

SharePlex Assessment and Upgrade Planning Services

Description

The SharePlex Assessment and Upgrade Planning Service Offering will assist the Customer with an evaluation of their SharePlex environment, tuning the performance of the application and developing a plan to safely upgrade SharePlex (the “Activities”).

Outcomes

- Health Check: validate stability of the SharePlex environment
- Performance Tuning: optimize performance of the current SharePlex deployment
- Upgrade Readiness Assessment & Planning: develop a plan to upgrade SharePlex safely

Approach and activities

A Quest Professional Services consultant will work with the necessary customer stakeholders and subject matter experts on the following activities. The activities performed may vary based on the complexity of the customer’s environment and technical needs.

Health Check

The SharePlex Health Check is designed to help better understand your SharePlex environment and ensure it is operating as expected. During the health check, our engineers provide a technical assessment of your SharePlex deployment to identify and prioritize system improvements. We will share expert knowledge with your IT staff members to make sure everyone is aware of the full potential of your solution and, ultimately, to ensure that your deployment is working as efficiently as possible.

- Facilitate workshop to discuss and review SharePlex Replication Environment Health.
- Review/Validate existing SharePlex Replication & SharePlex configuration files.
- Review/Validate Schemas & Objects in replication.
- Identify variances in the current environment based SharePlex implementation best practices.
- Validate the configuration for use case scenarios (i.e. – the correct configuration compared to where and how SharePlex is used).
- Provide recommendations on necessary changes to be done on existing SharePlex environment.
- Discuss/Validate SharePlex software related prerequisites.
- Develop SharePlex replication environment settings related draft documentation.

Performance Tuning

Performance tuning can be an incredibly difficult task, particularly when working with large amounts of data, where even a minor change can have a dramatic impact on performance. The first step in performance tuning is to identify bottlenecks. As part of this engagement, the current Post replication volumes will be reviewed, and the post queue configuration will be assessed in an expected production workload volume. With the SharePlex Post Queue Tuning Service, our technical experts provide basic tuning of the post process of your SharePlex solution and make recommendations to improve your SharePlex operations. You'll see optimal performance, be able to better manage your application data and address real-time production issues.

- Review customer's detailed Post queue configuration and performance requirements.
- Assess post replication volumes, assess current post queue configuration, and evaluate tuning readiness
- Configure Post queues in SharePlex in test environment:
 - Run load on system to best reflect expected production volume
 - Review the output of the utilization times and trace commands
 - Analyze Oracle AWR, TKProf and ASH Reports
 - Ensure post queues are processing on target database
 - Monitor Post Process speed and backlog
 - Validate data integrity at the time of the engagement
 - Tune replication on SharePlex side and make Oracle performance tuning recommendations
 - Monitor replication after changes
- Configure Post queues in SharePlex in production environment

Upgrade Readiness Assessment & Planning

The SharePlex Upgrade Readiness Assessment is designed to help you better understand your SharePlex environment's readiness for SharePlex upgrade. During the assessment, our engineers provide a technical assessment of your SharePlex deployment to identify and prioritize system improvements. We will share expert knowledge with your IT staff members to make sure everyone is aware of the full potential of your solution and, ultimately, to ensure that your deployment is working as efficiently as possible. The following steps are taken to ensure your environment and staff are ready for the upgrade:

- Gather the required information.
 - Location of the SharePlex product directory.
 - Location and size of the SharePlex variable-data directory (or directories) in this instance of SharePlex.
 - Average and peak volume of data change per hour and per day.
 - Name of the SharePlex administrator group (that contains the SharePlex administrator user).
 - The ORACLE_SID and ORACLE_HOME (Oracle) or the database name (Open Target) associated with the installation you are upgrading. To determine this, look in the defaults.yaml file in the data sub-directory of the product directory.



- Check interoperability
- Validate OS compatibility
- Validate database version compatibility
- Verify inclusion of one-off builds, Bug Fixes,
 - One-off builds are those Bug fixes / Debug one-off / Customized one-off / Test one-off provided to a customer that is not a part of standard offering in the product. They may be created to address a bug, do some testing of a concept, and debug an issue, among others.
- Check for Deprecated parameters
 - Determine if any of the parameters that you are using were deprecated in new release. SharePlex retains backward compatibility of your current parameter settings, including those that are newly deprecated, so that you do not need to stop processes to reconfigure settings. However, you should familiarize yourself with the new parameter or default functionality that replaces a deprecated parameter to determine whether any configuration changes are appropriate.
- Check for New Parameters
 - Review the New features in this release and Enhancements for any new parameters that affect your current configuration. If any upgrade steps are required, they will be noted.
- Recommend upgrade in the existing product directory or upgrade to a new product directory
- Document necessary steps to upgrade SharePlex.

Prerequisites and Assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following responsibilities:

- Customer will ensure any pre-requisites provided by Quest are complete and in place prior to the commencement of relevant activities.
- Installation & Configuration of SharePlex is complete and stable.
- Customer will manage all appropriate change controls.
- Customer is responsible for customization of Oracle and Shell scripts specific to the user environment.
- The Health Check & Upgrade Readiness Assessment is for one SharePlex replication stream.
- Customer has read current SharePlex Release Notes
<https://support.quest.com/technical-documents>
- Customer will liaise directly with Quest support team on any issues arising from product functionality.
- Customer will ensure it has the necessary SharePlex licenses needed along with appropriate licenses for the replicated database.



- Customer will setup the necessary pre-requisites including installation and configuration of source and target Oracle.
- Service offering is based upon single replication stream.
- The following items are NOT in scope:
 - The creation of Target/New Reporting Databases and the porting or cloning of data from Source/Existing Database to Target/New Reporting Databases and the verification of all data in all tables are NOT within scope.
 - The Testing of applications on the Target/New Databases and the performance tuning of the Target/New databases are NOT within scope. Any enhancements or changes to existing functionality are out of scope, unless provided out of the box by upgraded version of SharePlex.
 - No customization or scripting is covered under the scope mentioned in this scope. If any assistance with customization is required, Customer will purchase additional professional service days.
 - Testing of application or database or performance tuning is not within scope.

In addition, the Customer agrees to cooperate with Quest in its delivery of the Services, and agrees to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- Commit a technical resource on a full-time basis to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements (Product Installation/QuickStart Guide) prior to the Remote session
- All activities will be performed remotely utilizing Quest provided web and voice conferencing
- Some activities may be performed during a “pre call” that could be required prior to the beginning of the scheduled engagement.

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