

Upgrade Service

The objective of the **Upgrade Service** is to give clients clear guidance, best practices, and a specific plan for successfully upgrading their Couchbase deployments from one major version to the next, without disrupting the business. Clients benefit from upgrading to newer releases by taking advantage of the latest features and bug fixes, and by migrating from releases that may be coming to an end of life. This service includes a walkthrough of the upgrade process customized to your deployment. Couchbase experts will work with client architects, administrators, and developers to assess and build an upgrade plan.

Specifically this service includes:

- **Environment Assessment —**
 - Understand prior upgrade history and issues
 - Identify key goals for the upgrade (e.g. critical bug fixes or new features)
 - Upgrade path assessment, depending on the version you are using and target release for the upgrade
 - Cluster assessment for Couchbase Server, including Couchbase settings, system resources, tunable items, bucket configuration, view usage, data center replication, etc.
 - Recommendations and best practices on upgrade strategy and approach
- **New Feature Review:**
 - Review of new features.
 - Discuss in detail new features and bug fixes that are relevant to your deployment
 - Provide proper guidance on using new features and functionality
- **Upgrade Plan:**
 - Jointly create an upgrade plan
 - Engage Couchbase support team to validate execution plan and provide additional insight from other customer engagements
- **Risk Analysis and Plan Execution:**
 - Create a QA cluster and execute upgrade plan to ensuring issues are addressed or identified unforeseen challenges

Engagement Approach: This program is provided on-site as a **two-day engagement**.

The typical approach for an Upgrade Service engagement is as follows:

- An initial meeting is held remotely to understand the client's application and discuss the desired focus of the engagement.
- Couchbase will request pre-requisites based on the focus of the engagement, including architecture diagrams and configurations to prepare for the on-site engagement.
- On-site engagement dates are planned and logistics are discussed with clients.
- On-site engagement follows. All discussions here will be confidential and information is collected only to help with upgrade recommendations.

Deliverable: This will include a detailed report with all the recommended upgrade steps and also ensuring the new version of Couchbase meets existing application requirements and application performance in terms of concurrency, latency and throughput.

Time and Duration: This engagement provides up to a total of **2 days of Couchbase consultant time on-site**. An additional 8 hours is included for deliverable creation and review.

Expenses: Reasonable travel and expenses incurred in conducting on-site activities at the client's site shall be billable to and paid by the client upon receiving the invoice with expense report and receipts.



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