



SharePlex Assessment and Upgrade Planning Services

Description

The SharePlex Assessment and Upgrade Planning Service Offering will assist the Customer with evaluating the SharePlex environment, tuning the application's performance, and developing a plan to upgrade SharePlex (the “Activities”) safely.

Outcomes

- Health Check: validate the stability of the SharePlex environment.
- Performance Assessment: optimize the performance of the current SharePlex deployment.
- Upgrade Readiness Assessment & Planning: develop a plan to upgrade SharePlex safely.

Approach and Activities

A Quest Professional Services consultant will collaborate with the necessary customer stakeholders and subject matter experts on the following activities. The activities performed may vary based on the complexity of the customer’s environment and technical needs.

Health Check

The SharePlex Health Check is designed to help better understand your SharePlex environment and ensure it operates as expected. During the health check, our engineers provide a technical assessment of your SharePlex deployment to identify and prioritize system improvements. We will share expert knowledge with your IT staff members to ensure everyone is aware of your solution's full potential and that your deployment is working as efficiently as possible.

- Facilitate a workshop to discuss and review SharePlex Replication Environment Health.
- Review/Validate existing SharePlex Replication & SharePlex configuration files.
- Review/Validate Schemas & Objects in replication.
- Identify variances in the current environment based on SharePlex implementation best practices.
- Validate the configuration for use case scenarios (i.e., the correct configuration compared to where and how SharePlex is used).
- Provide recommendations on necessary changes to the existing SharePlex environment.
- Discuss/Validate SharePlex software-related prerequisites.
- Develop SharePlex replication environment settings related to draft documentation.

Performance Assessment

Performance assessment is critical, especially when managing substantial amounts of data, where even a minor change can dramatically impact performance. The first step in performance assessment is to identify bottlenecks. As part of this engagement, the current Capture, Read, and Post-replication volumes will be reviewed, and the queue configuration will be assessed in an expected production workload volume. With the Performance Assessment, our technical experts provide basic tuning of the

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processes of your SharePlex solution, make recommendations to improve your SharePlex operations, and collect a baseline of the current performance. You will see optimal performance, be able to manage your application data better, and address real-time production issues.

- Review the customer's detailed configuration and performance requirements.
- Assess Capture, Read, and post-replication volumes, assess current queue configuration, and evaluate tuning readiness.
- Configure replication in SharePlex in the test environment:
 - Run load on the system to best reflect expected production volume.
 - Review the output of the utilization times and trace commands.
 - Analyze performance reports for the source and target data sources.
 - Ensure post queues are processed on the target database.
 - Monitor SharePlex Processes speed and backlog.
 - Validate data integrity at the time of the engagement.
 - Tune replication on the SharePlex side and make data sources performance-tuning recommendations.
 - Monitor replication after changes.
- Apply modifications in SharePlex in the production environment and monitor replication after changes.

Upgrade Readiness Assessment & Planning

The SharePlex Upgrade Readiness Assessment is designed to help you better understand your SharePlex environment's readiness for SharePlex upgrade. During the assessment, our engineers provide a technical assessment of your SharePlex deployment to identify and prioritize system improvements. We will share expert knowledge with your IT staff members to ensure everyone is aware of the full potential of your solution and to ensure that your deployment is working as efficiently as possible. The following steps are taken to ensure your environment and staff are ready for the upgrade:

- Check interoperability.
- Validate OS compatibility.
- Validate database version compatibility.
- Verify inclusion of one-off builds, Bug Fixes,
 - One-off builds are those Bug fixes / Debug one-offs / Customized one-offs / Test one-offs provided to a customer that is not a part of the standard offering in the product. They may be created to address a bug, assess a concept, and debug an issue.
- Check for Deprecated parameters.
 - Determine if any parameters you use were deprecated in the new release. SharePlex retains backward compatibility of your current parameter settings, including newly deprecated ones, so you do not need to stop processes to reconfigure settings. However, it would be best to familiarize yourself with the new parameter or default functionality that replaces a deprecated parameter to determine whether configuration changes are appropriate.
- Check for New Parameters
 - Review the New features in this release and Enhancements for any new parameters that affect your current configuration. If any upgrade steps are required, they will be noted.

- Recommend upgrading the existing product directory or a new one.
- Document necessary steps to upgrade SharePlex Upgrade Deployment
 - Conduct a final review of the current environment and document any required changes.
 - Apply the upgrade in a test environment (if available) to validate the process.
 - Monitor replication processes and data integrity during the test upgrade.
 - Address any issues identified during testing.
 - Implement the upgrade in the production environment.
 - Monitor replication processes and data integrity.
 - Validate the upgraded environment's performance and stability.
 - Provide documentation from the upgrade results.
 - Monitor the environment for any issues and address them.

Prerequisites and Assumptions

- Scope of services assumes just one (1) SharePlex instance.
- No service activities shall occur during local, state, or country holidays unless other arrangements have been coordinated through Quest.
- All services expire twelve (12) months from the date of purchase.

The customer agrees to cooperate with Quest in the delivery of its services and to the following responsibilities:

- The customer will ensure that any prerequisites provided by Quest are complete and in place before the commencement of relevant activities.
- Installation & Configuration of SharePlex is complete and stable.
- The customer will manage all appropriate change controls.
- The customer is responsible for customizing the database and Shell scripts specific to the user environment.
- The Health Check & Upgrade Readiness Assessment is for one SharePlex replication stream.
- Customer has read current SharePlex Release Notes <https://support.quest.com/technical-documents>.
- Customers will consult directly with the Quest support team on any issues arising from product functionality.
- The customer will ensure it has the necessary SharePlex and appropriate licenses for the replicated database.
- The customer will set up the necessary prerequisites, including installing and configuring source and target data sources.
- Service offering is based upon a single replication stream.
- The following items are NOT in scope:
 - The creation of Target/New Reporting Databases and the porting or cloning of data from Source/Existing Database to Target/New Reporting Databases and verifying all data in all tables are NOT within scope.
 - The Testing of applications on the Target/New Databases and the performance tuning of the Target/New databases are NOT within scope. Any enhancements or changes to existing functionality are out of scope unless provided by an upgraded version of SharePlex.

- No customization or scripting is covered under the scope mentioned in this scope. If any assistance with customization is required, the Customer will purchase additional professional service days.
- Testing of application or database or performance tuning is not within scope.
- In addition, the Customer agrees to cooperate with Quest in its delivery of the Services and agrees to the following responsibilities:
- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- Commit a technical resource on a full-time basis to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements (Product Installation/QuickStart Guide) before the Remote session.
- All activities will be performed remotely utilizing Quest-provided web and voice conferencing.
- Some activities may be performed during a “pre-call” that could be required before the scheduled engagement begins.

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
CBE-SPX-PP	SHAREPLEX ASSESSMENT AND UPGRADE PLANNING SERVICES