



## SHAREPLEX PREPAID REMOTE FOUNDATION SERVICES

### Overview

Quest's SharePlex Foundation is designed to assess your current environment and provide recommendations to prepare for the implementation of SharePlex replication based on one or more of the most common use cases:

- Reporting
- Disaster Recovery
- Consolidation
- Distribution
- Migration

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:

- Design and architecture of SharePlex replication.
- Identification of required database objects for the replication
- Version selection
- Recommendations for optimizations on the database and server.
- Configuration and deployment plan.

Once the report is reviewed, Quest will perform the configuration, deployment and testing of the SharePlex replication.

### Benefits

The key benefits of the SharePlex Foundation delivered by Quest product experts include:

- Initial implementation based on best practices, avoiding potential performance, configuration, or availability problems.
- Recommendations on optimizations, 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.
- Identify and understand the requirements for monitoring and alerts for objects in the replication.

## Activities Description

Activities are broken down into four (4) stages:

### 1. Initialization

- Quest will schedule an initial one (1) hour web conference with your assigned SharePlex administrator/s to gain a high-level understanding of the environment 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 and Deployment

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 analysis will review:

#### *Environment Overview*

##### *Deployment Architecture*

- Review the expected deployment architecture of SharePlex, including the source and target servers.
- Assess hardware and software requirements against current needs and scalability requirements.
- Evaluate configuration settings against organizational requirements such as source and target database.
- Identify any virtualization or cloud deployments if applicable.
- Review release notes and known issues to select the version of SharePlex for the environment.

##### *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 aligned with business needs.
- Identify database objects to replicate and specific requirements for those database objects.

##### *Replication Performance*

- Identify potential bottlenecks or performance issues affecting replication.

#### *Monitoring and Alerts*

##### *Monitoring Tools*

- Review monitoring tools and dashboards suited for the environment.
- Check required critical metrics like latency, data consistency, and system health.

##### *Alerts and Notifications*

- Evaluate the alerting mechanisms for replication failures, latency issues, and other

critical events.

- Review alert configuration requirements 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 requirements.

## ***Backup and Recovery***

### **Backup Strategies**

- Evaluate the backup strategies for SharePlex configurations and metadata.

### **Disaster Recovery Planning**

- Review the disaster recovery plan specific to SharePlex.

After the analysis, a document with the deployment plan will be generated and will be reviewed with the assigned administrator.

The deployment will follow the deployment plan to execute:

## ***SharePlex Installation and Configuration***

### **Installation**

- Verify and correct the installation prerequisites on the source and target environments
- Deploy the SharePlex software on the established source and target.

### **Initial Configuration**

- Evaluate and deploy the initial SharePlex configuration settings, taking into consideration requirements such as replication configuration, source and target databases, and configuration files.
- Deploy the SharePlex database objects and connection configuration.

### **Initial Replication**

- Activation and verification of the initial synchronization of the defined objects. The backup and restore of the database objects will be performed by your assigned team.

## ***Performance Tuning and Optimization***

### **Resource Utilization**

- Monitoring resource utilization, including CPU, memory, and network bandwidth used by SharePlex for a baseline.
- Monitoring of initial replication performance.
- Identify any resource constraints and optimize configurations accordingly.

### Configuration Tuning

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

### Monitoring and Alerts

#### Monitoring Tools

- Deployment of the selected monitoring tool.
- Configuration of thresholds for critical metrics like latency, data consistency, and system health.

#### Alerts and Notifications

- Configure alerting mechanisms for replication failures, latency issues, and other critical events.
- Review alert configuration requirements regarding timely notifications and appropriate escalation processes.

### 3. Review

Quest will schedule a one (1) hour SharePlex Foundation review web conference with your relevant team members approximately one 1 week after the report has been issued. During this conference call, key points 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 3 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 an 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, unless otherwise agreed upon by Customer and Quest.
- The project team shall be assigned following Quest's receipt of the SO executed by Customer and Customer's PO (if required). The Services shall start upon mutual agreement of the parties. The typical lead time for scheduling the start of an Engagement is four to six weeks.

Customer will:

- Assign a single point of contact for coordination 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 that 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

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