Availability Solutions
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A Division of Team Computing

iTera Role Swap Notification - Questions

Last Updated: Dec 02, 2016 11:14AM AEDT

It is best practice to inform the vendor of your upcoming planned role swap.
In order to finalise this notification to them, the following questions need to be answered and checked through first.

1. Date\Time the planned role swap will occur? Estimated time to start and roll back:

2. Is the customer current on all iTera PTF's (check 10.44 to confirm Service Pack level on each node) and if not what Service Pack is listed?

3. Does the customer have all IBM PTFs on this list, installed for their level of operating system?
http://visionsolutions.custhelp.com/app/answers/detail/a_id/4306/p/1

4. What is the customer's Virtual Role Swap Experience Level, specifically have they performed them in the past and were there any concerns previously?

5. Is the customer looking for dedicated support?
Professional services are available over and above your maintenance support to step you through the role swap process and update your documentation and procedures. Contact us for further details.

6. Does the customer have the most current documentation on the Role Swap process?
Documents are available on the vendor portal.

http://portal.visionsolutions.com/extlogin.aspx

or contact us if you do not have a login.

7. Please provide system names & TCP/IP addresses for all systems involved in this exercise.

System Name	TCP/IP address(s)	Notes
<EG: PROD>		
<EG:DR>		

8. Are there any special configurations or needs we need to be aware of?
Does the customer have any special procedures they will be following such as their own custom documentation or start up programs?

An INCIDENT will be placed in the Vision Support Portal & the <u>Incident Number</u> will be provided to you - for your reference should you need to call Vision Support to resolve any issues with the role swap test. Ensure that you have this reference number when you call Vision.

Please click on the link below for information on contacting Vision.

Vision Customer Care Contact Details