

SDL WorldServer Health Check

Data Sheet for Service Delivery



Over time organizations are faced with many changes and the functional and delivery requirements of SDL WorldServer may change from those used as inputs to the initial architectural and functional design of your SDL WorldServer infrastructure.

The product will also evolve, with new features appearing and others changing. You may want to assess whether your environment is configured optimally and that you are getting the best out of the product.

The SDL WorldServer Health Check is an in-depth analysis of the configuration of SDL WorldServer. It will provide an audit of your environment and may make recommendations for changes to hardware, configuration and operations as well as describe how your team can take full advantage of the breadth of available functionality in order for you to continue to achieve your goals for the foreseeable future.

AT A GLANCE

Key Features

The SDL WorldServer Health Check reviews:

- Infrastructure
- Version of SDL WorldServer currently in use
- Enterprise Integrations with SDL WorldServer
- Setup and configuration of your SDL WorldServer implementation
- Customizations

Benefits

The SDL WorldServer Health Check provides insight into the performance and condition of the implementation. It will aim to provide best practice recommendations to optimize and enhance your implementation of SDL WorldServer.

Key benefits are:

- Problem identification and associated recommendations
- Leverage of new functionality and improved efficiency, fit and value of your solution
- Optimization of your solution so it can more easily adapt to your organization's ongoing changes

When to Use

Regular SDL WorldServer Health Checks are recommended throughout the implementation lifecycle. Depending on your implementation, you will receive a variation of our Health Check findings and recommendations report tailored to your needs.

Key points in the lifecycle where a SDL WorldServer Health Check should be performed are:

- when your SDL WorldServer implementation has not been reviewed for more than 18 months
- before upgrading SDL WorldServer
- before migrating between hosting solutions
- before changes to the underlying hardware (ex: operating system upgrade)



DELIVERY DETAIL

Preparation

SDL will schedule a discovery session to review current documentation and discuss desired outcomes from the engagement. Before the session delivery, you should:

- Fill in the SDL WorldServer Health Check questionnaire
- Provide current customizations source code (if applicable)
- Provide access to the implementation and to the system for the SDL consultant
- Ensure that the system administrator, database administrator and developers involved in the SDL WorldServer implementation will be available during the engagement
- Provide a list of known issues raised by the business

Delivery

The service is delivered by SDL consultants. The SDL consultants review and document your system with respect to:

- Infrastructure
- Current version of SDL WorldServer
- Setup and configuration
- Workflow and Customizations
- Integrations

Once the discovery session is complete, the SDL consultants prepare a report containing the findings and recommendations on:

- Architecture compliance to best practices (self-hosters only)
- Setup and configuration compliance to best practices
- Customization and system optimization

The final findings and recommendations are described in a detailed report which is presented via an online meeting and shared with the customer.

DURATION

The service is usually delivered by a team of a consultant and a project manager requiring 10 – 15 working days depending on the scale of the Health Check. Duration can vary based on customer size, complexity and location.

GETTING STARTED

Leverage SDL's Professional Services methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration with Training and Support puts the entire SDL team behind your success.

To learn more, contact your local SDL Professional Services representative, or visit **SDL.com**



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