

General

The goal of a Health-check is to ensure that best practices in the platform and administration are being utilized and to identify areas of risk that could materialize in the future. *EZR Consulting* is to evaluate ability to operate in customer's present state environment by understanding the as-is state of operations vs EMC recommended best practice recommended operations. This gap analysis is expected to be highlighted as a risk analysis and improvement recommendations made available to the customer. The scope is focused on deployed functions available in present system release and not new product(s)/future releases.

Description of Services and Deliverables

The scope of this Health Check will focus on a review of the X repository. Analysis of other repositories is considered out of scope unless a change order is agreed to and executed for additional time and funding.

1. Health Check

Activities:

Health Check: Review and make recommendations on the following

- Meet with the customer IT support staff to understand the system
- Review current environment including:
 - Hardware sizing based on customer provided metrics
 - Infrastructure settings
 - Software component version compatibility with supported matrix
 - Configuration on each tier (DB, Content Server, application server, DFC)
 - Content Server and application server logs
- Review of the X Repository including:
 - Object hierarchy
 - Cabinet/Folder Structure, to assess change recommendations
 - Content Server configurations
 - Method/Job configuration (both inactive and active Jobs)
 - Active Directory/LDAP configuration and best practices
 - Prepare EMC recommended Standard Checklist of Database Administration for day to day operation to keep the repository and server in good health (comparing against customer's current checklist of administrative/operational duties).
 - Performance improvement suggestions and best practices.
 - Expose efficiency opportunities in day to day operations of the system.
 - Review current documentation (procedures focused)
 - Gaps in the current operation vs. standard operations
- Document findings and recommendations for improvement

Deliverables:

- Health Check Recommendations, provided in Word document with the following subject areas
 - Documented assessment of current operational state
 - Health Check Findings including risk areas
 - Recommendations for system improvements to ensure long-term system stability
 - Recommendations for monitoring and administration improvements (value-add administrative activities that are not currently performed)
 - Turn over final findings report to <Client Name> with customer opportunity to directly review with EMC consultant. Report due at engagement end.

Out of Scope and Assumptions:

- Troubleshooting and application fixes of any discovered system problems.
- Performance tuning.
- Server configuration modifications.
- Review or fix of any system customizations.
- Review of other Documentum repositories.
- This engagement does not include implementation of Health Check or Disaster Recovery recommendations. Implementation can be added with a change order.
- Any identified issues with the core product will be logged by the customer and tracked by EMC Technical Support. *EZR Consulting* can assist with the resolution of any product issues under client's direction but will not be responsible for the production of bug fixes for any product issues.
- The customer will make available the needed technical subject matter experts on the current Documentum system and if necessary, the server and network infrastructure. These resources will be available on a priority basis to participate in meetings, and on call throughout of the engagement.

2. Customer Responsibilities

The customer will provide the following for the duration of the agreement:

- Assign a point of contact for to server as the primary liaison between the *EZR Consulting* resource and <Client Name>.
- Assign one (1) technical point of contact for all *EZR Consulting*-related initiatives that require access to the customer's infrastructure or knowledge thereof.
- Provide detailed documentation around the existing application infrastructure and any relevant guidelines and standards
- Provide appropriate subject matter experts from the various departments/user groups as needed during this engagement.
- Provide *EZR Consulting* with necessary access to all Documentum related applications
- Provide adequate resources including computer, internet access, telephone, email, and work space for all assigned *EZR Consulting* resources.