OVERVIEW

The objective of the Upgrade Service is to give clients clear guidance, best practices, and a specific plan for successfully upgrading their Alluxio Data Orchestration 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 walk-through of the upgrade process customized to your deployment. Alluxio 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 Alluxio Master and Workers, including Alluxio settings, system resources, tunable items, configurations, etc.
- Recommendations and best practices on upgrade strategy and approach

New Feature Review

- Review of new features available in target release
- 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 Alluxio 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 ensure issues are addressed and identify any 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.

- Alluxio Consultant will request prerequisites 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 any other relevant best practices and guidance.

TIME AND DURATION

This engagement provides up to a total of 2 days of Alluxio 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 invoice with expense report and receipts.

[Book an introduction with an Alluxio Consultant to discuss your requirements](#)