



RISC NetworksTM

CloudScape Strategic Discovery

Data Sheet

September, 2016

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Overview

The RISC Networks CloudScape Strategic Discovery is a services and technology engagement that will jump start your Cloud and Data Center Transformation initiative(s).

RISC Network's experienced engineers will follow a well-established process and methodology, to perform a jumpstart deployment of our award winning CloudScape platform in your environment.

The result is a fully populated CloudScape platform that will provide Cloud cost analysis and an application centric view of the environment. Up to five (5) application stacks will be defined, validated, and classified in terms of migration strategies. Additional customer enablement is provided in the form of a knowledge transfer workshops.

This service provides real actionable data to start you on your journey to the Cloud. At the end of this service engagement, you should understand what you have, what it will cost to run in the Cloud, have data driven discussions, and start taking real actions.

Description of Services

Project Initiation

RISC Networks will conduct an engagement kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected milestones and deliverables. The objectives of the meeting are focused on:

- Introduction of the delivery team, roles, and responsibilities
- Project goals and purpose of engagement
- Explanation of the expected engagement deliverables and work products
- Confirm prerequisites have been met prior to engagement start

Deploy Virtual Appliance

- Conduct joint WebEx session with the customer to deploy the Virtual Appliance and begin the discovery:
 - Deploy Virtual Appliance(s) into customer's VMware environment
 - Power on Virtual Appliance and perform initial bootstrapping procedures
 - Input IP address information
 - Input assessment activation code

- Input subnets to scan
- Input SNMP credentials and test
- Input Windows credentials and test
- Input VMware vCenter and / or ESXi credentials and test
- Start initial discovery

Asset Discovery and Validation

- Review the Asset Report with customer to validate all expected assets are discovered and accessible
- If there are inaccessible devices that are in-scope for the discovery, then assist the customer to take the following actions:
 - Determine cause (incorrect credentials, connectivity, etc.)
 - Take corrective action (remediate)
 - Initiate a rescan
 - RISC Networks will assist customer with up to two (2) rescans
- Obtain customer signoff of discovery results
- License all in-scope workloads
- Asset Discovery and Validation efforts will be limited to a one (1) week time period after which RISC Networks will license the accessible workloads and proceed with Application Review and Cost Analysis

Application Review, Classification, and Cost Analysis

- Licensed data collection must run for a minimum of three (3) days prior to analysis
- Review customer completed application questionnaire and prepare for analysis
- Review discovery data to ensure CloudScape platform visibility into all critical system dependencies and associated network and performance metrics
 - Note any discrepancies and assist customer to remediate as needed or determine as out of scope
- Perform application stack rationalization for up to five (5) applications
 - Review and refine the automatically generated application groups, taking system dependencies, customer input, best practices, and other factors into account
 - Analyze the five (5) applications and classify in terms of migration pattern (Rehost, Refactor, Revise)
 - Verify the five (5) application stacks with customer stakeholders (application owners) via WebEx
 - Application stack rationalization will be limited to up to 150 workloads in total (across the five (5) application stacks)

- Application stack rationalization efforts will be limited to a two (2) week time period after which RISC Networks will proceed with cost analysis activities and generation of final reports
- Perform inventory and usage based cost analysis for the discovered IT estate and the five (5) applications

Customer Enablement

- Conduct knowledge transfer workshop to review best practices for using CloudScape in Discovery and Cloud migration planning:
 - Review Cloud Cost reporting including inventory and usage reporting for:
 - Instance matching
 - Total day cost
 - Review the application stack rationalization process on up to five (5) additional applications
 - Review and refine the automatically generated application groups, taking system dependencies, customer input, best practices, and other factors into account
 - Application stack rationalization will be limited to up to 150 workloads in total (across the five (5) application stacks)
- Review application of CloudScape reporting and analytics in the support of various use cases:
 - Identification and validation of early migration candidates
 - Network segmentation
 - Security reviews
- Review available online resources
- Includes up to two (2) working sessions of up to two (2) hours each (conducted via WebEx)

Project Conclusion

- Hosted Final Review (Webex)
- Obtain signoff

Deliverables

- Asset Report
- Access to populated Portal with up to five (5) Defined Application Stacks
- Inventory and Usage Based Cloud Cost Models
- Hosted Final Review (Webex)

Out of Scope Services

Tasks not specifically stated as being performed by RISC Networks in this document are outside of the scope of this project and are not covered under the fees associated with it. Specifically excluded, unless expressly stated in a section of this data sheet, are:

- Troubleshooting and remediation of access issues to targeted systems (WMI,SNMP)
- Application stack rationalization and classification for more than five (5) application stacks

RISC Responsibilities

This section describes the responsibilities associated with the services RISC Networks will provide to Customer.

- Coordinate activities of all RISC Networks' resources
- Provide Customer with RISC Networks' resources that have the skills and expertise necessary to properly execute the requirements and services set forth in this datasheet
- Provide any requests for information or scheduling in advance
- Respond to Customer inquiries and / or requests within 24 hours (excluding Federal Holidays)

Assumptions and Customer Responsibilities

This section describes the responsibilities of the Customer to RISC Networks with regard to this project:

- All work will be done remotely.
- All work will be performed according to a schedule agreed upon by both parties.
- All work is performed during normal business hours (US Eastern Time Zone) and workdays (weekdays and non-holidays).
- Customer will provide access to computer systems as required for RISC Networks team to perform tasks as outlined in this datasheet. This will consist of the following:
 - Customer will participate in joint WebEx sessions to facilitate remote deployment of Virtual Appliance.
 - Customer will provide all input needed to bootstrap the VirtualAppliance (subnets, SNMP strings, credentials, etc.).
- Customer is responsible for executing all items discussed in the Pre-Deployment Checklist prior to remote deployment of Virtual Appliance. Any additional time required of RISC Networks personnel to perform the duties of this datasheet as a result of Customer's lack of completion of these checklist items will be considered billable time

payable by Customer.

- Customer will have a fully installed and configured VMware infrastructure as required to support the RISC Networks Virtual Appliance. Refer to the CloudScape Pre-Deployment and Discovery Quick Reference Guide for more information.

<http://www.riscnetworks.com/cloudscape-deployment-and-discovery>

- Customer may choose up to five (5) applications and will provide the information requested in the Application Questionnaire for them. If the customer has no preference, or does not provide the information requested, RISC Networks we will choose 5 representative applications.
- The Customer shall provide access to personnel knowledgeable with the infrastructure and applications as needed to perform tasks as outlined in this data sheet. This includes, but is not limited to, active participation in application stack rationalization sessions and validating the resulting application groups.
- Customer will respond to RISC Networks' meeting requests, or requests for information, within 24 hours (excluding Federal Holidays).
- Customer must accept the RISC Networks' CloudScape EULA and Professional Services EULA addendum. The EULA and Professional Services EULA addendum are made available in the platform and must be accepted by the customer during the initial implementation of the platform.