



# iStreet Solutions

## SAP Application Hosting FAQ

*This FAQ answers common questions about the deliverables when you host your SAP ERP application with iStreet.*

For more information please contact an iStreet Customer Representative at 877-595-8479 or 916-978-8273. Or e-mail us at [sales@istreetsolutions.com](mailto:sales@istreetsolutions.com).

### What is the scope of iStreet's application hosting services?

Unless otherwise specified, iStreet supplies the infrastructure required to provide you with a fully functional hardware and software environment for your application, available 24x7x365 except for mutually agreed maintenance and downtime windows.

iStreet provides enterprise-class application hosting services built on industry best practices, best-of-breed technology and our own deep expertise and proprietary solutions. The foundation of every hosting environment is iStreet's highly available data centers, staffed 24x7x365 by iStreet engineers.

Each hosting platform is customized based on your requirements for hardware, operating system, database support, backup and storage, availability, etc. iStreet provides full support and management for the infrastructure your hosted application runs on, based on a comprehensive Service Level Agreement.

### What specific services does iStreet provide?

iStreet provides the following enterprise application services for its hosting customers:

#### SAP Application Management, which includes:

- Basis Support and Operations
- Manned Basis Support is available in three different service and price points and is available in the Purchaser's primary time zone and is known as "Prime Shift Availability". We offer three Prime Shift Availability for Basis services:
  1. 5 day by 8 hour service. This is our lowest cost service.
  2. 5 day by 12 hour service. Our most popular service provides a large window of coverage from 7:00 a.m. to 7:00 p.m. Monday through Friday in Purchaser's primary time zone.
  3. 7 day by 24 hour service. This service provides the continuous window of non-stop Basis coverage.
  4. While not expected under all normal circumstances and in the unlikely event of an incident, Basis Support is provided around-the-clock for Priority 1 and 2 incidents without charge.
- Facilities
  - iStreet will provide a complete Tier III data center operating environment
- Purchaser Care Services and Reporting
- Transition Services until your application has been fully transitioned to iStreet
- Technology & Infrastructure Management

#### Customer Experience Management

Weekly teleconference calls to discuss operational status and updates, as well as regular monthly calls to review reports and events related to service issues.

#### How does iStreet size an SAP environment?

Based on information you provide, iStreet will provision and size your SAP application environment (hardware, software and services) using tools such as the SAP Quick Sizer to meet your specific performance, availability, storage and support requirements.

iStreet will include dedicated servers to support your application landscape. Application environments include three-tier architecture (Development, Test/QA and Production) unless you specify otherwise.

### **What physical security does iStreet provide at its facilities?**

Physical security measures at iStreet data centers include:

- Power management and redundancy including diesel generator backup
- Network redundancy
- Full fire prevention, suppression and alarms
- Strong access controls including dual key-card and biometric access controls, camera surveillance and strict "visitor/delivery" policies
- Building features include lightning protection and 100% raised floors in server rooms

### **What project management and planning services does iStreet provide during the implementation/migration of hosted applications?**

iStreet will take care of a range of project management activities to help manage your transition, including:

- Creating and maintaining an implementation/migration plan
- Defining and tracking project milestones
- Managing the change control process until your transition is complete
- Attending planning and status meetings as required
- Performing pre- and post-transition quality reviews and promptly resolving any non-compliance issues

### **What ongoing operations services does iStreet provide?**

Unless otherwise agreed, iStreet will provide: Operating System Administration, SAP Application Management, SAP Basis Administration, Database Administration, Network Administration, and Backup/Recovery Services.

### **What database administration services does iStreet provide?**

DBA functions provided in accordance with best practices for your environment include:

- Database installation and configuration per your needs
- Installation of release upgrades, maintenance and patches
- Assistance in performing pre go-live database problem analysis and resolution
- Database monitoring
- Post go-live database optimization (tuning)

### **What backup and recovery services does iStreet provide?**

Unless otherwise agreed, iStreet's backup/recovery services typically include:

- Implementation of a backup strategy and procedures
- Daily, weekly and monthly backups of the SAP application, database, archive logs and file systems
- Management of backup software and media

iStreet will perform database restores at no extra cost during your Manned Basis Support timeframe.

### **Who is responsible for management of the network?**

iStreet will configure, monitor and manage all iStreet supplied network equipment, and provide SAP OSS VPN access. iStreet will also coordinate problem resolution with vendors and service providers from the iStreet data center to the iStreet equipment at your site (if provided).

Clients are responsible for all tasks related to client supplied equipment on your site. iStreet will assist you in problem determination and resolution up to two hours per month at no additional charge.

### **What reporting does iStreet provide the client regarding the hosted application?**

iStreet provides these standard reports: monthly status report, monthly change control activity and service request summary, monthly SLA summary, and a monthly billing report.

For SAP environments, custom SAP reports provided by SAP functional support are not covered by iStreet hosting agreements unless otherwise agreed.

### What Change Management processes does iStreet provide?

iStreet provides a formal change control and change management process.

### What disaster recovery options does iStreet provide?

iStreet's optional Disaster Recovery provisions ensure recovery of your hosted environment(s), including network connectivity. This may include recovery at an alternate processing location in the event of a catastrophic failure.

### How does iStreet manage service requests?

iStreet will coordinate and track progress against service requests. This includes facilitating the coordination of problem ownership, resolution and escalation for any service request within iStreet's areas of responsibility.

## *iStreet Basis Services Catalog Summary*

iStreet SAP Basis administration services are focused to ensure optimized performance and overall system availability. Production systems require the highest percentage of our attention and demand the most day-to-day optimization to ensure the business always has the SAP system available. Development and test systems require the same maintenance but with less attention to optimization. Our free consultation service assures you that we understand your needs.

#### 1. Daily Basis Monitoring and Alerting

- ☐ Backup jobs success
- ☐ Response time
- ☐ Availability
- ☐ Background Processing
- ☐ Buffers
- ☐ Dialog
- ☐ Enqueue
- ☐ Operating System
- ☐ Spool system details
- ☐ Early Watch Analysis
- ☐ Alerts under System Errors tree node of SAP CCMS monitor [RZ 20].

#### 2. Proactive Daily Tasks

- ☐ Backup and Recovery
- ☐ Transport System
- ☐ Basis Database Administration
- ☐ Background Jobs
- ☐ Printing Administration
- ☐ Performance Tuning
- ☐ Software/Kernel Updates
- ☐ Client Administration
- ☐ Security
- ☐ OS

#### 3. Reactive Tasks

- ☐ Priority 1 and 2 immediate response
- ☐ Priority 3 same day response
- ☐ Priority 4 next day response
- ☐ Service Request Management
- ☐ Service Change Management

#### 4. Consultations

- ☐ Weekly
- ☐ Monthly

iStreet has the right solution for you. SAP Managed Hosting or SAP Remote Basis Management services are available for your critical SAP applications.

**SAP® Certified**  
in Hosting Services

**SAP® Certified**  
in Application Management Services

Contact us for a free consultation to uncover your critical Basis needs and to tailor a custom solution for your organization. [sales@istreetsolutions.com](mailto:sales@istreetsolutions.com)