

DataStax Luna – Success Architect

Long term stability for your Apache Cassandra® applications

Overview

Complementing your DataStax Luna support subscription with a DataStax Luna - Success Architect provides ongoing application stability and helps you achieve maximum operational efficiency. Following an engagement template for success, monthly touchpoints ensure lowered risk and long term stability.

Approach

Our DataStax Luna - Success Architect initially works with you to establish a baseline stable environment from which to provide long term stability throughout the year.

They provide a comprehensive overview of your cluster’s health and recommend a pathway to optimization. Our Apache Cassandra® expert consultants will review your system infrastructure, highlight important settings, and recommend improvements and best practices for growth and performance.



Following from this your Luna Success Architect will arrange a regular cadence of check-in sessions and reviews.

Scope

The following describes the schedule and scope for the DataStax Luna - Success Architect service:

- *Provide two health checks 6 months apart*
 - *Schema Exchange:* We ask you to send the CQL schema for your keyspace and a brief description of the most important tables and how they are used in the application. We use this information for our kick-off meeting.
 - *Kick-off Meeting:* Our two teams get together on a video call to meet each other and discuss the application and your schema in more detail. We will make sure we understand how your specific application works and note any existing issues. You will learn about what our collector script collects from your nodes.
 - *Collector Delivery:* We provide you with a copy of our collector script via a Jira ticket, which will gather information from your nodes and send it back to DataStax for analysis.
 - *Running the Collector:* Your team runs our collector script against your cluster.
 - *Analysis:* DataStax OSC consultants analyze your data with both automated tools and manual analysis. The team will create a report that provides a full diagnostic summary of your cluster. To support our analysis, we may ask followup questions via email, Jira, or video calls.
 - *Report Delivery:* We send you the report and arrange a follow-up meeting.
 - *Client Review:* Your team reviews the document within 48 hours and compiles a list of questions and possible next steps.
 - *Summary of Findings Presentation:* The two teams get together on a video call to discuss our key findings, recommendations, and how they will help your clusters. We will drill into the most critical areas of the report and address any questions that came up during your review.
 - *Triage Any Remediation Work:* If there are recommendations that your team needs assistance implementing, we'll generate a ticket for the follow on work and schedule additional time to address.
- 10 scheduled half day ask me anything sessions
 - Ad-hoc advice and troubleshooting support
 - Support ticket technical reviews
 - Review any operational issues
 - Provide preconfigured operational runbooks
- Targeted coaching sessions (up to 8 x 1-hour sessions) delivered by Solution Architects to reinforce topics.

Goals

- Stable and optimized clusters tuned for maximum performance
- Zero immediate and future scaling risks
- Achieve high operational efficiency
- Preempt potential future production issue

Terms

- See the [DataStax Master Subscription Agreement](#), including the [DataStax Services Terms](#) and the [DataStax Luna Supplement](#) for the details and terms of this Services delivery.