

## Spheres of Support

# RAS Digital Experience Sitecore® Experience Platform™ and Sitecore Experience Commerce™

Sitecore Experience Platform supported versions:  
7.2, 8.0, 8.1, 8.2, 9.0, 9.1, 9.2

Sitecore Experience Commerce supported versions:  
8.2, 9.0, 9.1, 9.2

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RAS Digital Experience Spheres of Support specific to Sitecore Experience Manager and Sitecore Experience Commerce		RAS Digital Experience — application installation and configuration	RAS Digital Experience — experts only	RAS Digital Experience — application operations	Customer/SI		
Advisory and consulting services from Sitecore architect and engineer team			R, A	R, A	I, C		
24x7x365 access to a team of application support engineers, including: <ul style="list-style-type: none"> <li>Highly technical .NET experts</li> <li>Experience in infrastructure management</li> <li>Active monitoring of complete environment</li> </ul>				R, A			
Access to a team of Sitecore architects and engineers			R, A	R, A			
Consult on Sitecore architecture best practices			R, A	R, A			
Environment sizing, including: <ul style="list-style-type: none"> <li>Number and name of environments (DEV, QA, PROD)</li> <li>Quantity of nodes</li> <li>Virtual machine CPU and RAM requirements</li> <li>Amount of disk space needed</li> </ul>			I, C	I, C	R, A		
Define and document initial OS-level requirements, including: <ul style="list-style-type: none"> <li>Server naming conventions</li> <li>IIS website naming conventions</li> <li>IIS application naming conventions</li> <li>Access and security</li> </ul>			I, C	I, C	R, A		
Confirm OS and infrastructure compatibility		R, A					
Verify compatibility with Sitecore's supported environments matrix, including: <ul style="list-style-type: none"> <li>Operating system</li> <li>.NET framework</li> <li>Virtualization</li> </ul>		R, A	R, A	R, A	I, C		
Application code, including: <ul style="list-style-type: none"> <li>Custom components and templates</li> <li>Source control</li> <li>Shared source Sitecore modules from the marketplace</li> <li>Third-party Sitecore modules</li> </ul>					R, A		
Migration of legacy content					R, A		
Consult and advise on Sitecore best practices and standards, including: <ul style="list-style-type: none"> <li>Content delivery horizontal scaling</li> <li>Content management horizontal scaling</li> <li>Platform security</li> <li>Sitecore audits and architecture reviews</li> </ul>			R, A	R, A			
Consult on Sitecore-specific disaster recovery and high availability implementations			R, A	R, A			
Provide consultation on Sitecore-specific topics of xDB, Coveo, MongoDB®, Solr, etc.			R, A	R, A			
Install and configure content delivery (CD) server feature		R, A					
Install and configure content management (CM) server feature		R, A					
Install and configure Sitecore databases		R, A					
Install and configure processing and aggregation server feature		R, A					
Install and configure reporting server feature		R, A					
Install and configure xConnect and other microservice Sitecore roles		R, A					
Install and configure a publishing instance in a multi-CM environment		R, A					
Install and configure xDB using ObjectRocket		R, A					
Install and configure xDB using customer's MongoDB implementation (Sitecore 8 only)		R, A					
R	Responsible for activity subject to # of hours	A	Accountable for activity subject to # of hours	C	Consulted	I	Informed

