

Xtravirt Azure Xtravirt Solution - BCDR – Consultancy

1 Overview

Xtravirt will assist with the development of the Customer's capability to do the following:

- Enable application migration and workload mobility
- Recover from data center outages

Xtravirt will provide the following Consulting Services:

- Assess Xtravirt Cloud readiness
- Deploy DRaaS for Xtravirt Clouds
- Leverage DRaaS to protect workloads

The following are the high-level activities included in this project:

- Execute: Assess – Perform assessment within the Customer environment.
- Execute: Design – Solution design through a series of workshops and consultation.
- Execute: Implement – Deployment and verification of the solution.
- Execute: Knowledge Transfer – Knowledge transfer of the design, deployment, and operations procedures.

This project requires the following Xtravirt On-Premises, Xtravirt SaaS and third-party products, with vendor-supported versions as agreed to by Xtravirt and Customer at project kickoff, but limited to those that are in general availability (GA) on the date of SOW signing:

- Xtravirt Site Recovery Manager™ 8.3.x
- Microsoft Azure Xtravirt Solution (SaaS)

2 Project Scope

The scope of the service includes the following:

2.1 Assess Xtravirt Cloud readiness

Azure Xtravirt Solution Hybrid Cloud Readiness Assessment service analyzes the Customer environment to create an implementation plan that prepares the on-premises environment to leverage hybrid cloud with Azure Xtravirt Solution.

Specification	Parameters	Description and Backlog items
Azure Xtravirt Solution Readiness Assessment		
Azure Xtravirt Solution Instances	Up to one (1)	Azure Xtravirt Solution instances analyzed.
On-Premises vCenter Servers	Up to one (1)	On-Premises vCenter Servers assessed during the analysis. Technical gap analysis and data center discovery summary plans are provided for each vCenter Server.
Technical gap analysis	Up to one (1)	Technical gap analysis' performed.
Technology discovery summary plans	Up to one (1)	Technology discovery summary plans created.

2.2 Deploy DRaaS for Xtravirt Clouds

This module includes the tasks to deploy Site Recovery Manager and vSphere Replication as a disaster recovery solution on Azure Xtravirt Solution and the on-premises or cloud protected site.

Specification	Parameters	Description and Backlog items
Azure Xtravirt Solution Recovery Site	Up to one (1)	Azure Xtravirt Solution recovery site to be activated and configured in service deployment.
Azure Xtravirt Solution Site Recovery Manager (SRM) Add-ons on-premises components	Up to one (1)	On-premises component sets (One vSphere Replication appliance and one Xtravirt Site Recovery Manager server) deployed in Customer environment.
Protection groups	Up to one (1)	Site Recovery Manager protection group(s) configured.
Recovery plans	Up to one (1)	Site Recovery Manager recovery plan(s) configured.
Virtual Machines	Up to twenty-five (25)	Virtual machines protected.
Recovery plan testing and clean up	Up to five (5)	Test and cleanup for a recovery plan consisting of no more than 5 (five) non-production VMs and no larger than 40GB each VM.

2.3 Leverage DRaaS to protect workloads

Designs and deploys a disaster recovery strategy for a set of applications in an Azure Xtravirt Solution Disaster Recovery environment.

Specification	Parameters	Description and Backlog items
Applications protected	Up to one (1)	Applications to be protected.
Protection groups	Up to one (1)	Protection groups to be designed and configured.
Recovery plans	Up to one (1)	Recovery plans to be designed and configured.

Virtual Machines (VMs)
protected

Up to three (3)

VMs to be protected.

2.4 Out of Scope

The following are the out of scope items for this project:

General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines.
- Operating system administration including the operating system itself or any operating system features or components.
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by Customer.
- Installation or configuration of Xtravirt products not included in the scope of this document.
- Installation and configuration of third-party software or other technical services that are not applicable to Xtravirt components.
- Configuration of Xtravirt products used for the service other than those implemented for the mutually agreed to use cases.
- Customer solution training other than the defined knowledge transfer session.

Deploy DRaaS for Xtravirt Clouds

- Configuration of network connectivity between protected site and AVS.
- Creation of the appropriate AVS account and AVS Add-ons subscription.
- On-premises firewall configuration for SRM on AVS Disaster Recovery.

2.5 Estimated Schedule

The project defined in this SOW is estimated to be for a duration of up to three (3) weeks. Xtravirt consulting services will operate according to a schedule agreed to by both parties. The consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

The following is an estimated outline of the duration of each phase in the project. Customer acknowledges that the estimated duration is indicative only and that Xtravirt will not incur any penalty or forfeit any entitlement to payment, fees, or related expenses if the consulting services are not provided in accordance with the estimated duration.



