



Service Brief

Superna™ Eyeglass Isilon DR Design
and Implementation

TRACE3

PROJECT OVERVIEW

This Service Brief details our “Superna™ Eyeglass Isilon DR Design and Implementation” service offering. It includes remote installation of Superna™ Eyeglass for Isilon software following Isilon and Eyeglass best practices related to disaster recovery readiness. Includes hands on knowledge transfer sessions demonstrating operational procedures for two Isilon clusters using one of the supported failover modes (Access Zone dual delegation, SyncIQ or DFS mode). The configuration changes will also address SyncIQ best practices to enable a robust DR solution with Isilon and Superna™ Eyeglass. In addition, DR readiness automation will be configured to ensure continuous DR testing is fully automated using the Run Book Robot feature in Superna™ Eyeglass.

Note, this Service Brief does not cover scope for installing the Isilon cluster/s, Superna™ Eyeglass implementation for more than two Isilon clusters or the installation and configuration of Microsoft DFS servers. This Service Brief does not cover assisted DR Failover/Failback testing of production application data or the creation of a custom procedural runbook. Services related to Run Book creation and production data failover testing are covered in a separate Service Brief labeled “Superna™ Eyeglass - Isilon Assisted Failover”.

If the Customer requires additional hardware, software or migration services beyond the scope of this service brief, add-on services should be purchased.

TIMELINE

The estimated duration of the project is 4 days based on expectation that all client responsibilities will be completed in a reasonable timeframe.

PROJECT SCOPE

Trace3 personnel will work closely with the customer to perform the services specified below subject to the customer satisfying the “Customer Responsibilities” section detailed later in this Service Brief.

- Site readiness and design planning with the customer via WebEx accomplishing the following:
 - Ensure each Isilon cluster is in a supported stable state with no alerts or errors. OneFS upgrades, installing patches, fixing errors or alerts are not included in this scope and must be accomplished prior to engaging this Service Brief. It is recommended that both clusters be at the same code level. Additional services can be acquired to assist the customer with remediation objectives discovered in the site readiness.
 - Review implementation details with the customer and complete the Isilon and Eyeglass product configuration worksheets including:
 - Review current Isilon licensing enablement, specifically SyncIQ and SmartConnect Advanced.
 - Review and document current SyncIQ replication policy configuration providing recommendations related to best practices.
 - Review and document current Isilon SmartConnect Zones, Subnets and IP Pool configuration providing recommendations related to best practices.
 - Review and document current Isilon Access Zones and Authentication Providers, SMB, NFS or both providing recommendations related to best practices.
 - Is Distributed File System (DFS) utilized today and the willingness of the customer to migrate to DFS if it's not.
 - WAN Link information related to speed and throughput.
 - What are the business objectives related to RTO and RPO?
 - Review the documented environment and failover solution design with the customer ensure all environment and operational implementation requirements are met.
 - Providing the customer with a list of required or beneficial updates before proceeding with the installation.
- Remote installation with the customer via WebEx accomplishing the following:
 - Modify existing Subnets, Pools, Access Zones and SmartConnect names to follow best practices for Eyeglass. (Note: An outage may need to be taken to accomplish this task.)
 - Install Eyeglass appliance on a VMware host applying licensing with transaction number and appliance ID.
 - Add Isilon clusters to Eyeglass by synchronizing the cluster configuration inventory.
 - Create the Run Book Robot feature for daily failover DR readiness tests using Run Book Robot SyncIQ policy.
 - Verify the Run Book Robot creation and successful sync.

- Configure the Run Book Robot failover policy.
 - Failover the Run Book Robot job manually and verify functionality.
 - Review successful failover and failback of the Run Book Robot
 - Review how to verify success and completion of the failover and failback.
 - Review how to change schedules
 - Review how to customize with test data, shares, exports and quotas.
 - Create and test phone home support, email for alarms and change reporting.
 - Run and verify appliance backup reviewing procedures for restoring the appliance.
- Verify the installation and configuration results by running a system health report and basic tests with the customer.
 - Provide Knowledge Transfer and Functional Overview with the Customer-assigned resource(s) to familiarize them with Superna™ Eyeglass, demonstrating the normal operations as installed in the customer's environment.
 - Knowledge Transfer will include:
 - Review installation, and operating procedure to monitor the system replication status, overall DR status, and inventory status.
 - Review online help system for errors within Eyeglass webui.
 - Review appliance backup.
 - Review appliance restore procedure.
 - Review Eyeglass CLI and capabilities.
 - Walk through support account enrollment and knowledge base access.
 - Review failover planning guide on how to plan a failover.
 - Review best practices guide on how to execute pre-failover steps verifying the cluster before any failover.
 - Review failover release notes document on last minute release specific steps or instructions.
 - Review DR assistant validation screen warnings and process for open files.
 - Review failover logs in detail to explain how to read them and diagnose successful vs unsuccessful steps.
 - Review failover recovery guide and how to use this to recovery from failed steps.
 - Review process to raise support request correctly to get failover log analysis completed.
 - Functional Overview relates to the customer's environment and is not a substitute for formal product education courses. Trace3 strongly encourages education courses to gain further insight into the products architecture and usage.
 - Knowledge Transfer and product documentation are not a substitute for customer developed procedural run books, (runbooks are step by step, command level documents, and include external application procedures to validate DR end to end). Creation of a DR event runbook is not included in this service offering, Trace3 can assist with developing a procedural runbook with the customer with our "Superna™ Eyeglass Implementation with Assisted Failover" service offering.
 - Provide the customer with daily detailed Project Status Updates, as-built and product documentation.

