



SharePlex Maturity Assessment Fixed Fee Prepaid Health Check Package

Overview

Quest's SharePlex Maturity Assessment Health Check Package is designed to assess your current SharePlex implementation and provide recommendations on its optimization and advise on how to maximize the value derived from the software.

Delivered remotely, after gathering relevant information and conducting any necessary investigations, a detailed report will be produced by Quest and reviewed with your relevant team members. Key areas of focus are:

- Current architecture and utilization / usage.
- Quest Support Case review (if relevant).
- Configuration and tuning review.
- Version review and, where relevant, information on updates.
- Advice, where applicable, on deriving greater value from the software.

This technical assessment of your SharePlex implementation will identify potential issues and provide actionable recommendations.

Benefits

The key benefits of the SharePlex Maturity Assessment Health Check Package delivered by Quest product experts include:

- Gain a clear understanding of your current SharePlex implementation, summary and trending information on any support issues raised with Quest over the last 12 months.
- Identify potential performance, configuration, or availability problems before they occur and receive actionable advice to avoid occurrence.
- Recommendations on potential unused features and how greater value could be derived from SharePlex.
- Identify and understand any existing bottlenecks or performance issues that may be impacting replication efficiency.
- Review and recommendation of data replication validation methods.
- Review and recommend (if any) data repair methods and conditions.

Activities Description

Activities are broken down into four (4) stages:

1. Initialization

- Quest will schedule an initial one (1) hour web conference with your current SharePlex administrator/s to gain a high-level understanding of the current implementation and clearly outline the objectives to be achieved.
- Discuss any existing issues.
- Share instructions on configuration/diagnostic information to be collected and provided to Quest to conduct this service.

2. Analysis

Quest will conduct a detailed analysis of the information provided. Up to two (2) follow-up web conferences, lasting no more than one (1) hour each, may be scheduled with your SharePlex administrator(s) to investigate any potential issues identified in this initial analysis and, if necessary, collect further diagnostic information.

The Assessment will review:

Environment Overview

Deployment Architecture

- Review the deployment architecture of SharePlex, including the source and target servers and network topology.
- Assess hardware and software requirements against current needs and scalability requirements.
- Identify any virtualization or cloud deployments if applicable.

Version and Patch Levels

- Verify that the SharePlex software is up to date with the latest patches and updates.
- Review release notes and known issues for the current version.

Shareplex Configuration and Setup

Initial Configuration

- Evaluate the initial SharePlex configuration settings such as replication configuration, source and target databases, and configuration files.
- Compare configuration settings against best practices and organizational requirements.

Network Configuration (Customer resources on direction from Quest)

- Check network settings including IP configuration, DNS settings, and firewall rules.
- Review network segmentation regarding secure and efficient data transfer.

Data Replication

Replication Topology

- Review the replication topology, including unidirectional, bidirectional, and multi-directional configurations.
- Comment if relevant on the topology alignment with business needs and disaster recovery plans.

Data Consistency

- Review and recommend (if any) data verification validation methods, frequencies, and conditions.
- Review and recommend (if any) data repair methods and conditions.

Replication Performance

- Assess replication performance by reviewing latency, throughput, and conflict resolution times.
- Identify potential bottlenecks or performance issues affecting replication.

Monitoring and Alerts

Monitoring Tools (SharePlex Manager or other tools)

- Review the monitoring tools and dashboards used to track SharePlex performance.
- Check critical metrics are monitored, including latency, data consistency, and system health.

Alerts and Notifications

- Evaluate the alerting mechanisms in place for replication failures, latency issues, and other critical events.
- Review alert configurations regarding timely notifications and appropriate escalation processes.

Security

Access Controls

- Review access control settings to ensure only authorized personnel can configure and manage SharePlex.
- Verify role-based access controls.

Data Encryption

- Review encryption configurations and compliance with organizational security policies.

Performance Tuning and Optimization

Resource Utilization

- Assess resource utilization including CPU, memory, and network bandwidth used by SharePlex.
- Identify any resource constraints and optimize configurations accordingly.

