

Veritas Storage Foundation HA Design Service ATS-SMT-SFHA-DS



This service delivers a formal design for a planned or existing Veritas Storage Foundation HA cluster environment, consisting of 2 cluster nodes and up to 2 shared storage subsystems. The service includes a comprehensive design and build document, delivered on completion of the service, with details of the complete hardware and software configuration of the environment.

Key Benefits

- Identification of the customer's business requirements.
- The design of the clustered environment.
- Configuration validation against vendors' compatibility matrices.
- Ensures early identification of potential technical issues.
- Adherence to Symantec, OS vendor and customer standards.
- Fully documented design.
- Software and parts list for procurement.

This service is of particular benefit to customers who do not have the technical skills or sufficient resource available to design a supported Veritas Storage Foundation HA clustered environment, or who would benefit from the experience, leadership, and skills provided by our supplier trained personnel.

It is also applicable to customers who wish to reduce the risk involved in designing a cluster by employing a

proven delivery approach which provides a fully supported design to meet the vendor's minimum support requirements.

Additional services can be provided to deliver the implementation of Veritas Storage Foundation HA clusters, storage hardware, and the integration of additional applications (including bespoke applications not covered by Symantec standard agents).

Service Scope

Initial meeting to explore the customer's requirements, and any restrictions on the design. Areas to be discussed will include an overview of the proposed environment, and details of the configuration of hardware, networks, operating system, SAN & storage, host-based volume management, and cluster software configuration (including IO Fencing, interconnects and service groups).

Key customer technical and support staff are invited to contribute to the design process to ensure that it meets the customer's requirements.

On completion of the service the customer will be provided with a document giving details of the finalised design and the specification of the parts and software required to build a cluster to this design.

Production of detailed design and build specifications, along with software and hardware parts lists. The documentation will contain details of technical risks or issues in meeting the customer requirements identified during the initial meeting.

The complete service is delivered in approximately seven working days.

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

Deliverables

- The service is delivered by a skilled Technical Consultant who has extensive experience of implementing Veritas Storage Foundation HA clustered environments.
- Initial meeting and summary notes.
- Detailed Veritas Storage Foundation HA design and build documentation.
- Software and hardware parts lists for procurement.
- Optional Veritas Storage Foundation HA Implementation Service Statement of Work and pricing.

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

Exclusions

- Campus cluster configurations are excluded. Design and implementation services for campus clusters are available through bespoke services.
- This service does not include any installation or configuration activities. Additional implementation services are available.

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-IMPL
Veritas Storage Foundation HA Implementation Service
- ATS-SMT-SFHA-STAIS
Veritas Storage Foundation HA Standard Application Integration Service
- ATS-SMT-SFHA-BAIS
Veritas Storage Foundation HA Bespoke Application Integration Service
- ATS-SMT-SFHA-FULL
Veritas Storage Foundation HA Design & Implementation Service