Requirement Gathering Form

Software Defined Datacenter (IaaS)

Thank you for taking the time to fill this form. Kindly fill in the details as accurately and as completely as possible. Our team of solution architects will use this as a baseline to design your environment.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Customer Name:** |  |  | **Account Manager**: |  |

# Key Questions

Answering YES to any of the following indicates environments are subject to regulatory requirements or additional complexity.

|  |  |
| --- | --- |
| **Kindly answer the questions below:** | **Y/N** |
| Do you intend to host **PAYMENT CARD INFORMATION** within this environment? |  |
| Do you intend to use **ORACLE ENTERPRISE LICENSING** for applications/databases? |  |
| Do you require a mapped **PHYSICAL USB PORT** for licensing (or other) purposes? |  |

# Infrastructure Requirements

|  |  |
| --- | --- |
| **Kindly answer the questions below:** | **Infrastructure Type** |
| Select the type of Infrastructure required | Choose an item. |

# Compute Requirements **for Multi-Tenant IaaS Only**

Let us know the total number of resources that you require. Remember – start with what you need today. The environment is flexible and can be expanded on request.

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| --- | --- |
| **Kindly answer the questions below:** | **Total** |
| Total number of required Virtual Cores |  |
| Total amount of required Memory (GB) |  |
| Total amount of required Storage (GB) |  |

# Details of servers to be hosted on the **IaaS Cloud Platform**

More information to help us provide you with the best hardware configuration to meet your resource requirement (See the first row as a guide)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Server Role/Name** | **Operating System** | **Cores** | **RAM (GB)** | **Used Storage (GB)** | **Total Storage (GB)** | **Security zone** | **Virtual /Physical** | **Current Location** | **RPO** | **RTO** |
| **1** | Server I | Windows 2012 R2 | 4 | 32 | 30 | 500+ | DMZ | Physical | HQ | 15mins | 24hrs |
| **2** |  |  |  |  |  |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |  |  |  |  |  |
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# Network Requirements

How many subnets do you require within your virtual datacenter?

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| --- | --- |
| How many subnets are required for this Software Defined Datacenter? |  |

Let us know how you intend to connect to your environment.

|  |  |
| --- | --- |
| **Connecting to the MDX-i:** | **Options** |
| **Kindly select your method for connecting the MDX-I hosted Resources** | **VPN tunnel over the Internet** |
|

# Additional Services

More information to ensure your environment is just right

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Primary** Use Case | **Software Development** | **Disaster Recovery** | **Hybrid Cloud** | **Application Hosting** | **Other**  **(Please Specify)** |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Required** Operating System(s) | **Windows Server** | **Red Hat Linux** | **Cent OS** | **Other (Please Specify)** |
|  |  |  |  |

|  |  |
| --- | --- |
| **Managed Services -** These services will require additional requirement gathering | **Y/N** |
| Would you like to subscribe to **MANAGED BACKUP** for select VMs? |  |
| Would you like to subscribe to **VIRTUAL LOAD BALANCERS** for your environment? |  |

# Optional Questions

More information to help us provide you with the best design to address your use case / pain points

|  |  |
| --- | --- |
| Which applications do you intend to run in this environment? |  |
| Do you currently host with a Cloud Service Provider? |  |
| What is your expected start date for this service? |  |

|  |
| --- |
| **…any additional comments:** |
|  |

Thank you for your time!

**Regards:**

The MainOne Solutions by Equinix Team

# Frequently Asked Questions (FAQs)

|  |  |
| --- | --- |
| **What are your Service Levels…** | Our SLA is 99.9% on our virtual environment |
| **What are your guarantees on CPU?** | We offer vCPU's of up to 3.6GHz, guaranteed 900Mhz |
| **Can I virtualize resources on the shared environment?** | The Shared IaaS environment is already virtualized and does not support nested virtualization. |
| **How do I monitor my environment…?** | There is portal that you have access to 24/7. Also, your registered Cloud Admins will get monthly reports on performance and inventory, sent to their email accounts. In addition, the MDX-I Cloud NOC monitors the health of the environment 24/7/365. |
| **Who will have my log in details?** | Your registered Cloud admins. |
| **How will I know where to go?** | Your Unique login details will be contained in the Welcome Pack and will be shared with you at the point of handover |
| **What if I forget?** | In this case, you can request it by contacting the MainOne Service Delivery team |
| **How do I access the internet from my Virtual Environment?** | Internet breakout services can be procured as an option to be included in your IaaS environment |

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