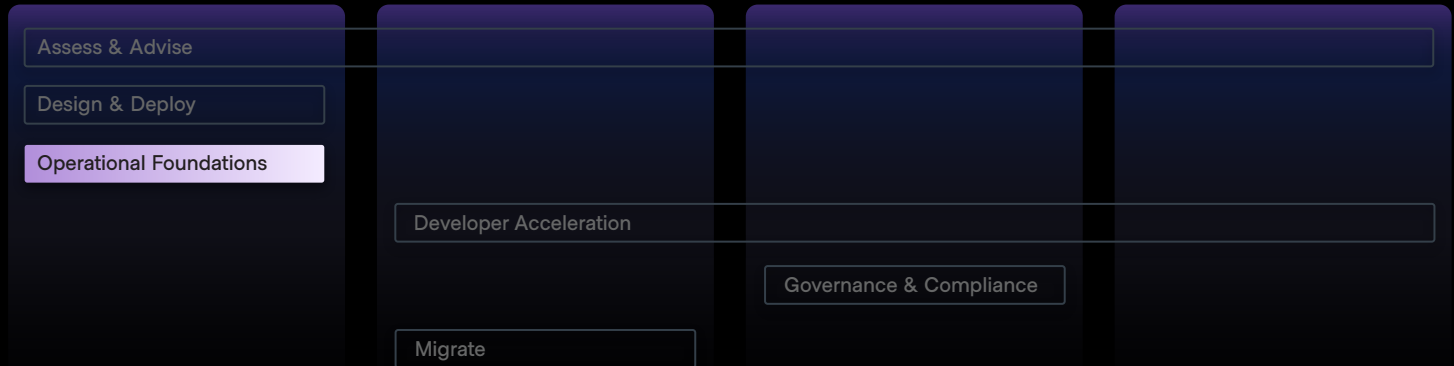


Operational Foundations



Stage 0: Onboarding → Stage 1: Adopting → Stage 2: Standardizing → Stage 3: Scaling →



Service Scope

Framework development for HashiCorp solutions as a service operation, including automated deployment, configuration change management, disaster recovery, onboarding processes, observability, alerting, and reporting.

Service Summary

- Build the necessary framework for the ongoing operations and management of a HashiCorp Cloud Platform or Enterprise solutions as a service.
- Establish best practices with the customer for automated deployment, configuration change management, disaster recovery, observability, alerting, and reporting.
- Provide knowledge transfer on a range of focused subjects to enable the customer to operate and develop their operational foundations and utilization of the HashiCorp Cloud Platform or Enterprise solutions.

Key Benefits

- Fully-functioning observability and alerting to keep you informed and ahead of potential service disruptions.
- Disaster recovery framework to ensure your service is protected against worst-case scenarios.
- Automated operational processes to standardize and improve delivery of critical service infrastructure and supporting functions.

PHASE 1

Prerequisites



- Identify current user(s) and/or operator(s) for Academy training
- Current user(s) and/or operator(s) attend Academy
- Schedule Technical Planning Session (TPS) after completion of Academy
- TPS execution

PHASE 2

Discovery



- Identify Stakeholders
- Set the stage with Cloud Operating Model (COM)
- Document current and/or desired state
- Document usage patterns
- Project Delivery Document: Pre-Implementation Plan
- Architecture Design
- Scope build-out
- Customer concurrence

PHASE 3

Delivery



- Knowledge transfer and review of relevant and available HashiCorp Validated Design components
- Knowledge transfer and enablement of operational requirements and HashiCorp solution features
- Knowledge transfer and enablement for automation and configuration
- Knowledge transfer and enablement of disaster recovery planning and capabilities
- Knowledge transfer and enablement for observability and monitoring
- Knowledge transfer review and enablement of Operational Foundations framework development

PHASE 4

Close

- Executive readout
- Feedback
- Recommendations
- Adoption roadmap
- Training/education roadmap
- Project Delivery Document: Post Implementation
- Close-out

