

Veritas Storage Foundation HA Basic Implementation Service ATS-SMT-SFHA-IMPL



Symantec.

This service delivers the **implementation of a 2-node Veritas Storage Foundation HA cluster** for which a detailed design has already been produced and documented. The service includes the integration of one standard application or database agent, and installation of the server hardware.

Key Benefits

Minimises risk, and reduces complexity of complex cluster implementations.
Cluster configuration reviewed for supportability, and any issues reported before installation starts.
Server hardware installation is carried out by trained and skilled engineers to a high standard.
Veritas Storage Foundation HA installation is carried out by 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, patches and firmware.

This service delivers the installation and configuration of a 2-node Veritas Storage Foundation HA cluster, with the emphasis on delivering a standard fully supported Veritas Storage Foundation HA configuration with operating systems built to the vendor's recommended configurations.

On completion of the service a simple emailed report is provided detailing the configuration of the cluster and the results of basic cluster testing.

Additional services can be provided to deliver the integration of additional applications (including bespoke applications not covered by Symantec standard cluster agents), cluster design workshops, and cluster healthchecks.

Service Scope

Off-site review of the detailed Veritas Storage Foundation HA cluster design documentation, and supporting hardware and software parts lists, supplied by the customer or reseller.

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

Basic onsite cluster testing.

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

Deliverables

Server hardware installation and racking.*
Fully configured 2-node Veritas Storage Foundation HA implementation, with operating systems built to the vendor's recommended configurations.
Integration of one standard application or database agent.
Basic testing of the cluster.
Emailed report on completion of the installation.

**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

- This service specifically excludes formal design and testing documentation, and integration of additional applications. All cluster designs must be available before the installation commences
- 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-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