

# Services Engagements

Shady Khattab  
Technical Territory Service Manager

# WHAT WE WILL COVER

- Services Offering & Methodology
- PathFinder & Navigate

# Services Methodology

- Design & Deployment
- Design Only
- Design Review
- Health check
- VNF Onboarding
- Resident Engineer

# Pre-Defined Scope

*We know that customer environment will differ but whoever start technology can start small and grow BIG*

- Satellite packaged deployment (2) weeks
- IDM packaged deployment (3) weeks with AD integration
- OCP Infrastructure deployment (3) weeks with 10 app nodes
- RHV deployment 1 site 10 hosts (2) weeks
- OpenStack POC (4) weeks (1 director , 3 controller,10 hosts)
- CloudForms OOB (4) weeks
- Path Finder ( 2 )weeks
- Navigate (2) Weeks

# Engagement Journey

Kickoff

Design Workshops

Deployment

Validation

Closure and Handover

# Foundation Service Offerings: Envision

## High –Level Design workshop

5-10 days

**Goal:** Establish high level design and prioritized backlog of use cases for the requirement and define a scope.

### Inputs:

- Approach Document with findings, recommendations, strategy
- Cross functional team (architects, operators, etc.)

### Activities:

- Review workshop methodology and team responsibilities
- Review and refine objectives and High Level Design
- Review Red Hat product proposed reference architecture
- Deep dive whiteboarding session on relevant use cases
- Define strategy for the required final state

### Outputs:

- Approach Document including:
  - Customer's business objectives and challenges
  - High-level analysis and recommendations
- Prioritized backlog of use cases and business value
- High level design for infrastructure
- High level design for operational architecture
- Engagement approach (strategy, roadmap)
- Proposed engagement scope
- Scope for a sandbox environment
- Applicable product background info

## HealthCheck Workshop

5 days

**Goal:** Provide recommendation on the existing RedHat deployment

### Inputs:

- Existing design documents
- access to existing deployed environment

### Activities:

- **review of all aspects of the customer's environment including infrastructure, storage requirements or objectives as well as the level of performance**
  - Review and refine objectives and High Level Design
- Workshop to understand current issues

### Outputs:

- Provide set of written recommendation
- Knowledge transfer on the findings

## Satellite SmartStart... T&M and FF

2- 3 weeks

**Goal:** Assist with the deployment and configuration of Red Hat Satellite 6

### Installation:

- Installation of Red Hat Enterprise Linux (RHEL) 7 on up to two (2) servers provided by Client for the purpose of running the Satellite and Capsules.
- Installation of Red Hat Satellite 6 on one (1) servers in the main site
- Installation of Red Hat Satellite 6 Capsule Server on up to one (1) Server in the remote site

### Configuration:

Create up to two (2) Lifecycle Environment paths, with a maximum of three (3) Lifecycle Environments in each path, which would be used to help with the errata and new software releases.

Create up to four (4) sample RHEL Content Views .

Create up to two (2) sample RHEL Composite Content Views.

Create up to four (4) sample Host Groups.

Create Activation Keys as required.

Associate all required templates.

Register up to twenty (20) RHEL Clients to Red Hat Satellite

### Outputs:

- Engagement Journal capture the deployment

## IDM SmartStart... T&M and FF

2-3 weeks

**Goal:** Create an Identity management solution for the Linux and Unix environment inline with the business requirements

### Installation:

- Install and configure a Red Hat Enterprise Linux server to host the Red Hat Identity Management
- Install and configure Red Hat Identity Management server
- Install and configure Red Hat Identity Management client on client servers

### Configuration:

- Integrate Red Hat Identity management with Microsoft Active Directory
- Configure Red Hat Identity Management rules to control both user access to client systems and additional privileges granted to users on those systems.
- Demonstrate adding members to groups and containers