CUSTOMER RESPONSIBILITIES

To successfully complete this Service Brief, it is necessary that the client provides and/or complies with the criteria as defined below:

- Completion of all Service Brief prerequisites that were communicated to the customer before the project start date
- Verify that the equipment location(s) is/are prepared prior to the commencement of the Services
- Installation of hardware equipment into final locations unless specified otherwise in scope of work (referred to as rack and stack, access point installation, new cable runs, relocation of equipment or changes to power/cooling)
- Proper workspace meeting standard safety requirements
- Assistance from appropriate systems personnel when necessary to fulfill project work when requested
- Equipment and software necessary for completion of services will be provided by the client
- Review Service Brief and confirm the scope is clearly understood and is desired
- If out of scope items are discovered, they must either be resolved by the customer in an expedited fashion or completed by the consultant at an agreed upon hourly rate
- Conduct project review meetings at a mutually agreed upon time and location to discuss the project status, issues, new requirements and overall project satisfaction
- Ensure all customer data has been backed-up prior to commencement of the Services listed above
- Trace3 assumes no responsibility or liability for any loss of, loss of access to, or unrecoverable data resulting from these Services

RESOURCE SCHEDULING

Services are scheduled upon purchase of work from the client. Work will be performed during normal business hours, 8am to 5pm on regular business days, Monday thru Friday. Should the need arise, work can be schedule afterhours dependent on resource availability.

SERVICES SCOPE CHANGES AND EXCLUSIONS

Any changes to the Services, the schedule, charges or this Service Brief must be mutually agreed upon by Trace3 and the Customer in writing. Depending on the scope of such changes, Trace3 may require that a separate Project Change Request (PCR) Statement of Work (SOW) be executed by Trace3 detailing the changes, the impact of the proposed changes on the charges and schedule, and other relevant terms.

Trace3 is responsible for performing only the Services expressly specified in this Service Brief. All other services, tasks and activities are considered out of scope.

FIXED BID SERVICE FEE & INVOICE SCHEDULING

The Services described in this Service Brief are delivered on consecutive days during Trace3 normal business hours (8:00 A.M.–5:00 P.M. local time, M–F, excluding holidays). The Services described in this Service Brief are performed on a fixed price basis at the fees specified on the Project Pricing Terms section below. The Services will be delivered using Trace3 standard delivery model, which may include onsite and/or offsite delivery of the Services. If the Customer requires a different delivery model, the charges, expenses, scope of work and/or schedule are subject to modification in accordance with the “Services Scope Changes” section above. If the Customer does not authorize such changes in accordance with the “Services Scope Changes” section, Trace3 standard delivery model applies.

Invoices are issued upon Trace3’s receipt and approval of the Customer’s purchase order. Customer authorizes Trace3 to invoice for and shall pay additional amounts related to (i) changes or exceptions to the Services; (ii) performance outside Trace3’s normal business hours or consecutive days; and (iii) reimbursement of travel related expenses.

PRICING SUMMARY

Pricing Description	Price
Project Fixed Fee Price:	
Project Management: (up to 5 hours)	
Fixed Fee Total:	Contact us for current Price
NOTES:	
• Travel Time: Billed at an additional \$90.00/hr.	
• Expenses: Actual expenses to be billed	
• After Hours Rates	
○ 12AM-8AM and 5PM-12AM EST Monday through Friday will be billed at 1.5x the hourly rate	
○ Saturday/Sunday work will be billed at 2x the hourly rate	
○ Holiday work will be billed at 3x the hourly rate	

WHY TRACE³

TRACE³ Methodology



Envision		Engage		Evolve			
Prepare	Plan	Design	Implement	Transition	Operate	Optimize	Renew
Assess	Roadmap	Plan	Migrate		Support	Measure	
Workshop	Architect	Design	Educate		Operate	Review	
Business Alignment	POV	Implement	Transition		Optimize	Renew	