

**A guide to
ZNetLive support services
for

openstack®**

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Introduction

OpenStack – the open source software, provides a number of tools for developing and managing cloud computing platforms for private and public clouds. It scores over multiple other cloud computing platforms available in the market due to its capabilities including automation, scalability, availability of features, speed with which final product is delivered, robustness and availability of latest versions.

ZNetLive managed OpenStack Private Cloud enables businesses to quickly introduce new products to market, add new features, lower costs and improve internal systems. It also helps in preventing technology lock-in as it leverages OpenStack, that's supported by every IT industry leader.

But, it's not easy to deploy and manage OpenStack clouds as OpenStack combines a number of open source tools or projects and so requires highly skilled IT team with proven technology expertise.

ZNetLive's experienced technical support team helps organizations to setup, implement, secure, patch, manage and upgrade OpenStack cloud and monitor it round the clock as well.

Key features

Comprehensive Support

ZNetLive OpenStack support team will take care from initial designing, deployment to overall management of your OpenStack cloud. The team will monitor and maintain cloud health including CPU, disk space, memory, uptime etc. with regular patching, troubleshooting, updating, and other services.

Runbooks and Recommendations

At the time of OpenStack cloud implementation, ZNetLive support team will create a tailored runbook after discussing with you. It will comprise standard working procedures on monitoring alerts and customized escalation routes as per your requirement and business' best practices.

ZNetLive OpenStack support services will include recommendations for scaling for improving your cloud's performance.

Regular Maintenance

Your cloud will be monitored for maintenance as and when needed to update the functions. It is normally scheduled but in case it's needed, the team may perform an emergency maintenance also.

Before executing the scheduled maintenance, support team will let you know about the issue, its probable impact on your services, its preparation and other details.

The team may perform emergency maintenance in case of some critical issues like security vulnerability or DC infrastructure issue.

Supported OpenStack projects and associated technologies

OPENSTACK PROJECTS	
Dashboard (Horizon)	A graphical user interface for users and system administrators for accessing, provisioning and automating cloud resources.
Compute (Nova)	For provisioning and managing large VM networks
Identity Service (Keystone)	A user directory with OpenStack services that users can access. Integrated with existing OpenLDAP services to authenticate users.
Orchestration (Heat)	With it, app developers can describe and automate infrastructure deployment through templates.
Image Service (Glance)	Provides services like registration, delivery and discovery for server and disk images. Supported image formats - Raw, VDI, qcow2, AMI, OVF, VHD, VMDK.
Networking (Neutron)	API driven IP and network management that can be plugged and scaled. Manage VLAN and flat provider networks; VLAN, VXLAN and flat overlay (tenant) networks; and layer-3 agents to be used for routing, floating IP addresses and NAT.
Object Storage (Swift)	Scalable, redundant object storage leveraging standard server clusters that can store huge quantities of data.
Block Storage (Cinder)	Offers persistent block-level storage tools to be used with compute instances of OpenStack. Comprises OpenStack Block Storage (Cinder) drivers for NetApp FAS, EMC VNX2, Cinder/LVM and Ceph RBD.
ASSOCIATED TECHNOLOGIES	
Ansible	Ansible is an open-source software automation engine that automates software provisioning, configuration management, and application deployment.
Ceph	Ceph is a software storage platform which implements object storage on a single distributed computer cluster, and provides interfaces for object, block and file-level storage. It offers exabyte level scalability and has distributed operations with no single failure point.

Support areas

R = Responsibility

P = Participant of the activity

I = Has service information

CUSTOMER SERVICES	Customer Owned Data Center	
	Customer	ZNetLive
Round the clock support	I	R
Dedicated Account Manager	I	R
Dedicated OpenStack Architect (added offering)	I	R
Hosted configuration monitoring and hardware monitoring events' response	P	R
Cloud infrastructure configuration monitoring and node OS and hypervisor response	I	R
Cloud and configuration backup	I	R
Security patches application to cloud	I	R
Intrusion detection	R	I
Virus scanning of server	R	I
DDoS mitigation	R	I
Management of firewall	R	P
On -request server check for compromise	P	R
Third-party security auditing following implementation	R	P
DATA CENTER SERVICES		
Providing and maintaining		
Data Center (DC) facility	R	I
Cooling and redundancy	R	I
DC physical security	R	I
Routing and switching devices	R	P
Provisioning IP Block	R	I
Power and redundancy	R	I
Power and network connectivity	R	I
Configuring Firewall	R	I
Providing bandwidth	R	I
Physically installing devices	R	I
Architecture design, review and consultation	P	R
MONITORING SERVICES		
Monitor and alert for Disk capacity	P	R
Sending email alerts	I	R
Monitor OpenStack Services	I	R
Managing local storage	R	P
CPU performance utilization report sharing	I	R

About ZNetLive

ZNetLive provides wholesome cloud business solutions and managed services to large enterprises and SMBs on latest technologies and enterprise grade hardware with value added benefits. ZNetLive specializes in complete cloud consultancy and infrastructure analysis to provide dynamic cloud solutions tailored to specific industry processes.

ZNetLive, owned by ZNet Technologies Pvt. Ltd., was founded in 2001 and has been providing cloud hosting and managed services to customers in over 141+ countries worldwide.

In addition to industry's best accreditations such as the HostReview Readers' Choice Award; The Deloitte Technology Fast 500 Asia and Fast 50 India Awards for 2010 & 2011; ISO 27001 and D&B certifications, ZNetLive has a number of Microsoft certifications.

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