### Outputs:

- Engagement Journal capture the deployment

## OCP Smart start

3-4 weeks

**Goal:** Assist with the deployment and configuration of Red Hat Openshift infrastructure

### Installation:

- **one High Availability Clusters including:Master services ,Node Services,Registry,Registry Web Console,Logging,Metrics**
- **Built-In Docker Registry, 2 x Application Routers, Platform Metrics and Centralized Logging**

### Configuration:

- **RBAC for Common Requirements (Project User, Project Admin, Cluster Admin etc.)**
- **Basic Projects Creation and Node Mapping**
- **Persistent Volumes Configuration**
- **Sample Application Workload Deployment (Customer can choose any two from supported workloads like Java, Node.js, .Net, Python etc.)**
- **Integration between Non Prod and Production Environments**
- **Sample CI/CD Pipeline Creation**

### Outputs:

- Engagement Journal capture the deployment

## OSP POC

4-5 week

**Goal:** The engagement assess deploying the one (1) environment running Red Hat OpenStack Platform

### Installation:

- **Red Hat Enterprise OpenStack Platform environment:**
  - **One Cluster**
    - **1 Undercloud running OSP-director.**
    - **3 OpenStack Controllers (configured in a HA configuration).**
    - **3-10 OpenStack Computes.**
    - **3 Ceph nodes**

### Configuration:

- **Network configuration using Neutron networking - Virtual Extensible Local Area Network**
- **(VXLAN) network type and Modular Layer 2 (ML2) OpenvSwitch plugin.**
- **Deploying up to 10 compute hosts.**
- **Install and configure Ceph**
- **Deploy 1 Windows and 1 RHEL workloads on Openstack and confirm platform viability**

### Outputs:

- Engagement Journal capture the deployment



## CloudForms

4 weeks

**Goal:** Assist with the deployment and configuration of Red Hat OpenShift infrastructure

### Installation:

- Design and setup of a Highly available configuration of CloudForms on any of the below supported providers RHV (Red Hat Virtualization), RHOSP (Red Hat Openstack Platform), Vmware ,Amazon EC2, Hyper-V, Google Compute
- Configure simple one level approval workflow for the production environment
- Configure quota management based on provisioning capacity Or Group Names
- Configure Smart Analysis on supported providers

### Configuration:

- Integration with LDAP or Active Directory
- Integrations with SMTP for sending notifications
- Configure built-in simple IPAM solution
- Standardized Custom Naming Algorithm deployment
- Enabling vLAN placement by Tags
- Design up to 2 simple services with the related dialogs for the IaaS (Windows & Linux)

### Outputs:

- Engagement Journal capture the deployment

## RHV & Gluster

4-5 week

**Goal:** The engagement assess deploying the one (1) environment running Red Hat OpenStack Platform

### Installation:

- RHV Cluster Deployment Details
  - Deploy and Configure 1 RHV-M node
  - Deploy and Configure up to 15 RHV-H nodes
- Install RHGS
  - Create volume ,Deploy and implement Gluster configuration ▪ Assist configuring the cli

### Configuration:

- Install and Configure RHV Reports Portal
  - Configure cluster distribution and power savings
- Tuning the Gluster environment
- -Once proper integration and testing has been done and the SLAs are met, this phase will make sure that the Gluster cluster is tuned up in order to improve even more the overall performance of the environment
  - -RHEL tune-adm profile adjustment if needed

### Outputs:

- Engagement Journal capture the deployment

# Pathfinder Assessment Tool

### Application Assessment

Application Details

2. \* Select the application to be assessed....

Sample App1

3. Whats the level of business criticality of this application?

End of Life  1  2  3  4  5  6  7  8  9  10 Core Business Critical

4. \* Level of Ownership

Unknown

Application developed by 3rd party or COTS application

In maintenance mode, no app SME knowledge, EOL imminent

Maintenance mode, SME knowledge available


Actively developed, SME knowledge available

New Greenfield application

## PATHFINDER


Pathfinder is an application assessment which can quickly assist a customer with creating a strategy for containerisation of their applications.

CHOOSE ONE OF THE OPTIONS BELOW




RUN THE ASSESSMENT QUESTIONNAIRE.

