

Technology Pillar	Solution Type	Service	Credit Estimate	Description
		Priority Tickets	10	When you declare an emergency ticket it will cost 10 credits for the
		Quarterly Workshops	4	Mandatory quarterly meetings to define objectives and goals
		Monthly Check-in	4	Monthly check-in calls to review progress against defined goals
Cisco	Upgrade	UCS Manager Firmware Upgrade	11	Upgrade of UCS Manager Firmware - per version compitibilty jump
	Upgrade	UCS B-Series Server	6	Single Server Firmware Upgrade - Adapters, HBA, BIOS, CIMC
	Upgrade	UCS C-Series Server	6	Single Server Firmware Upgrade - Adapters, HBA, BIOS, CIMC
	Installation	UCS B / C series server addition	9	Single server addition - create / assign profile, upgrade firmware
	Health Check	UCS Health Check	22	Perform a UCS Review, Document
	Upgrade	UCS Hyper-Flex upgrade	11	Upgrade of Hyperflex Platform
Citrix	Upgrade	Netscaler VPX Firmware Upgrade	3	Upgrade a Single Netscaler VPX Appliance
Citrix	Upgrade	Netscaler MPX Firmware Upgrade	6-11	Upgrade a Single Netscaler MPX Appliance
Citrix	Update	Virtual Apps and Desktops Certificate Update	6	Update Expiring certificate - ADC Gateway, Storefront Load Balancer,
Citrix	MFA	Add MFA to ADC Gateway	3	Add Radius service and bind to ADC Gateway
Citrix	Health Check	Citrix Health Check	22	Perform a Citrix Review, Document
HPe	Upgrade	Proliant Server Firmware Upgrade	6	Single Server Firmware Upgrade - Adapters, HBA, BIOS, iLO
Microsoft	Upgrade	Hyper-V Upgrade	6	Upgrade single Hyper-V server
Nimble	Upgrade	Firmware Upgrade	6	Upgrade Firmware
NetApp	Upgrade	Ontap Firmware Upgrade	11	Upgrade Single Unit includes controllers, disks, shelf, SP/BMC
NetApp	Installation	Add additional shelf	6	Rack and cable, assign disk ownership, create aggregate
NetApp	Health Check	NetApp Health Check	22	Perform a NetApp Review, Document
SQL Server	Health Check	SQL Infrastructure Review	11-22	Version, #cpu's, Affinity(DOP), memory, #DBs, #users, Client connection types and hosts, scheduled maintenance tasks)
SQL Server	Health Check	Database - Identify and document Configuration	11	Usage, type of Xact's, #clients, current performance metrics, data
SQL Server	Installation	Installation/migration	3-22	Install or migrate database
SQL Server	Upgrade	Upgrade	3-11	Upgrade existing SQL version
SQL Server	Issue Resolution	Performance tuning	3-11	Implement recommended performance improvement tasks
SQL Server	Object Manager	Database maintenance	3-11	Create and configure data objects
SQL Server	Backup/Restore	Backup & Restoring Planning	3-11	Understand and setup Backup and Restore
SQL Server	High Availability	High Availability Configuration: Mirroring, AlwaysOn, replication	11-22	Configure High Availability
SQL Server	SQL Coding	Custom coding	3-11	Define UseCases, create SQL queries, Views, Functions
Veeam	Upgrade	Upgrade Veeam Version	11	Upgrade Veeam Server and Proxy servers
Veeam	Cloud Backup	Implement Azure Blob Storage	6	Implement and configure Veeam for Azure Blob Storage
Veeam	Health Check	Veeam Health Check	11	Perform a Veeam Review, Document
Veeam	Installation	Add Veeam Proxy	3	VM - Install OS and Veeam Proxy Service
Veeam	Restore	Restore Assistance	3-22	Assistance in Restoring
Veeam	Issue	Backup Warnings	3-22	Troubleshoot backups
VMware	Upgrade	vCenter Appliance Upgrade	11	Deploy, upgrade, update plugins
VMware	Upgrade	ESXi Host Upgrade	3-9	Single host upgrade
VMware	Installation	Add addition Esxi Host	6	Install OS, configure - Networking / Storage /etc
VMware	Health Check	VMware Health Check	11	Perform a VMware Review, Document
VMware	Issue	ESXi Host down / offline	3-22	Troubleshoot a single Host
VMware	Issue	VMware Network down / offline	3-22	Troubleshoot Network VMware ONLY
VMware	Issue	Virtual Machine down / offline	3-22	Troubleshoot a single Virtual Machine