

Sun Cluster Standard Application Integration - CTL-SUN-CONF-STAIS



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 additional standard 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 standard application Data Service (or one additional instance of an existing standard application Data Service) into an existing two-node Sun Cluster implementation. All applications for which Sun provides a supported Data Service are covered by this service.

The service is delivered in a single phase at the customer's site.

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 bespoke applications not covered by Sun's standard cluster Data Services, design workshops and cluster healthchecks.

Service scope:

- Installation of any additional licensed Data Service packages, with any necessary patches
- Integration of one application instance with a Sun-supplied standard Data Service
- Basic cluster failover testing of the new application instance.

Deliverables:

- Integration of one standard application into an existing Sun Cluster
- 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 bespoke application integration, including Generic Data Service. The Sun Cluster Bespoke Application Integration Service, CTL-SUN-CONF-BAIS, is required for each bespoke 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 and 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 Bespoke Application Integration Service
CTL-SUN-CONF-BAIS.

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