Questions to start you on your way.



RESULTS

View and edit assessment results.



ADMINISTRATION

Add/edit customers and applications.

EMEA RED HAT VALUE FROM TECHNOLOGY TEAM

Customer Name:

New customer name here.....

Customer Description:

Customer description here.....

Customer Line of Business:

Education

Customer Assessor:

Assessor name here.....

Add

Add New Customer

Select a Customer

Vodafone

Get Results Get New View

Assessment Status

50% Assessed 50% Not Assessed

Application	Assessed?	Review	Business Priority	Decision	Effort	Review Date	View Details
PennyPincher	Yes	Complete	7	Rehost	Small	2018-03-13 06:13:29pm	
OracleCRM	Yes	Complete	6	Rehost	Small	2018-03-14 03:23:29pm	
LandWork ERP System	Yes	Complete	3	Refactor	Large	2018-03-14	
CustHelpCMS	Yes						
CallTrace	No						
OrangeHRM	No						
BeHost	No						
Whinger	No						

### OVERVIEW

1 UNKNOWN

12 GREEN

8 AMBER

1 RED

### ARCHITECT REVIEW

DETAILS

Please use this section to provide your assessment of the possible migration/modernisation plan and an effort estimation.

PROPOSED ACTION

Re-host

EFFORT ESTIMATE

Small

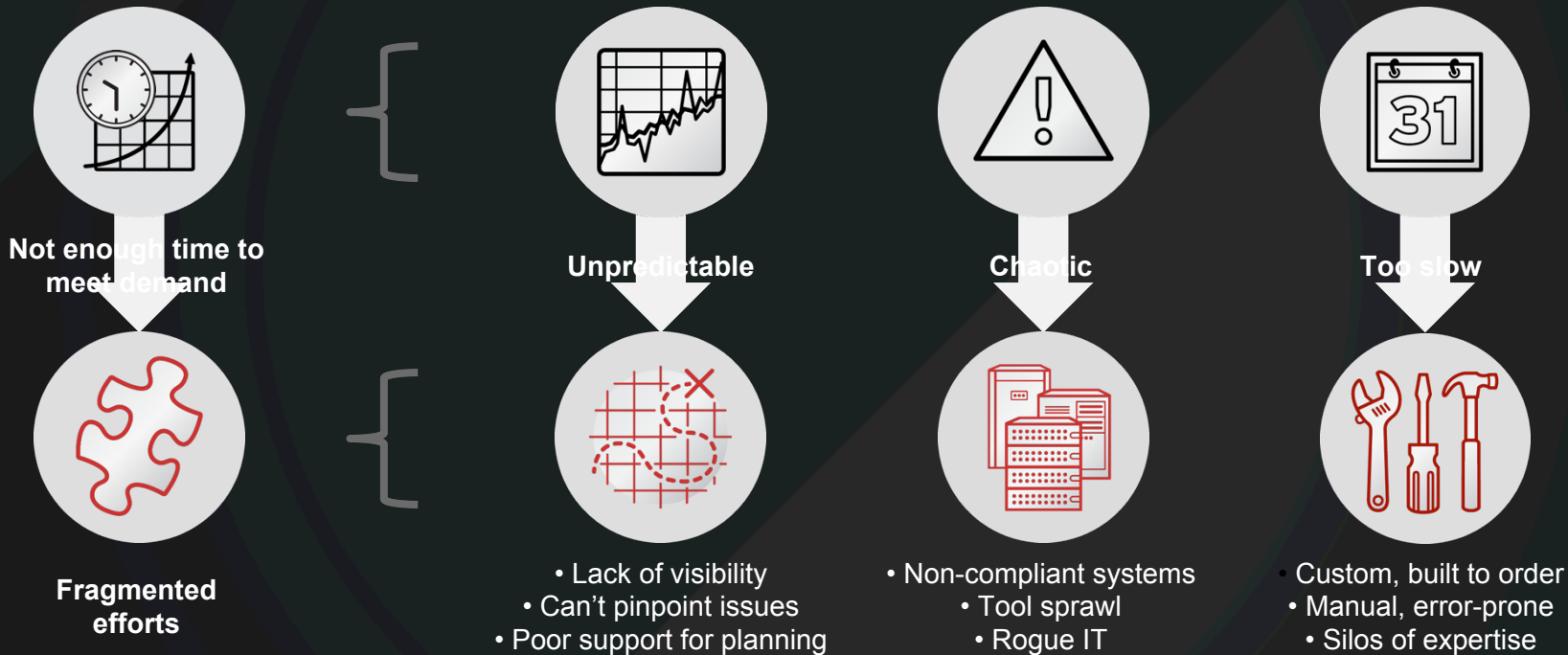
SUPPORTING NOTES

Add notes here about application.....

Submit Review

# UNDERLYING ISSUES

Fragmented approaches, processes, and tools hinder growth

