

RACKSPACE APPLICATION SERVICES APPLICATION OPERATIONS

SPHERES OF SUPPORT MATRIX

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Rackspace Application Services (RAS) Application Operations Spheres of Support

	RAS TEAM	CUSTOMER/SI
CARE & SERVICES		
24x7x365 access to a team of application support engineers: <ul style="list-style-type: none"> · Highly technical Java and .NET experts · Rapid response to production-impacting issues · Advisory services and best-practice guidance 	✓	
RAS advanced SLA – 100% production platform uptime guarantee	O	
ARCHITECTURE/CONSULTING		
Determine environment sizing <ul style="list-style-type: none"> · Number and name of environments (DEV, QA, PROD) · Number of nodes · Virtual machine CPU and RAM requirements · Amount of disk space needed 	P	✓
Develop application code <ul style="list-style-type: none"> · Custom components/templates · Client libraries · Source control 		✓
Consult on disaster recovery and high-availability implementations	P	✓
Consult on infrastructure and OS tuning based on best practices	O	
Migrate legacy content	O	✓
APPLICATION MONITORING/INSTALLATION		
Configure advanced synthetic & static URL monitoring	✓	
Install application performance monitoring (APM) tools	✓	
Provide read access to APM data	✓	
Configure SMS/robocall option for alerts	✓	
Create and maintain customer information library <ul style="list-style-type: none"> · Known issues · Key monitors · Long-term architecture and performance plans 	✓	
Provide environment runbook template <ul style="list-style-type: none"> · Contacts <ul style="list-style-type: none"> - Rackspace hosting - Customer - Vendors · Environment description · Application server configuration · Procedures <ul style="list-style-type: none"> - Build process - Monitoring configuration - Application deployment process - Standard deployment - Rollback procedure - Incident reporting 	✓	
Collaborate with RAS Digital team to populate environment runbook		✓

✓ Responsible for activity subject to level of service and # of hours

O Optional Rackspace service (for an additional fee)

P Active participant/collaboration in activity/event

Rackspace Application Services (RAS) Application Operations Spheres of Support

	RAS TEAM	CUSTOMER/SI
APPLICATION MANAGEMENT		
Define approval process for production deployment		✓
Define rollback procedures for production deployment		✓
Deploy custom code	P	✓
Conduct application smoke testing and quality assurance		✓
Conduct performance load testing	P	✓
Escalate application issues to vendor	P	✓
Troubleshoot database issues		✓
Troubleshoot application server issues	✓	P
Provide guidance/insight with APM tool data <ul style="list-style-type: none"> · Java profiler (Heap, CPU) · Application performance · Faster root-cause analysis · Business transaction errors · Identify bottlenecks · Average response-time metrics · Heap/GC utilization, caching, thread contention 	✓	
Execute maintenance operations at customer request	✓	P
Provide environment trend data for capacity planning	✓	
REPORTING		
Provide application-level visibility <ul style="list-style-type: none"> · Assist with capacity planning · Application-level issue correlation 	✓	
Provide reporting around the customer experience: <ul style="list-style-type: none"> · Understand how pages, Ajax requests and iframes are performing over time · Gain insight into the performance of individual pages and requests as experienced by your end users · Find the worst-performing pages by multiple common metrics 	✓	
Provide application monitoring tools <ul style="list-style-type: none"> · APM tool · Infrastructure monitoring tool · Synthetic transaction monitoring tool · Browser real user monitoring tool · Data analytics tool · Ability to profile Java and .NET · Application performance dashboard · Identify bottlenecks 	✓	

✓ Responsible for activity subject to level of service and # of hours

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Rackspace Application Services

The Rackspace Application Services portfolio offers a special level of support. We will help provide our **Fanatical Support Promise**[®] as well as support for your Java and .NET applications. Rackspace Application Services Application Operations means we will be researching errors and helping to determine a root cause. Rackspace Application Services Application Operations also includes research into solutions for performance issues. We will help determine whether you have the correct caching enabled and whether it is being used properly. Our application support engineers are your advocates and partners, with a unique ability to offer support through the server and into your Java and .NET applications.

Fanatical Support Promise

www.rackspace.com/dedicated-servers/promise