

**Professional Services**

# **User Guide**

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# Contents

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<b>1 Cloudification and Implementation.....</b>	<b>1</b>
1.1 Cloud Migration Service.....	1

# 1 Cloudification and Implementation

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## 1.1 Cloud Migration Service

### Overview

Cloud Migration Service, developed by HUAWEI CLOUD, provides customers with comprehensive migration solutions and helps customers implement these solutions based on source information.

### Service Scope

#### **This service is applicable to:**

- Assisting customers in re-deploying infrastructure or helping customers design solutions to migrate hosts, databases, and data according to the target applications and data clarified by both HUAWEI CLOUD and customers.
- Offering infrastructure assurance services during switchover of specified applications.

#### **This service is not applicable to:**

- Design and reconstruction of application software and databases
- Installation and deployment of application software and databases
- Design of cloud platform infrastructures and environment setup
- Communication components required for migration
- Migration of application systems, databases, and data that are beyond the specified scope

## Service Items

**Table 1-1** Cloud Migration Service Item

Item	Description
Migration solution design	Evaluates information about applications, databases, and stored data, provides application migration solutions, including cloud-based network planning, infrastructure deployment, application host migration, database migration, and stored data migration, and helps you switch over applications.
Network deployment	Helps customers deploy private lines, Virtual Private Networks (VPNs), Virtual Private Clouds (VPCs), security groups, and ACLs according to cloud migration plan.
Infrastructure deployment	Helps customers implement infrastructure migration solutions, for example, buy resources such as ECSs or RDS DB instances.
Host migration	Helps customers migrate host OSs to HUAWEI CLOUD.
Database migration	Helps customers migrate databases by performing full or incremental data migration according to cloud migration plan.
Stored data migration	Helps customers migrate local data to the cloud by performing full or incremental data migration and verify the migration results.
Application switchover insurance	Provides customers with infrastructure assurance services while the agreed applications are switched over to HUAWEI CLOUD.

## Service Process

Kickoff meeting -> Project Survey -> Planning and design -> Migration -> Project acceptance

## Division of Responsibilities

The division of responsibilities involved in migration of a project at different stages are as follows. S denotes Support, and R denotes Responsibility.

**Table 1-2** Cloud Migration Responsibility Division at Each Stage

Stage	Task	Huawei Cloud	Customer
Project initiation	Building a team	R	R
	Planning the project	R	R
Assessment and analysis	Analyzing requirements	R	R

Stage	Task	Huawei Cloud	Customer
	Assessing migration risks	R	S
	Determining migration policies	R	S
Solution design	Planning the migration process	R	S
	Formulating a migration solution	R	S
	Preparing an emergency plan	R	S
	Making technical preparation	R	S
Implementation and verification	Reviewing migration plan	R	R
	Conducting migration drills	R	R
	Migrating applications	R	S
	Verifying applications	S	R
	Switching over applications	S	R
Migration acceptance	Preparing an acceptance plan	R	R
	Monitoring application performance	S	R
	Performing acceptance	S	R

- Responsibilities Shared by HUAWEI CLOUD and Customers  
Both parties negotiate and confirm the service scope and objectives, build a team, analyze requirements, design plans, and perform migration drills.
- Responsibilities of Customers
  - Assigning a project owner to coordinate and manage issues and establish a project team
  - Providing source information and authorization for migration solution design and implementation
  - Coordinating with the third-party software vendors and helping HUAWEI CLOUD solve problems during project implementation

- Verifying and switching over applications, monitoring performance, and performing project acceptance
- Responsibilities of HUAWEI CLOUD
  - Assisting customers in collecting source information, planning migration solutions, and performing testing and verification
  - Assessing migration risks, formulating migration policies, designing migration solutions, and preparing the *XX Project Migration Solution*
  - Conducting migration drills and migrating applications according to the *XX Project Migration Solution*
  - Preparing the *XX Project Migration Acceptance Report* and submitting it to customers
- Disclaimer
  - HUAWEI CLOUD takes no responsibility for failure of any third-party device or system caused by the reasons not attributable to HUAWEI CLOUD.
  - Customers shall ensure that the installed operating systems and application software do not infringe on the intellectual property rights or other rights of any third party. If a third party claim is caused by the breach of this SOW, customers shall bear all the responsibilities.

## Acceptance Criteria

Project acceptance starts when the following conditions are met:

- HUAWEI CLOUD submits the *XX Project Migration Solution*.
- HUAWEI CLOUD designs a migration solution and migrates the specified applications, and the applications are running properly for 5 consecutive working days.
- HUAWEI CLOUD submits the *XX Project Migration Acceptance Report*.

After the *XX Project Migration Acceptance Report* is submitted, customers accept the services and then sign the *XX Project Migration Acceptance Report* within 5 working days.

## Project Completion

After the services are accepted, customers sign the *XX Project Migration Acceptance Report*. The whole service process is then completed.