

**Oracle 10g (RAC) Real Application Cluster  
Accelerator Service**

**SmartDog** by **DCC Services** provides a **Real Application Cluster (RAC) Accelerator Service**. This is a fixed price, fixed scope offering and is designed to assist in an effective deployment of **Oracle 10g Real Application Clusters on clustered platforms in 10 days**.

This service will ensure you will be up and running your applications on real application clusters in that 10 day window. Your **SmartDog** consultant will be working directly with your application developers, DBAs and system admins to ensure available and scalable applications will be deployed using **Oracle 10g Real Application Clusters** and at the same time equip your personnel with the basic understanding on how to install, administer, monitor and maintain the environment.

**This Service Includes the Following Tasks:**

<b>1</b>	Review all activities pre-project with customer including dependencies
<b>2</b>	Review Oracle 10g Real Application Cluster with client
<b>3</b>	Review features within Oracle 10g Real Application Cluster that will add value
<b>4</b>	Evaluate Operating system and Oracle for patch level
<b>5</b>	Install Real Application Cluster on the selected system
<b>6</b>	Determine configuration for Real Application Cluster
<b>7</b>	Create initial customer database
<b>8</b>	Validate successful install
<b>9</b>	Produce project report

**SmartDog** has implemented **Oracle 10g Real Application Cluster** for a broad array of customers. It's our experience that this Real Application Cluster implementation is a first step toward building a solid foundation for deploying your applications in a clustered environment, but is not intended to be a full lifecycle migration service.

**Boundaries of This Fixed Price Offering are as Follows:**

<b>1</b>	No more than a two node cluster using direct attached storage. All additional nodes would be separate
<b>2</b>	DAS would include 2 partitions
<b>3</b>	One partition for OCFS and one for ASM
<b>4</b>	RAW devices are out of scope
<b>5</b>	Customer supplies Oracle 10g Real Application Clusters
<b>6</b>	Customer has Oracle Product Support
<b>7</b>	One sample application with less than 25 tables and less than 500 MB of data will be selected from the customers inventory to validate the implementation
<b>8</b>	Oracle Cluster Ready Services (CRS) will be used as Clusterware, any other Clusterware is out of the scope of this offering

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**Key Features:**

<b>1</b>	Fixed price offering provides exceptional value for a potentially complicated task
<b>2</b>	Mentoring during the implementation process to provide internal resources with the knowledge necessary post implementation
<b>3</b>	Little down time, implementation is fast and provides all the information necessary to deploy scalable applications taking advantage of the new RAC platform

**Scope of Work: 10 Business Days**

SmartDog is providing services to install **Oracle 10g Real Application Cluster** database on an appropriate supported hardware cluster.

**Additional Scope Definitions:**

<b>1</b>	Review all activities pre-project with customer including dependencies	Reviewed Hardware, Operating systems and Oracle versions
<b>2</b>	Review Oracle 10g Real Application Cluster with client	Discussed technical platform and database layout
<b>3</b>	Review features within Oracle 10g Real Application Cluster that will add value	Discussed new features as related to existing applications
<b>4</b>	Evaluate Operating system and Oracle for patch level	Provided and upgrade information and patch list
<b>5</b>	Install Real Application Cluster on the selected system	Oracle 10g Real Application Cluster installed
<b>6</b>	Determine configuration for Real Application Cluster	Raw disk devices created
<b>7</b>	Create initial customer database	Database created
<b>8</b>	Validate successful install	Migrate small portion of application and data
<b>9</b>	Produce project report	Document outlining findings

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**Out of Scope Activities Include:**

1	Full migration of production databases
2	Any application modifications
3	Configuring of replication
4	Any backup or recovery activities
5	Hardware configuration
6	Performance tuning or benchmarking
7	Production database migration / deployment
8	Installation of RAC Cluster Guard

**Assumptions:**

1	Clustered hardware has been configured, tested and approved by the hardware vendor and SmartDog
2	Hardware support contract with hardware vendor is in place
3	Software support contract with appropriate parties is in place, including, but not limited to Operating System, Database, etc.

**Distribution of Responsibilities:**

SmartDog Responsibilities	
.	Produce a document detailing project scope
.	Detailed project plan
.	Project management for the duration of the project
.	Resource, SmartDog Delivery Consultant
.	SmartDog will select a sample of your application to be used for testing
.	Any request to change scope will be handled through SmartDog change management procedures
.	SmartDog assumes timely access to subject matter experts and expects ready access to decision makers. Should a situation arise where a question cannot be answered in a timely fashion, SmartDog will move forward utilizing known best practices and document how the decision was reached.

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<b>Customer Responsibilities</b>	
•	Customer is responsible for the selection, purchase, and installation of the hardware and operating system and any supporting equipment such as workstations, printers, routers, network cabling, etc., and will ensure that they are configured properly and operating before the project start date
•	All interconnect wiring between nodes will be in place, tested and in working order prior to project commencement
•	Provide acceptable, reliable hardware/operating system platform to implement the Real Application Cluster and for the duration of the project
•	Acquire ALL necessary licenses for the Oracle10g Real application Cluster implementation including Oracle, Operating System, Hardware, etc.
•	Provide adequate systems support to the project team during the course of the project
•	Develop and execute test plans, including stress and performance testing, with direction and guidance from Oracle
•	Develop technical procedure manuals and document all new policies and procedures relating to use of the ongoing operation of the Real Application Cluster as required
•	Designate functional and operational subject matter expert(s), including but not limited to DBAs, System Administrators, Developers and Project Managers as defined in the project plan
•	Ensure that the project team members participate as defined in the project plan
•	Identify an Executive Sponsor with decision-making authority. This person should have adequate knowledge of the business and systems to be able to review issues and make timely decisions on your behalf, and be responsible for the project from your perspective.
•	To ensure that all project resources have access to the following: work area, relevant access to the required equipment (network, passwords etc), printers, security badges, access levels and approved guides where relevant, outbound analog phone lines, telephones and access to normal office facilities such as photocopiers, FAX machines, work rooms, whiteboards and administrative support.
•	Respond to all questions in the required customer pre-engagement checklist have been answered and provide details and access to knowledgeable resources as defined in the questionnaire
•	Provide a fully supported and stable hardware cluster
•	Provide adequate systems support to the project team during the course of the project
•	Ensure that the project team has reasonable access to your personnel as needed
•	Actively participate the creation of the Project Work Plan

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**Project Location:**

All project activities will be performed at a single physical location. All necessary resources, both customer and **SmartDog**, will be expected to travel to the identified location for all project activities. Other activities can be performed remotely using **SmartDog** remote access if mutually agreed to by customer and **SmartDog**.