

# Veritas Storage Foundation HA Bespoke Application Integration Service ATS-SMT-SFHA-BAIS



This service delivers the **integration of an additional application into an existing Veritas Storage Foundation HA cluster environment**, for which a Symantec supplied application or database agent is not available. One service is required for every additional 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 Veritas Storage Foundation HA product set.
- Results in a fully supported cluster configuration that includes the latest recommended versions of the software and patches.

This service delivers the integration of one additional bespoke application (or one additional instance of an existing bespoke application) into an existing 2-node Veritas Storage Foundation HA cluster environment, for applications for which a Symantec supplied cluster agent is not available.

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 Veritas Cluster Server Application Agent. The second phase takes place at the customer's site in conjunction with the customer's technical staff, and covers all remaining installation activities.

Additional services can also be provided to deliver the integration of standard applications covered by Symantec standard cluster agents, design workshops, and cluster healthchecks.

## Service Scope

Installation of any additional licensed agent packages, with any necessary patches.

Integration of one application instance with a Symantec-supplied standard application or database agent.

Basic cluster failover testing of the new application instance.

This service covers Veritas Storage Foundation HA environments based on the Oracle Solaris, RedHat Enterprise Linux and IBM AIX operating systems.

### Deliverables

- Review of the application to be clustered, and verification that the application is suitable for integration using the Veritas Cluster Server Application Agent.
- Development of application integration scripts, in conjunction with the customer's technical staff.
- Integration of one bespoke application into an existing Veritas Storage Foundation HA cluster.
- Basic testing of the cluster.
- Emailed report on completion of the installation 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.

**The above services are delivered during normal business hours (9am-5.30pm) Monday-Friday, excluding Bank Holidays.**

### Exclusions

- Installation or configuration of the application to be clustered is excluded.
- Applications for which a Symantec supplied cluster agents exists are excluded. Standard application integration is available through the *Veritas Storage Foundation HA Standard Application Integration Service*.
- Integration of Symantec replication agents is excluded. Configurations requiring replication agents may be delivered through bespoke services.
- Patch updating and testing not directly related to the additional application agent is not included.

### Additional Services

Veritas Storage Foundation HA complementary services provided are listed below:

- ATS-SMT-SFHA-WSHOP  
Veritas Storage Foundation HA Workshop
- ATS-SMT-SFHA-HCHEC  
Veritas Storage Foundation HA Healthcheck
- ATS-SMT-SFHA-DS  
Veritas Storage Foundation HA Design Service
- ATS-SMT-SFHA-IMPL  
Veritas Storage Foundation HA Implementation Service
- ATS-SMT-SFHA-STAIS  
Veritas Storage Foundation HA Standard Application Integration Service
- ATS-SMT-SFHA-FULL  
Veritas Storage Foundation HA Design & Implementation Service