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Install and configure session state in MS SQL Server			R, A	R, A	I, C		
Install and configure session state in MongoDB using ObjectRocket				R, A			
Install and configure session state in Azure® Redis			R, A	R, A			
Install and configure session state in another provider (or customer's MongoDB implementation)			R, A	R, A			
Perform Sitecore security hardening guide analysis			I, C	I, C	R, A		
Perform Sitecore CMS tuning guide analysis			I, C	I, C	R, A		
Perform Sitecore installation guide analysis		R, A					
Sitecore user administration, including: · Group creation · User creation · SSO · Access control		R, A	R, A	R, A	I, C		
Active Directory integration with Sitecore authentication provider					R, A		
Advanced synthetic URL monitoring to verify that website visitors can complete a necessary series of steps successfully and without any site errors					R, A		
Application monitoring to enable monitoring of individual transactions throughout the application layer and to alert customers of potential issues impacting performance			R, A	R, A			
Read-only access to monitoring systems for customers			R, A	R, A			
SM and robocall option for alerts			R, A	R, A			
Create and maintain customer information library and runbook, including: · Known issues · Key monitors (only in RAS Digital Experience for Sitecore) · Long-term architecture and performance plans · Return-to-service instructions		R, A					
Validation of Solr search configuration to ensure proper integration with Sitecore		R, A					
Configure connections to Sitecore-supported search providers		R, A					
User management					R, A		
Content creation and migration		R, A					
Workflow management		R, A					
Installation and management of third-party plug-ins		R, A					
Define approval process for production code deployments		R, A					
Define rollback procedures for production deployment		R, A					
Custom code deployments					R, A		
Digital asset management					R, A		
Application smoke testing and quality assurance					R, A		
Performance load testing				C	R, A		
Escalate Sitecore issues to Sitecore			I, C	I, C	R, A		
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Troubleshoot ObjectRocket MongoDB issues			R, A	R, A	C		
Troubleshoot non-ObjectRocket MongoDB issues					R, A		
Troubleshoot application server issues			R, A	R, A			
Provide guidance and insight with application monitoring tool data, including: <ul style="list-style-type: none"> <li>· Application performance</li> <li>· Faster root-cause analysis</li> <li>· Business transaction errors</li> <li>· Identify bottlenecks</li> <li>· Average response time metrics</li> </ul>				R, A			
Define IIS and Sitecore log retention policy				C	R, A		
Implement IIS and Sitecore log retention policy			R, A	R, A	C		
Implement and manage Sitecore maintenance operations			R, A	R, A	C		
Troubleshooting Solr and custom search provider issues			C	C	R, A		
Provide tuning recommendations based on Sitecore best practices			R, A	R, A			
Provide recommendations on new Sitecore service packs and hotfixes			R, A	R, A			
Provide environment trend data for capacity planning			R, A	R, A			
Provide reporting around the customer experience, including: <ul style="list-style-type: none"> <li>· Understand how pages are performing over time</li> <li>· Gain insight into the performance of individual pages and requests as experienced by end users</li> <li>· Find the worst-performing pages by multiple common metrics</li> </ul>				R, A			
Provide application monitoring toolset, including: <ul style="list-style-type: none"> <li>· Application performance monitoring</li> <li>· Infrastructure monitoring</li> <li>· Synthetic transaction monitoring</li> <li>· Browser real user monitoring</li> <li>· Data analytics</li> <li>· Ability to profile Java and .NET</li> <li>· Application performance dashboard</li> <li>· Faster root-cause analysis</li> <li>· Identify bottlenecks</li> </ul>				R, A			
Consult and advise on Sitecore Commerce best practices and standards		R, A		R, A			
Installation and configuration of the Sitecore Commerce Engine and the business management server role for Sitecore Commerce (includes dependencies such as ASP.NET Core)		R, A		R, A			
Installation and configuration of commerce server staging for Sitecore Commerce		R, A		R, A			
Configuration and maintenance of the standard Sitecore Commerce SQL Server databases (or Azure SQL)		R, A		R, A			
Configuration and maintenance of Solr as Sitecore search provider for the default search indexes		R, A		R, A			
Installation of Sitecore Reference Storefront for Commerce (optional: may not be suitable for production environments)		R, A		R, A			
Installation, configuration and maintenance of Microsoft® Dynamics AX or Dynamics AX AOS server in conjunction with the Sitecore Commerce implementation					R, A		
Installation, configuration and maintenance of other auxiliary technologies to the Sitecore Commerce system					R, A		
Development of implementation-specific solution for Sitecore Commerce (storefront, user experience, personalization, etc.)					R, A		
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# About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what's next.

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