

# Upgrade Assessment Service: Server Automation to Data Center Automation Suite

Set the right foundation for an agile upgrade of Micro Focus Server Automation to the Micro Focus Data Center Automation Suite.

## Overview

Cloud and composite applications now drive much of the IT agenda. To continue delivering value, your DevOps and IT Operations teams must transform Server Automation to support agile, continuous, and autonomous operations in a complex, hybrid world. Micro Focus Professional Services designed an Assessment Service to help customers modernize their Server Automation (SA) products as part of this transformation.

Our modular Upgrade Services help you realize the full potential of your IT software portfolio. The Professional Services team reviews and assesses the upgrade plans, which allows your teams to focus on the correct execution of the upgrade.

## Assessment Process

### Assessment Intake

To start the process, a Data Center Automation (DCA) specialist will:

- Request the current SA documentation.
- Request integration and deployment plans.
- Request identified solution needs and areas of improvement.
- Conduct a workshop to understand the plans, architecture, configuration, and integrations of the current and target solution with product versions in all targeted environments.

After intake, you will receive a statement of work for the remainder of the assessment, which includes detailed work packages, a timeline, and proposed pricing.

### Assessment Validation

After you approve the statement of work, a specialist will:

- Review the workshop outcomes.
- Review integration and deployment plans.
- Review and validate the configuration of the current solution.
- Review identified solution needs and improvements.
- Review and validate the need to renew licenses.

Depending on the implementation and version of your product, the specialist will also:

- Design the reference architecture for the future enterprise deployment of the DCA Suite.
- Produce an upgrade plan and a report with findings and recommendations.

### Assessment Conclusion

- Present the findings and recommendations for upgrade options and procedures.
- Plan and provide mentoring and knowledge transfer of the architecture and upgrade options.

## Service Planning and Deployment

- **Planning:** Our specialists will work with your schedule to deliver the service.
- **Delivery Model:** The service can be delivered onsite or remotely using a VPN connection to your network.
- **Governance:** A remote Micro Focus project manager ensures that we stay

within scope and produce the deliverables according to plan.

## Service Eligibility

For delivery of this service, you must provide:

- The required DCA Suite product licenses (conversion from existing SA licenses).
- A remote VPN connection to the network and systems.
- Administrative access to connected servers (SA and DCA nodes) from remote locations.
- Administrative access to execute specific application commands.
- Log files.

## Service Limitations

This service is limited to the upgrade assessment of existing SA instances to the DCA suite in a lab or test environment and production environment. It does not apply to the upgrade assessment of the standalone Micro Focus Database and Middleware Automation, Operations Bridge Reporter, Business Value Dashboard, or Operation Orchestration. The upgrade of these components is part of separate service offerings.

Other excluded components include:

- Upgrading server OS or databases.
- Upgrading other Micro Focus products.
- Integrations with other Micro Focus or third-party products.

Contact us at:  
[www.microfocus.com](http://www.microfocus.com)

Like what you read? Share it.



Excluded activities include:

- Purchasing certificates or licenses needed for installation.
- Delivering standard Education offerings.
- Providing performance testing or modeling services due to unauthorized attempts to install, repair, maintain, or modify hardware, firmware, or software.
- Conducting performance and load testing as part of validation.

We deliver the service as a single, continuous event. If your environment requires multiple engagements or phases over a longer period, we can accommodate at additional cost.

### Customer Responsibility

To ensure a successful service engagement, you must:

- Contact the project manager within 90 days of the date of purchase to schedule the delivery.
- Assign a staff member who will grant all approvals, provide information, attend meetings, and assist Micro Focus with facilitating the delivery.
- Provide access to key stakeholders for interviews and discussions.
- Attend Micro Focus conference calls.
- Ensure the availability and access to all hardware, firmware, and software required to deliver the service.

### Duration

On average, a single specialist takes three to five days to deliver the service in the lab or test environment and production environment. Depending on the architecture or type of engagement, this estimate could change.

### The Professional Services Difference

Micro Focus Professional Services delivers unmatched capabilities through a comprehensive set of consulting services. These services help drive innovation through streamlined and efficient solution delivery. We provide:

- Proven software-solution implementation expertise.
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Technology-agnostic implementation approach with no vendor lock-in.
- Education and support services to ensure successful adoption. Platinum member for The Open Group and driving force in the IT4IT™ Forum.

Learn more at

[www.microfocus.com/profservices](http://www.microfocus.com/profservices)

[www.microfocus.com/services/it-operations-management-services](http://www.microfocus.com/services/it-operations-management-services)