Spheres of Support

RAS Digital Experience Sitecore® Experience Platform™ and Sitecore Experience Commerce™

Sitecore Experience Platform supported versions:
7.2, 8.0, 8.1, 8.2, 9.0, 9.1, 9.2

Sitecore Experience Commerce supported versions:
8.2, 9.0, 9.1, 9.2

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RAS Digital Experience Spheres of Support specific to Sitecore Experience Manager and Sitecore Experience Commerce	RAS Digital Experience — application installation and configuration	RAS Digital Experience — experts only	RAS Digital Experience — application operations	Customer/SI
Advisory and consulting services from Sitecore architect and engineer team		R, A	R, A	I, C
24x7x365 access to a team of application support engineers, including: · Highly technical .NET experts · Experience in infrastructure management · Active monitoring of complete environment			R, A	
Access to a team of Sitecore architects and engineers		R, A	R, A	
Consult on Sitecore architecture best practices		R, A	R, A	
Environment sizing, including: · Number and name of environments (DEV, QA, PROD) · Quantity of nodes · Virtual machine CPU and RAM requirements · Amount of disk space needed		I, C	I, C	R, A
Define and document initial OS-level requirements, including: · Server naming conventions · IIS website naming conventions · IIS application naming conventions · Access and security		I, C	I, C	R, A
Confirm OS and infrastructure compatibility	R, A			
Verify compatibility with Sitecore's supported environments matrix, including: · Operating system · .NET framework · Virtualization	R, A	R, A	R, A	I, C
Application code, including: · Custom components and templates · Source control · Shared source Sitecore modules from the marketplace · Third-party Sitecore modules				R, A
Migration of legacy content				R, A
Consult and advise on Sitecore best practices and standards, including: · Content delivery horizontal scaling · Content management horizontal scaling · Platform security · Sitecore audits and architecture reviews		R, A	R, A	
Consult on Sitecore-specific disaster recovery and high availability implementations		R, A	R, A	
Provide consultation on Sitecore-specific topics of xDB, Coveo, MongoDB®, Solr, etc.		R, A	R, A	
Install and configure content delivery (CD) server feature	R, A			
Install and configure content management (CM) server feature	R, A			
Install and configure Sitecore databases	R, A			
Install and configure processing and aggregation server feature	R, A			
Install and configure reporting server feature	R, A			
Install and configure xConnect and other microservice Sitecore roles	R, A			
Install and configure a publishing instance in a multi-CM environment	R, A			
Install and configure xDB using ObjectRocket	R, A			
Install and configure xDB using customer's MongoDB implementation (Sitecore 8 only)	R, A			

R	Responsible for activity subject to # of hours	A	Accountable for activity subject to # of hours	C	Consulted	I	Informed

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Install and configure session state in MS SQL Server		R, A	R, A	I, C
Install and configure session state in MongoDB using ObjectRocket			R, A	
Install and configure session state in Azure® Redis		R, A	R, A	
Install and configure session state in another provider (or customer's MongoDB implementation)		R, A	R, A	
Perform Sitecore security hardening guide analysis		I, C	I, C	R, A
Perform Sitecore CMS tuning guide analysis		I, C	I, C	R, A
Perform Sitecore installation guide analysis	R, A			
Sitecore user administration, including: · Group creation · User creation · SSO · Access control	R, A	R, A	R, A	I, C
Active Directory integration with Sitecore authentication provider				R, A
Advanced synthetic URL monitoring to verify that website visitors can complete a necessary series of steps successfully and without any site errors				R, A
Application monitoring to enable monitoring of individual transactions throughout the application layer and to alert customers of potential issues impacting performance		R, A	R, A	
Read-only access to monitoring systems for customers		R, A	R, A	
SM and robocall option for alerts		R, A	R, A	
Create and maintain customer information library and runbook, including: · Known issues · Key monitors (only in RAS Digital Experience for Sitecore) · Long-term architecture and performance plans · Return-to-service instructions	R, A			
Validation of Solr search configuration to ensure proper integration with Sitecore	R, A			
Configure connections to Sitecore-supported search providers	R, A			
User management				R, A
Content creation and migration	R, A			
Workflow management	R, A			
Installation and management of third-party plug-ins	R, A			
Define approval process for production code deployments	R, A			
Define rollback procedures for production deployment	R, A			
Custom code deployments				R, A
Digital asset management				R, A
Application smoke testing and quality assurance				R, A
Performance load testing			C	R, A
Escalate Sitecore issues to Sitecore		I, C	I, C	R, A

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Troubleshoot ObjectRocket MongoDB issues		R, A	R, A	C
Troubleshoot non-ObjectRocket MongoDB issues				R, A
Troubleshoot application server issues		R, A	R, A	
Provide guidance and insight with application monitoring tool data, including: · Application performance · Faster root-cause analysis · Business transaction errors · Identify bottlenecks · Average response time metrics			R, A	
Define IIS and Sitecore log retention policy			C	R, A
Implement IIS and Sitecore log retention policy		R, A	R, A	C
Implement and manage Sitecore maintenance operations		R, A	R, A	C
Troubleshooting Solr and custom search provider issues		C	C	R, A
Provide tuning recommendations based on Sitecore best practices		R, A	R, A	
Provide recommendations on new Sitecore service packs and hotfixes		R, A	R, A	
Provide environment trend data for capacity planning		R, A	R, A	
Provide reporting around the customer experience, including: · Understand how pages are performing over time · Gain insight into the performance of individual pages and requests as experienced by end users · Find the worst-performing pages by multiple common metrics			R, A	
Provide application monitoring toolset, including: · Application performance monitoring · Infrastructure monitoring · Synthetic transaction monitoring · Browser real user monitoring · Data analytics · Ability to profile Java and .NET · Application performance dashboard · Faster root-cause analysis · Identify bottlenecks			R, A	
Consult and advise on Sitecore Commerce best practices and standards	R, A		R, A	
Installation and configuration of the Sitecore Commerce Engine and the business management server role for Sitecore Commerce (includes dependencies such as ASP.NET Core)	R, A		R, A	
Installation and configuration of commerce server staging for Sitecore Commerce	R, A		R, A	
Configuration and maintenance of the standard Sitecore Commerce SQL Server databases (or Azure SQL)	R, A		R, A	
Configuration and maintenance of Solr as Sitecore search provider for the default search indexes	R, A		R, A	
Installation of Sitecore Reference Storefront for Commerce (optional: may not be suitable for production environments)	R, A		R, A	
Installation, configuration and maintenance of Microsoft® Dynamics AX or Dynamics AX AOS server in conjunction with the Sitecore Commerce implementation				R, A
Installation, configuration and maintenance of other auxiliary technologies to the Sitecore Commerce system				R, A
Development of implementation-specific solution for Sitecore Commerce (storefront, user experience, personalization, etc.)				R, A

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About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what's next.

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