



# Service Brief

Superna™ Eyeglass  
Isilon Assisted Failover

TRACE3

## PROJECT OVERVIEW

This Service Brief details our “Superna™ Eyeglass - Isilon Assisted Failover” service offering. It provides remote services related to Disaster Recovery (DR) planning with execution of a planned failover. Superna™ Eyeglass for Isilon implementation services following Isilon and Eyeglass best practices is a pre-requisite and accomplished outside of this service offering. We include hands on knowledge transfer sessions demonstrating operational procedures for planned or unplanned failover and recover scenarios for two Isilon clusters using one of the supported failover modes (Access Zone dual delegation, SyncIQ or DFS mode). A configuration review will address SyncIQ best practices to enable a robust DR solution with Isilon and Superna™ Eyeglass.

Note, this Service Brief does not cover the scope for installing the Isilon cluster/s, Superna™ Eyeglass implementation or the installation and configuration of Microsoft DFS servers.

This service offering is designed to assist the customer with a scheduled DR Failover test utilizing developed runbook documentation providing hands on failover and recovery training.

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 6 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.

- Professional services will schedule a kick off call via WebEx to outline the process used to plan and assist with the failover and answer Q&A regarding the service description.
- 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 configuration details with the customer including:
    - Collect Eyeglass cluster configuration reports.
    - Collect and document SMB, DFS and NFS applications that mount shares and exports on the cluster,
    - Customer will be required to provide external application procedures and priorities required for an unplanned or planned failover event.
    - Review current Isilon licensing enablement, specifically SyncIQ and SmartConnect Advanced.
    - Document current SyncIQ replication policy configuration providing recommendations related to best practices.
    - Document current Isilon SmartConnect Zones, Subnets and IP Pool configuration.
    - Document current Isilon Access Zones and Authentication Providers, SMB, NFS or both
    - Document Active Directory information, Domain name, Machine account names and Access Zone Mappings.
    - Is Distributed File System (DFS) utilized today and the willingness of the customer to migrate to DFS if not.
    - WAN Link information related to speed and throughput.
    - What are the business objectives related to RTO and RPO?
    - Review successful failover and failback of the Run Book Robot
    - Verify phone home support, email for alarms and change reporting.
    - Run and verify appliance backup reviewing procedures for restoring the appliance.
  - Review the current Isilon and Eyeglass environment documentation with the customer ensuring all environment and operational implementation requirements follow Eyeglass best practices for DR Failover.
  - Providing the customer with a list of required or beneficial updates before proceeding with the DR Failover test.
- Planning and runbook development:
  - Review failover planning guide on how to plan a failover.

- Review failover release notes document on last minute release specific steps or instructions.
  - Assist the customer with developing a procedural run book:
    - This runbook will detail the steps required to perform the failover of an Isilon cluster during a planned or unplanned event containing a master checklist based on collected customer data including:
      - Communication planning section
      - Resource planning section
        - Review best practices guide on how to execute pre-failover steps verifying the cluster before any failover.
      - Pre-failover section
        - Review DR assistant validation screen warnings and process for open files.
      - Active Failover task section
      - Post-failover section
        - 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.
      - Validation section
      - Post Mortem back out planning section
    - Joint review of the runbook and master checklist with professional services and customer resources.
    - Receive signoff for the final version of the runbook and master checklist.
- Schedule of DR failover event estimating the maintenance window requirements.
- Execution of DR failover event:
  - Runbook Master Checklist is executed with each step confirmed as completed by the customer resource.
  - Guidance on recovery steps for any failure scenarios encountered.
  - The end state may be a failover, partial failover or failback depending on issues that may be experienced.
- System health verification
  - Perform a Isilon Advisor system health report to verify the health of the Isilon cluster before signoff.
  - Review online help system for errors within Eyeglass webui.
  - Review and monitor the system replication status, overall DR status and inventory status.
- Post Mortem meeting:
  - Used to review and document any recommended improvements to the runbook or changes to the master checklist required for future failover events.
  - Cover any failure scenarios with root cause and remediation if required.
  - Review process to raise support request correctly to get failover log analysis completed.
- 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:	
<b>Fixed Fee Total:</b>	<b>Contact us for current Price</b>
<b>NOTES:</b>	
• <b>Travel Time: Billed at an additional \$90.00/hr.</b>	
• <b>Expenses: Actual expenses to be billed</b>	
• <b>After Hours Rates</b>	
○ 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



<b>Envision</b>		<b>Engage</b>		<b>Evolve</b>			
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	