HORTONWORKS®
POWERING THE FUTURE OF DATA™

PROFESSIONAL SERVICES OFFERING
HDP ADMINISTRATION OFFLOAD MANAGED SERVICE

Hortonworks Data Platform (HDP®) implementation is a critical step in your big data journey to modernize your data management infrastructure by introducing Hadoop ecosystem products. Following the successful deployment of HDP, your cluster should be properly managed to deliver performance that your enterprise needs without consuming your teams' attention to support business needs. HDP Administration Offload Managed Service, helps you remove the need to identify and train capable resources, and get the expertise of Hortonworks certified resources to maintain your cluster.

HIGHLIGHTS

- Fill critical gaps in personnel and know-how by having your cluster managed by the experts
- Help provide availability and stability of a working cluster environment for your business users
- Grow your HDP environment by leveraging the latest feature and functions of Apache™ Hadoop®

PAIN POINTS

There are unique challenges associated with managing data platforms, which can have an adverse impact on stability and availability for business users. Keeping up with the pace of innovation coming out of the community while meeting business demand for data and analytics applications stretch your resources. Added to this are the recruiting challenges to fill organizational gaps around personnel with the right level of expertise. Furthermore, the upgrade cadence to leverage the innovations leave knowledge gaps because continuous education cannot always be possible within an enterprise environment. And this prevents your teams to maximize the value of Hadoop.

OUR GOAL

Our goal is to help expedite your Hadoop journey by enabling you to overcome some of the potential staffing and training requirements that could become obstacles to adoption and growth. By leveraging the on-site and remote hybrid model within the HDP Administration Offload Managed Services offering, you can rely on Hortonworks help keeping your cluster stable while your internal resources can focus on other organizational priorities.

WHAT WE OFFER

The HDP Administration Offload offering provides you managed services delivered by both onsite and remote resources. ,An on-site Resident Architect functions as the managed services lead and an expert member of your team providing guidance and know-how around your platform architecture (current and future state), delivering knowledge transfer, giving recommendations, sharing standard practices, and more. The off-shore remote administrator provides you with another management layer of your cluster, provides the appropriate level of monitoring and administration required to maintain the stability that your users expect from the platform.

WHY HORTONWORKS SERVICES

The Hortonworks and service partners bring together the experience gained from numerous Hadoop managed services with customers. Our service offering reflects the standard practices that are derived from experience and tight collaboration and access to peer experts; Product Management, Hortonworks Support and the Engineering teams who are at the heart of the development of the open source components.

SERVICE DESCRIPTION

Administration Offload engagement will typically include the following services from an onsite resident architect and remote administrator(s):

ENGAGEMENT DETAILS

Onsite Resident Architect

- Function as HDP administration lead
- Driving Hadoop design around recommended practices
- Drives the implementation of the HDP platform
- Helps drive use case adoption
- Leading platform architecture activities
- Providing guidance and recommendations around code reviews
- Providing guidance and recommendations around platform optimization
- Consult on data-ingestion architecture and implementation
- Consult on query and analytics architecture and implementation
- Consult on development of a future state architecture

Remote Certified Cluster Adminitrator(s)

- Collaborate with the customer team(s) to create, update standard operating procedures
- Cluster monitoring via Ambari Metrics collector
- Maintain incident management process and associated metrics
- Perform incident investigation, diagnosis, and resolution

- Identify recurring problems and perform root cause analysis
- Collaborate with onsite teams to address HDP updates, and HDP Platform upgrades
- Management of the HDFS file system in collaboration with on-site team
- Function as primary contact for interfaces with Hortonworks support
- Manage a Known Errors Database

KEY ASSUMPTIONS

- Onsite work is performed within the constraints of a standard 40-hour work week
- The remote administration activities will be serviced from outside of the US and EMEA
- Work is performed remotely within 8x5 model in a time zone chosen by the customer with at minimum 2-hour overlap with standard RA hours, with best effort support after hours and weekends for high severity production issues
- One remote HDP Certified System Administrator will provide coverage on one cluster environment
- The Managed Service Offering price doesn't include support costs, infrastructure costs, or cloud instances cost
- Customer must have an active HDP Support Subscription for the full term of this engagement with covering all nodes.
- Any necessary Ad Hoc service requests will be addressed and funded through a separate Project Change Request

CUSTOMER TASKS AND PREREQUISITES

- Assign a project manager or lead technical resource to monitor progress and resolve issues on the customer side
- Customer is responsible for managing and prioritizing Hortonworks HDP Administrator tasks
- Procure and configure the hardware environment through the OS layer
- Provide all necessary documentation, access and security rights required to complete the engagement
- Provide all necessary systems administration support, including 'root' or 'sudo' level access

OUT OF SCOPE

- This service does not replace support; customer is expected to maintain valid support subscription 24x7x365 support
- Support and/or management of any activities or tools outside of the HDP stack
- Support and/or management of the customers' network environment or OS layer
- Application development effort, data pipe-line ETL development process or architecture recommendations

FOR MORE INFORMATION

This document does not constitute an offer. For more information about HDP Administration Offload or any other Hortonworks Professional Services, contact your Hortonworks representative or visit our website: hortonworks.com/services

About Hortonworks

Hortonworks is a leading innovator at creating, distributing and supporting enterprise-ready open data platforms. Our mission is to manage the world's data. We have a single-minded focus on driving innovation in open source communities such as Apache Hadoop, NiFi, and Spark. Our open Connected Data Platforms power Modern Data Applications that deliver actionable intelligence from all data: data-in-motion and data-at-rest. Along with our 1600+ partners, we provide the expertise, training and services that allows our customers to unlock the transformational value of data across any line of business. We are Powering the Future of Data™.

Contact

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