

## PROFESSIONAL SERVICES

# Version Upgrade Design

## Engagement Objectives

The goal of this consulting engagement is for a Confluent Kafka expert to work alongside your technical teams to help you prepare for an upgrade to the latest Kafka or Confluent Platform release. We work with your team to plan the upgrade process, share best practices and known pitfalls and help your team get up to speed on the main features of the new release so you can make the most of it.

We will discuss the specific requirements and challenges of your Kafka deployment, so we can focus on the topics most relevant to you and tailor our suggestions for your specific environment.

By engaging with Confluent Professional Services, you leverage our expertise, knowledge, and experience, to ensure you have a robust upgrade plan that considers your environments, SLAs, use cases and gives you the utmost confidence in upgrading your production environments.

Please note, that this engagement is for architecture and planning, and does not include performing the actual upgrade to existing clusters. This engagement can be supplemented with additional Services to have Confluent experts on hand to support you while you upgrade your clusters.

## Benefits

- Create a plan for upgrading the Confluent Platform
- Have a seamless strategy for upgrading Core and Clients

## Prerequisites

- An existing Kafka deployment  $\geq 0.8.x$
- A Kafka development cluster suitable for testing
- It is requested that the customer informs Confluent of the exact version of their Kafka cluster prior to the service engagement
- Moderate Kafka operational knowledge (a few months), or one or more staff having completed the Confluent Operations training

## Who should attend?

- Operations staff responsible for an upcoming upgrade
- Architects
- Product / project owner

## Engagement Location

This engagement is typically delivered on-site, in a room with a whiteboard and a screen, or projector. May be conducted via remote sessions upon request.

# Engagement Activities

## Pre-engagement survey and kickoff call

- Align on engagement expectations and goals
- Review Kafka and Confluent Platform versions
- Confirm logistics

## Upgrade Planning

- Review requirements and SLA
- Discuss rolling upgrade vs upgrade in place
- Review or create a testing plan for the new release
- Review or create an upgrade plan
- Review all potentially breaking changes and all possibly unexpected modifications in the new release. New configuration options, new behaviors, etc.

## Post-engagement

- Written summary of recommendations
- Survey and follow-up call

## Knowledge Transfer and Documentation

At the end of the engagement, the Confluent expert will provide a written summary of their recommendations, which may include:

1. Considerations regarding your specific use cases, environments, and SLAs
2. A custom deployment plan to guide you through executing the upgrades
3. Any additional recommendations that may be of use

## Outcomes

- Agenda specific to your requirements
- 1-day workshop
- An upgrade plan

## Terms & Conditions

This engagement is governed by the terms and conditions specified in your order with Confluent.

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