Symantec Consulting Services

High Availability Optimization Assessment

Expert advice to optimize your technical infrastructure and operations

In today's economic climate, many IT organizations strive to contain their costs while continuing to meet ever increasing demands for improved availability and performance of critical applications. Organizations face a number of challenges to meet these objectives. They must:

- Balance affordability with availability requirements
- Align their high availability architecture and technical infrastructure with service levels
- Configure their high availability software and recovery policies to minimize availability, data security, and performance risks
- Implement effective processes and governance to deploy and sustain high availability
- Provide reporting and transparency of availability and downtime

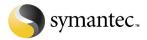## High Availability Optimization Assessment

Symantec's™ High Availability Optimization Assessment evaluates your existing technical infrastructure and operations and provides actionable expert advice to help you deliver affordable and sustainable levels of availability.

IT managers receive both a technical evaluation of environments running Storage Foundation HA and an operational review of the underlying architecture, skills, processes, and governance through workshops and technical checks. Over 200 technical checks cover a broad range of configuration issues including: storage and server hardware, operating systems, Veritas Storage Foundation and Veritas Cluster Server, architecture, and utilization.

At the end of an engagement, Symantec consultants host a workshop with the program sponsor and key stake-holders to review findings and recommendations. The results of the assessment are aligned with standard IT service management frameworks such as ITIL to identify causation, map problematic conditions to the reference architecture layer, and articulate technical solutions.

Recommendations are presented to meet multiple corporate objectives:

- **Cost containment**—discover ways to optimize storage and server resources, and defer new hardware acquisitions
- **Improved operations**—receive guidance for improving policies and processes
- **Service assurance**—confirm that the existing Storage Foundation HA configuration supports current and planned service level objectives
- **Reduced risks**—identify risks to the availability and performance of critical application environments, including probability and impact ratings
- **Improved skills**—obtain insight from the experts on how to manage Storage Foundation HA environments more effectively

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High Availability Optimization Assessment

High Availability Configuration Assessment

Symantec's High Availability Configuration Assessment provides organizations with a comprehensive technical evaluation of their high availability architecture, technology and configuration to optimize the availability of critical applications.

The configuration assessment is one component of the broader High Availability Optimization Assessment, and can be completed as a stand-alone assessment for organizations with a narrower focus on technical improvements. IT managers receive a technical report with expert recommendations for mitigating any availability or performance risks identified through a set of structured interviews and over 200 checks.

Business Benefits	Configuration Assessment	Optimization Assessment
Service assurance	✓	✓
Storage optimization	✓	✓
Server optimization	✓	✓
Availability optimization	✓	✓
Performance optimization	✓	✓
Operations efficiency		✓
Cost containment		✓
IT/Business alignment		✓

Figure 1: Business benefits of Symantec High Availability assessments

Service Delivery

Phase 1 - Data Collection

Prior to the consultant's arrival on-site, IT staff complete a questionnaire to prepare for an operational review, and upload Storage Foundation HA data to a secure website to provide configuration details. Only meta-data regarding the state of the underlying infrastructure and operations is transmitted. No agents are installed at the client site.
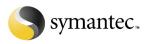
Phase 2 - Technical Analysis

Data is analyzed by a comprehensive suite of tools, performing over 200 technical checks to identify configuration issues.

Phase 3 - Onsite Interviews and Workshops

A consultant will conduct a series of interviews and workshops to discuss the findings from the technical assessment and review the architecture, skills, processes, and governance that support the Storage Foundation HA environment.

"I think what makes Symantec Services unique is that they have an incredible heritage with their products. Their consultants have direct access to engineers and to the people that live and breathe their technologies every day."
-Symantec customer

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High Availability Optimization Assessment

Storage & Server Hardware	Storage Foundation
Physical environments	Storage architecture
Hardware & firmware compatibility	Storage Foundation configuration
Hardware redundancy	CFS/CVM configuration
Network connections	Volume Replicator configuration
Operating System	I/O performance/tuning
System configuration	Storage utilization
Prerequisite software & patches	Storage management tools and processes
Configuration drift	**Veritas Cluster Server**
Network services	HA/DR architecture
Service accounts	VCS/GCO configuration
Software Installation	Oracle RAC configuration
Symantec licenses	Split-brain protection
Software & patch levels	Cluster security
Value Release	Server utilization
IT efficiency	Server management tools/process
Hardware & software cost avoidance	

Figure 2: Overview of technical checks

Phase 4 - Final Workshop , Reports and Presentations

At the end of the engagement, the consultant hosts a workshop to review findings and recommendations for configuration standards and to optimize performance, availability, manageability and value from Storage Foundation HA.

These actionable recommendations map issues to the ITIL framework to identify causal processes, and map conditions to the reference architecture layers to identify technology solutions. Recommendations also chart assessment results from a risk perspective, providing probability and impact ratings.
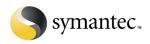
The following reports are standard deliverables for this service:

- Configuration audit
- Summary of all findings and recommendations
- Detailed report for each assessed system

> Symantec Services also offers Storage Foundation HA education, enablement, advisory and residency services

Presentations will be used to review findings and recommendations:

- **Executive review**—a high level summary of the issues and risks found amid the current environments with strategic recommendations for service improvements and cost containment
- **Technical review**—a detailed review of the findings and recommendations for the technical environment
- **Operations review**—a detailed review of the findings and recommendations for the operations environment

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Veritas Storage Foundation HA is a comprehensive solution that delivers data and application availability. Storage Foundation HA combines two industry-leading availability technologies: Veritas Storage Foundation, and Veritas™ Cluster Server.

Veritas Storage Foundation provides online storage management, enabling high availability of data and optimized I/O performance across multiple hardware platforms.

Veritas Cluster Server monitors an application and all associated components, including database, network, and storage resources. If a failure is detected, Veritas Cluster Server gracefully shuts down the application along with relevant resources and restarts it on an available physical or virtual server.

About Symantec Services

Symantec Services offers deep technical knowledge and expert resources for securing and managing the world's information. With a staff of 4,000 professionals and an extensive partner network, Our best practices are based on decades of technology leadership and thousands of engagements with companies of all sizes, including 95 percent of the Fortune 500. Count on Symantec Services to help you address your toughest IT challenges so you can operate with confidence in today's connected world.

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About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

Symantec World Headquarters

350 Ellis St.

Mountain View, CA 94043 USA

+1 (650) 527 8000

1 (800) 721 3934

www.symantec.com

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