



The Linux & Open Source Company

ATIX Services



Support

- 9x5 oder 24x7 (only Severity 1)
- Remote – only via ticket system, no remote maintenance
- Flatrate

Services

- Error analysis and troubleshooting guide
- Evaluation of system information generated by orcharhino-debug (or similar tools)
- Support of the system "orcharhino-server" and "orcharhino-proxy" up to upper edge interface to external resource (ex.: interface = transition to external network) and only components in relation to the function of the orcharhino server components as well as the function of distributed orcharhino server/proxy components among themselves
- Support of the system "orcharhino-client": only subscription-manager, yum, apt, zypper, puppet/Saltstack client (in general: components for connection to orcharhino)
- Analysis and instruction only for error conditions and functions accepted by ATIX, whose correct usage is not obvious from the official orcharhino documentation/knowledgebase, if necessary reference to documentation/knowledgebase
- Support for everything that is part of the installer and is not (sufficiently) documented
- Plugins from the installer will only run to top "installation is successful" is successful. Configuration/setup → higher packages
 - Exception: Compute resources are supported up to the successful connection of a new CR
 - Exception: The scc plugin is fully supported
- network install, discovery, bootdisk, NOT bare metal: host can be successfully rolled out according to instructions.



Operational support

- 9x5
- Remote
- Remote maintenance
- Maintenance window (14 days advance notice)

Services

Independent operational support:

- Activities from areas presented below that go beyond the activities mentioned in Support. These must always be explicitly requested by the customer.
- Only possible for the following systems: orcharhino-server/-proxy/-client

Fields of activity:

- Management of the systems and their functions, without installation and/or configuration of components that extend beyond the existing functional scope at the time of handover by our consultants to the customer.
- The function extension must be possible based on already installed and configured applications.
- An administrator role is assumed, whose task corresponds to the daily recurring standard tasks with an existing orcharhino installation.

Positive examples (fall within the scope of this position):

- Integration of a new operating system including repo/product/content view and templates.
- Rollout of new hosts with in orcharhino existing functionalities
- Integration of new virtualization hosts of the same system type as already used (thus without installation of a new plugin)
- Working with existing config management tools
- Work with the functions of the web interface and their equivalents on the command line
- Applying in the service portal published patches, specified by the customer as to be installed (as long as the target audience of the announcements in the service portal is the administrator there)



Negative examples (do not fall within the scope of this position):

- Adaptation of templates to new customer requirements
- Creation of new templates
- Integration of new virtualization hosts of an additional virtualization type
- Extension of the infrastructure by additional orcharhino-server/-proxies
- Integration / configuration of newly added config management tools
- Installation of 3rd party (=not necessary for existing orcharhino-related functionalities) programs on orcharhino-server/-proxy/-client
- No use of tools and procedures that bypass or only partially execute the functions, procedures and processes of the web interface
- Contents of the knowledgebase of the service portal are a pure source of information for the customer, but do not extend the range of topics to be covered by the operational support

Effort/contingent:

- Package "S": 2x4h or update option.
- Package "M": 5 days
- Package "L": 10 days)



Assumption of operational Tasks

- 9x5
- Remote
- Remote maintenance
- Flatrate (individually negotiated)
- Maintenance window (14 days advance notice)

Services

Independent operational support:

- These must always be explicitly requested by the customer.
- Activities from areas presented below that go beyond the activities mentioned in (*) and are entirely executed by ATIX in prior customer-specific agreement.
- Only possible for the following systems: orcharhino-server/-proxy/-client

Extension of an existing solution:

- Extension of a system from orcharhino-server/-proxy/-client by orcharhino specific programs, configurations and functions.

Positive examples (fall within the scope of this position):

- Installation and configuration of new program components such as plugins to extend functionality to include management of additional virtualization types or additional config management tools.

Negative examples (fall outside the scope of this position):

- Project planning, installation, commissioning of new orcharhino servers/proxies/clients that are independent of the previously managed system.
- Installation and configuration of another orcharhino-server/-proxy working in conjunction with the previously supported system



Consulting

- 9x5
- Office or on site
- Remote maintenance

Services

Extension of an existing solution

- Extension of a system from the orcharhino-server/-proxy/-client area with orcharhino-specific programs, configurations and functions.

Positive examples (fall within the scope of this position):

- Installation and configuration of new program components such as plugins to extend functionality to include management of additional virtualization types or additional config management tools.
- Installation and configuration of another orcharhino server/proxy working in conjunction with the previously managed system
- Design, installation, commissioning of new orcharhino servers/proxies/clients independent of the previously managed system
- Activities that have no connection with the previously supported system, but realize a new, independent entity. e.g.: the installations of a new orcharhino system "on the greenfield".

Effort/Contingent

- Package "S": 2x4h or update option ⇄⇄
- Package "M": 5 days
- Package "L": 10 days)

