

X-Team Support Program for FatWire Content Server

OVERVIEW

Rapid, reliable and economical team support for your Content Server initiatives - With content management projects becoming more numerous, complex and time critical, organizations are frequently embracing vendor-partner relationships to meet their internal IT resource needs. If your organization is missing the skills and experience required for day-to-day FatWire Content Server management, application or infrastructure maintenance and development, FatWire and Element115 can provide a supplemental support program. To ensure success many companies that have implemented FatWire Content Server are using Element115's X-Team Support program to achieve their CMS vision.

There are two parts to the success of your CMS undertaking. The first is the design, architecture and training that is done as part of the implementation. The other is usage of the system itself, which depends on the reliability, availability and friendliness of the CMS. To achieve the reliability, availability and agility that your business demands, you will need an effective and efficient maintenance and support program in place. Depending on the size and scope of your system, this could range from a partial in-house FTE, up to a Center of Excellence staff. In partnership with FatWire, Element115's X-Team Program is designed to replace the need to hire and train technical resources.



X-Team is not a replacement for the FatWire Content Server software maintenance and support contract which covers Level 2 and 3 support including technical issues, engineering fixes, product enhancements and new version releases.

SMART BUDGETING

X-Team is both a proactive and response focused service for Content Server. Proper and timely maintenance and monitoring of the CMS and CMS infrastructure will provide maximum uptime and minimize IT resource time. Reducing site downtime results in greater customer satisfaction and increased revenue opportunities.

In addition, X-Team response to support needs are handled quickly and effectively with a monthly pool of Flex resource hours retained for your use and direction. The Content Server X-Team resource pool is available to you at no additional charge and includes designers, developers, System Specialists, Product Specialists, architects and project managers. All certified and experienced on Content Server, they become part of your IT team. You can instantly expand the skill set of your staff without providing training or management for less than the cost of an FTE.

DESCRIPTION OF SERVICES

The following services are provided with X-Team to properly maintain and monitor the CMS environment for Content Server. These proactive activities are targeted to minimize support issues.

Content Server Infrastructure X-Team Maintenance and Monitoring	
Web Server Tier	Satellite Server Tier (Cache Tier)

<ul style="list-style-type: none"> ◆ Filesystem size check for logs ◆ Periodic scanning of logs for errors to report ◆ Log analysis for unusual patterns of usage (potential intrusion threats) ◆ Tuning of webserver 	<ul style="list-style-type: none"> ◆ Filesystem size checks for satellite logs ◆ Filesystem size check for satellite temp folder ◆ Memory analysis for jvm
Application Server Tier	Content Server Tier
<ul style="list-style-type: none"> ◆ Filesystem size check for logs ◆ Filesystem size check for storage directories ◆ Filesystem size check and maintenance for java temp directories ◆ Memory usage and adjustment for jvm ◆ Cluster management and adjustment ◆ Thread allocation for web application ◆ Thread allocation for database pool 	<ul style="list-style-type: none"> ◆ Review of application logs for errors/warnings to report ◆ Review of logs for unusual patterns of usage ◆ Core dump analysis ◆ Caching analysis and recommendations

Database Infrastructure X-Team Maintenance and Monitoring (Optional)	
Storage & Data Management	Proactive Performance Monitoring
<ul style="list-style-type: none"> ➤ Tablespace Free Space ➤ Rollback Segments ➤ Extent Management ➤ Autoextend Management ➤ Flat file space used to support logs, dumps, and exports ➤ Monitor object fragmentation ➤ Invalid objects ➤ Extent failure detection 	<ul style="list-style-type: none"> ➤ Hit ratios including buffer cache and shared pool ➤ Analyze objects Detection ➤ Archiving System resource usage ➤ Basic CPU utilization ➤ Disk I/O ➤ Basic Network I/O ➤ Memory utilization including SGA and shared pool ➤ Inefficient SQL ➤ Sorting Efficiency ➤ In-doubt transactions ➤ Job Queue Analysis ➤ Temporary Tablespace usage ➤ Job Queue Analysis ➤ Lock & Latch Analysis
Proactive Performance Monitoring	Backup & Recovery
<ul style="list-style-type: none"> ➤ Alert Log Errors ➤ Database Availability ➤ Listener Availability ➤ Low Disk Space/Archive Logs ➤ Blocking Locks ➤ Core Dumps 	<ul style="list-style-type: none"> ➤ Monitor backups for successful completion ➤ Flat file space used to support archive logs ➤ Monitor Exports for successful completion

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Note 1: Database support is optional and is listed as an additional item in the pricing table.

The following services are available to you based on your retained Flex resource hours for support and customization requests.

Content Server X-Team Support
Level 1 Trouble Shooting
<ul style="list-style-type: none"> ➤ Answer questions on system operation, training, etc. ➤ Assist and show user best practices ➤ Troubleshoot and qualify call as support or other ➤ Checkpoint latest FW support procedures and fixes before opening support ticket ➤ Check 3rd party vendor fixes, upgrades and FAQs for solutions ➤ Follow up on open support issues with FatWire to resolution ➤ Escalate unresolved issues as appropriate
Support and Response
<ul style="list-style-type: none"> ➤ Vendor intermediary for problem resolution to eliminate vendor conflict and speed resolution time ➤ Install and test bug fixes for application server, database, content server, web server and satellite server ➤ Install minor version releases or upgrades for application server, database, content server, web server and satellite server ➤ Conduct annual help ticket assessment and compile an analysis report with recommendations ➤ End user training and certification, or development of custom training ➤ Any development small or large in scope ➤ Web site design and layout ➤ Developer Help Desk ➤ Architectural web site planning and review

Use of Flex Resource Hours:

X-Team provides sixteen (16) Flex resource hours monthly for the support activities listed above. Resource hours accrue monthly and may be used any time during that month. During that month you may use any type of resource listed without an additional cost up to the sixteen available hours. Any unused hours expire at the end of the month and a new monthly allotment starts with the 1st of the following month. Element115 will recommend timely and efficient usage of your hours to support the CMS. Weekly reports will be sent to you detailing your resource hour usage and availability. Additional hours may be purchased at a discount to the commercial rates.