

MANAGED UPGRADE SERVICE

PROACTIVE UPGRADE PLAN

The need for a managed software upgrade service is evident across various dimensions – operational, security, compliance, financial, technological, and risk mitigation. Engaging in such a service emerges as a strategic need for organizations seeking to fortify their software infrastructure, ensuring it aligns with current demands while positioning them for future success.

The Managed Upgrade Service assists customers who have a deployment and need to upgrade and maintain their SC//Platform environment without impacting other project priorities. It will allow a Scale Computing Engineer to put together and execute a one-time update plan to upgrade their defined SC//Platform environment to the latest (or determined version) firmware. It will factor in timelines as outlined by the customer, including plans for any update issues and corrective actions to complete the upgrades.

The service eliminates the need for the customer to monitor and facilitate upgrades and removes the need for them to contact Support for troubleshooting if there are issues. The service includes identifying the clusters to be upgraded and a project plan with timelines to perform the upgrades for the customer so they can ensure their environment is running effectively.

What's Included

Features Chart

		Managed Upgrade Process
Planning	Determine the system(s) to be upgraded:	
	Test labs/test cycles	•
	Pre-production versions	•
	Production system standardization	•
	Determine company upgrade cycle standards	•
	Compile a list of all clusters to be upgraded	•
	Review possible new versions for need/functionality	•
Pre-Upgrade Analysis	Consider current errors or conditions that could prevent an upgrade from completing	•
	Create a timeline plan for upgrades to be performed	•
Upgrade	Upgrade clusters per the plan, verify updates have been performed, triage any issues with upgrades and correct any errors	•
	Repeat until all of the edge sites are upgraded, project completed Evaluate resources for n-1 node scenarios	•