Configuration Tuning

- Review configuration parameters related to capture, reader, poster, system cache.
- Provide advice on optimization of these parameters (if necessary) for improved performance based on workload and infrastructure.

Backup and Recovery

Backup Strategies

- Evaluate the backup strategies for SharePlex configurations and metadata.
- Ensure regular backups are performed and stored securely.

Disaster Recovery Planning

- Review the disaster recovery plan specific to SharePlex.

Documentation and Training

User Documentation

- Review the availability and accessibility of SharePlex documentation for users and administrators.

Training Programs

- Evaluate the training programs provided to users and administrators.
- Provide recommendations regarding ongoing training to keep staff up to date with SharePlex features and best practices.

Support and Maintenance

Vendor Support

- Review the support contracts and SLAs with Quest Software.
- Evaluate the responsiveness and effectiveness of vendor support.

Maintenance Practices

- Review the maintenance practices including regular updates, patching, and health checks.
- Provide recommendations for proactive maintenance to prevent issues.

Reporting and Analytics

Reporting Capabilities (Only if SharePlex Manager is deployed)

- Review the built-in reporting and analytics capabilities of SharePlex.
- Check for automated report generation and distribution.

3. Documentation

Quest will then develop the SharePlex Maturity Assessment Health Check report and, after peer review with another subject matter expert engaged by Quest, this document will be issued to you. The report will include the following

Identify Gaps and Risks

Based on the assessment findings, identify:

- Configuration Issues: Misconfigurations or sub-optimal settings.
- Security Risks: Vulnerabilities or weak security controls.
- Performance Bottlenecks: Areas where performance can be improved.

Provide Recommendations

Develop a set of actionable recommendations:

- Configuration Adjustments:
 - Suggest changes to improve replication efficiency and reliability.
- Security Enhancements:
 - Recommend steps to strengthen authentication, encryption, and auditing.
- Performance Tuning:
 - Propose optimizations for better resource utilization and throughput.

Develop an Action Plan

Create a detailed action plan to implement the recommendations:

- Prioritize Actions: Based on impact and urgency.
- Assign Responsibilities: Define who will be responsible for each task.
- Set Deadlines: Establish timelines for completing the actions.

4. Review

Quest will schedule a one (1) hour SharePlex Maturity Assessment Health Check review web conference with your relevant team members approximately one (1) week after the report has been issued. During this conference call the key findings of the report will be discussed and, as time permits, Quest's product expert can also address any relevant questions regarding SharePlex.

Prerequisites and Assumptions

- Service limited to a single implementation of SharePlex and up to 10 source and / or targets.
- Quest will require a minimum of two (2) web conferencing sessions. These should be planned by mutual consent at least five (5) days in advance.
- Service is limited to SharePlex only and does not include a evaluation of the entire database and network configuration.
- All Services are delivered remotely.
- Quest uses Microsoft Teams for web / teleconferencing, however equivalent Customer solutions can be used by mutual consent.
- Support-related (break/fix) items should be logged as a Support Case separately to this package.
- The service expires twelve (12) months from the date of purchase if not consumed.
- No Services shall take place during local, state, and federal holidays observed in the assigned consultant's state of residence, unless other arrangements have been coordinated through Quest.
- Services shall be delivered within normal business hours in the country of service but may commence at a time that accommodates the assigned consultant's local time zone.
- The services will be delivered in English language, unless otherwise agreed upon by Customer and Quest.

Customer will:

- Assign a single point of contact for co-ordination who will provide access to appropriate resources to participate in the project that have necessary administrator privileges to the connected network and associated systems.
- Provide remote access to related hosts/systems via method agreed by mutual consent if required.
- Ensure applicable system administrator(s) with proper system access will be available to provide appropriate remote access privileges during the performance of this Service if necessary.
- Have valid licenses for all Quest and third-party software product(s) applicable to the engagement and be current on support services for such products.

SKU

SMA-SPX-PP	SHAREPLEX MATURITY ASSESSMENT FIXED FEE PREPAID HEALTH CHECK PACKAGE	Pre-Paid
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