

Sun Cluster Design and Implementation Service - CTL-SUN-CONF-DIS



This service is for a **fully project-managed design and implementation of a two-node Sun cluster**

The service includes the integration of one standard application and installation of the server hardware.

Key benefits:

- Fully managed implementation, with cluster designed and configured to meet specific customer requirements
- Minimises risk and reduces complexity of complex cluster implementations
- Ensures early identification and resolution of technical issues
- No further pre-support validation or assessment by Sun is required, because the installation is carried out by Sun Certified Cluster Installers
- Results in a fully supported cluster configuration that includes the latest recommended versions of the software, patches and firmware
- Comprehensive acceptance testing with fully documented results

- Skills transfer to customer's IT support team during the implementation phase.

This service provides a fully managed implementation of a two-node, non-campus Sun Cluster, on any workgroup, mid-range, or high-end Sun servers. This is delivered as a project, by a project manager and a number of technical consultants.

The service includes the installation, configuration, testing and handover of the cluster, together with formal design, build and test documentation. This results in a fully supported cluster configuration built to Sun's Enterprise Installation Standards.

Additional services can be provided to deliver the integration of additional applications (including bespoke applications not covered by Sun's standard cluster data services).

Service scope

The service is delivered in three phases:

- Project initiation* - agreement of the scope of work, responsibilities of all parties, assumptions, issues and risks, project plan and necessary project controls
- Specification phase - production of detailed design and build specifications and acceptance test plans. This is normally carried out off-site apart from any technical meetings
- Implementation phase - all implementation and test activities at site comprising of:
 - Installation of servers into existing or new racks
 - All necessary firmware updates
 - Solaris and Sun Cluster framework installation to Sun Enterprise Installation Standards
 - Shared storage configuration and integration into Sun Cluster
 - Integration of one application with a Sun-supplied standard Data Service
 - Extensive cluster testing with documented results
 - Formal handover of the cluster and skills transfer to customer's support staff.

** If the Scope of work changes from the service above as a result of the Project Initiation Workshop, then additional services may be required at an additional cost.*

The complete service is delivered in approximately four weeks from the start of the initiation phase to completion of the implementation and final handover of the cluster.

Deliverables:

- Kick-off meeting minutes, contacts list, project plan, regular progress reports, other meeting minutes as required and project (RAID) log detailing all risks, actions, issues and decisions
- Sun Cluster Design and Build Specification and Acceptance Test Specification
- Server hardware installation and racking
- Fully configured two-node Sun Cluster, including integration of one standard application, installed to Sun Enterprise Installation Standards
- Execution of acceptance testing and documented results

- System level backup to local tape drives or customer's existing environment (where provided)
- Formal handover and skills transfer to customer's support staff.

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

Exclusions:

- This service is not applicable to campus clusters
- This service excludes installation or configuration of the application to be integrated
- This service excludes bespoke application integration, including Generic Data Service
- This service excludes installation of any storage hardware
- Complex shared storage configurations are subject to review, to confirm that this service is appropriate for this configuration
- Installation into existing racks is dependent upon the suitability and availability of these racks.

Additional services:

Additional cluster services provided are:

- Sun Cluster Design Workshop
CTL-SUN-CONF-DW
- Sun Cluster Standard Application Integration Service
CTL-SUN-CONF-STAIS
- 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 Bespoke Application Integration Service
CTL-SUN-CONF-BAIS.

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