

Upgrade Assessment Service: Server Automation to Data Center Automation Suite

Set the right foundation for an agile upgrade of OpenText Server Automation to the OpenText 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. OpenText 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 OpenText project manager ensures that we stay within

scope and produce the deliverables according to plan.

OpenText 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

OpenText 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 OpenText 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.

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