- Emailed report on completion of the installation.

**The above services are delivered during normal business hours (9am – 5.30pm) Monday – Friday, excluding bank holidays.**

### Exclusions:

- This service excludes integration of applications for which a Sun-supplied Data Service exists. The Sun Cluster Standard Application Integration Service, CTL-SUN-CONF-STAS, is required for each standard application instance required to be integrated into the cluster
- This service excludes installation or configuration of the application to be integrated
- Patch updating not directly related to the additional Data Service is not included.

### Additional services:

Additional cluster services provided are:

- Sun Cluster Design Workshop  
CTL-SUN-CONF-DW
- Sun Cluster Design & Implementation Service (fully project-managed service)  
CTL-SUN-CONF-DIS
- Sun Cluster Basic Installation  
CTL-SUN-CONF-CLUS
- Sun Cluster Basic+ Installation  
CTL-SUN-CONF-CLUS+
- Sun Cluster Healthcheck  
CTL-SUN-CONF-HCHEC
- Sun Cluster Standard Application Integration Service  
CTL-SUN-CONF-STAS .

**Don't forget, we can also provide product training on request.**