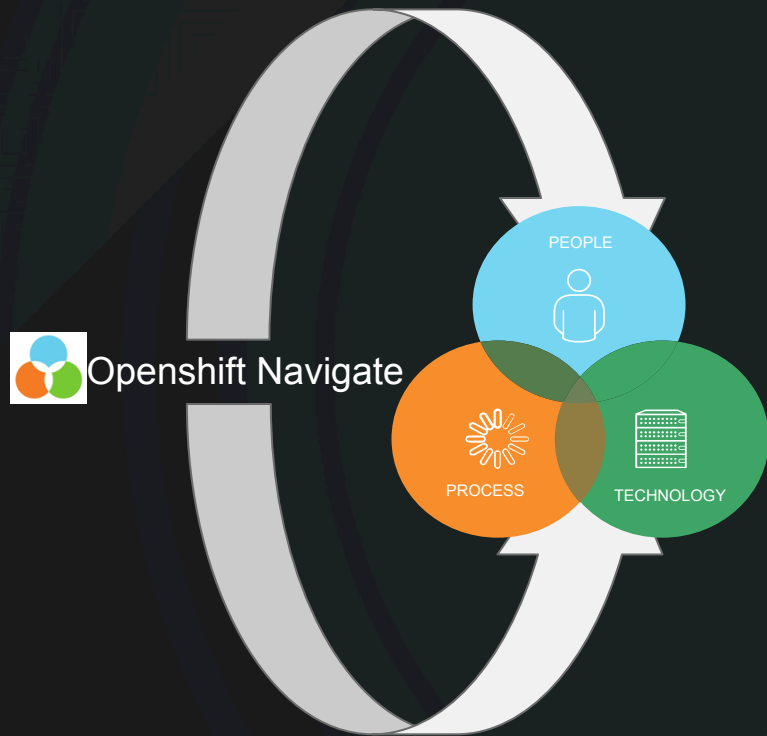


# Pathfinder Assessment Questions

A number questions per application covering the following aspects:

- Architectural Suitability
- Dependencies - Hardware
- Dependencies - Operating system
- Dependencies - 3rd party vendor
- Dependencies - (Incoming/Northbound)
- Dependencies - (Outgoing/Southbound)
- Application resiliency
- Communication
- Compliance
- State Management
- Runtime profile
- Observability - Application Logs
- Observability - Application Metrics
- Observability - Application Health
- Level of ownership
- Discovery
- Deployment Complexity
- Application Testing
- Application Security
- Application Configuration
- Clustering
- Existing containerization

# Openshift Navigate



## People

Navigate is a foundation for:

CoPs, Innovation Labs, Open Source  
Enablement

## Process

Reviewed from both a Business and a Technology  
perspective

## Technology

Implemented top down and bottom up:

# THANK YOU

The OpenStack® Word Mark and OpenStack Logo are either registered trademarks / service marks or trademarks / service marks of the OpenStack Foundation, in the United States and other countries and are used with the OpenStack Foundation's permission. We are not affiliated with, endorsed or sponsored by the OpenStack Foundation or the OpenStack community.