

Veritas Storage Foundation HA Design & Implementation Service ATS-SMT-SFHA-FULL



This service delivers **a fully project-managed design and implementation** of a 2-node Veritas Storage Foundation HA cluster. The service includes the integration of one standard application or database agent, and installation of the server hardware.

Key Benefits

- Fully project-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.
- 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 delivers a fully managed implementation of a 2-node Veritas Storage Foundation HA cluster, and is delivered as a project by a project manager and a number of experienced 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 Veritas Storage Foundation HA configuration, with operating systems built to the vendor's recommended configurations.

Additional services can be provided to deliver the integration of additional applications (including bespoke applications not covered by Symantec standard agents).

Service Scope

Project Initiation - agreement of the scope of work, responsibilities, assumptions, issues and risks, project plan, and necessary project controls.

Production of a detailed design, build specifications and acceptance test plans. This is normally carried out off site apart from any necessary technical meetings.

On site implementation and testing, including installation of servers and operating systems, Veritas Storage Foundation HA installation and configuration, shared storage configuration, and integration of one standard application or database agent.

On site cluster testing with documented results, and formal handover and skills transfer to customer's support staff.

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

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

Deliverables

- Minuted project kick-off meeting, project plan, contacts list, regular progress reports, and project (RAID) log detailing all risks, actions, issues and decisions.
- Detailed Veritas Storage Foundation HA design documentation and acceptance test specification.
- Server hardware installation and racking.*
- Fully configured 2-node Veritas Storage Foundation HA implementation, including integration of one standard application or database agent, with operating systems built to the vendor's recommended configurations.
- Execution of acceptance testing and documentation of test results.
- System level backup to local tape drives or customer's existing environment (where provided).
- Formal cluster handover and skills transfer to customer's support staff.

**Please note that if the server infrastructure requires a Genie lift for Health & Safety purposes, then an uplift in cost will apply for this service*

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

Exclusions

- Campus cluster configurations are excluded. Design & implementation services for campus clusters are available through bespoke services.
- Installation or configuration of the application to be clustered is excluded.
- Bespoke application integration is excluded. Bespoke application integration is available through the *Veritas Storage Foundation HA Bespoke Application Integration Service*.
- Installation of any storage hardware is excluded.
- Complex shared storage configurations are subject to review to confirm that this service is appropriate for the proposed configuration.
- Installation into customer's existing racks is dependent upon the suitability and availability of these racks.

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-BAIS
Veritas Storage Foundation HA Bespoke Application Integration Service