3 Project Activities

3.1 Phase 1: Initiate

The Xtravirt Project Manager hosts one (1) project initiation call with key Customer and Xtravirt stakeholders. Topics to be discussed include the following:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom Xtravirt will work to perform the tasks defined in this SOW.
- Participating team members are confirmed and contact details are exchanged to schedule the project kickoff meeting.

Deliverables

- One (1) project initiation call

3.2 Phase 2: Plan

Xtravirt leads one (1) project kickoff meeting with Customer project sponsors and stakeholders to review expectations about the purpose of the engagement, the delivery approach, and estimated timelines. The following are the objectives of the meeting:

- Introducing the Xtravirt team, roles, and responsibilities.
- Describing the project goals, phases, and key dates.
- Agreeing on communication and reporting process and creating a communications plan.
- Validating the project expectations and clarifying roles and responsibilities.
- Confirming prerequisites are met as detailed in the solution checklist for specified solutions.
- Presenting the solution overview for specified solutions including expected project results and deliverables.

The Xtravirt Project Manager and the Customer Project Manager collaborate to develop the project plan.

Deliverables

- Communications plan
- One (1) project kickoff meeting
- Project Plan
- Solution checklist
- Solution overview presentation

3.3 Phase 3: Execute

The key activities for this phase are organized in the following sub-phases:

- Assess
- Design
- Implement
- Knowledge Transfer

3.3.1 **Execute: Assess**

Xtravirt leads the Customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. Xtravirt does the following:

- Conducts up to ten (10) hours of assessment workshops.

Deliverables

- Technology discovery summary report
- Technology discovery workbook

- Up to ten (10) hours of assessment workshops

3.3.2 Execute: Design

Xtravirt leads the Customer project team in a series of workshops to develop a design. Xtravirt does the following:

- Conducts up to eight (8) hours of design workshops.
- Documents the design for the specified Xtravirt solutions in the solution design document(s).

Deliverables

- Solution design document
- Up to eight (8) hours of design workshops

3.3.3 Execute: Implement

Xtravirt implements the solution according to the Xtravirt solution specification. Xtravirt does the following:

- Conducts up to two (2) hours of implementation workshops.
- Implements the specified solutions as detailed in the specification workbooks.
- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

Deliverables

- Solution specification workbook
- Solution verification workbook
- Up to two (2) hours of implementation workshops

3.3.4 Execute: Knowledge Transfer

Xtravirt conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. Xtravirt does the following:

- Conducts up to six (6) hours of knowledge transfer sessions for appropriate Customer representatives.
- Provides an adoption guide document(s) containing operational guidance for the specified solutions.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise Xtravirt product training or certification courses as offered by the Xtravirt Education unit -(<http://mylearn.Xtravirt.com/mgrreg/index.cfm>).

Deliverables

- Adoption guide document
- Knowledge transfer workshop presentation
- Up to six (6) hours of knowledge transfer sessions

3.4 Phase 4: Close

The Xtravirt Project Manager conducts one (1) closure meeting with Customer covering project status, next steps, and how to engage further with Xtravirt.

Deliverables

- Engagement summary presentation
- One (1) closure meeting

4 Appendix – Service Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of Xtravirt consultants on site.

4.1 Recommended Project Team

The participation of the following Customer stakeholders is required for the Service to be performed:

- Business Continuity Manager
- Backup/Recovery team leads
- Cloud Architect
- Infrastructure Architect
- Application operations leads
- Enterprise Architect
- Director IT
- Network Architecture team leads

4.2 Prerequisites

The following prerequisites are required to enable Xtravirt to perform this Service:

Disaster Recovery as a Service Deployment Service on AVS

- vCenter Server version. Defined minimum: 6.5 and above (On-premises component only)
- ESXi version. Defined minimum: 6.5 and above (On-premises component only)
- Site Recovery Manager version. Defined minimum: 8.3.1
- DNS resolution to on-premises Site Recovery Manager and Virtual Cloud Appliance instances must be configured. Defined minimum: (On-premises sites to AVS DR scenario only)
- ExpressRoute connectivity between on-premises Azure Xtravirt Solution must be configured. Defined minimum: (On-premises sites to AVS DR scenario only)
- Azure AVS ExpressRoute Global Reach. Defined minimum: Connectivity between the source and target Azure Xtravirt Solution private cloud (AVS to AVS DR scenario only)
- Azure AVS Network Ports. Defined minimum: 80, 443, 902, 1433, 1521, 1526, 5480, 8123, 9086, 31031, 32032, 8043, 10000-10010 (AVS to AVS DR scenario only)

Consume Disaster Recovery as a Service on AVS

- vCenter Server version. Defined minimum: 6.5 or above (On-premises component only)
- Site Recovery Manager version. Defined minimum: 8.3.1 (On-premises component only)

Public cloud subscription required. Defined minimum: Azure Xtravirt Solution Disaster Recovery Add-ons (Xtravirt Site Recovery Manager) solution must be installed and con