

# Puppet Upgrade Services

## Business Challenge

Upgrading your Puppet Core, Enterprise, or Enterprise Advanced installation can be intimidating. Maybe you're unsure about the process and the level of effort required or have concerns about running into issues with your Puppet code.

Puppet Upgrade Services help you upgrade to the latest Puppet Core, Enterprise, or Enterprise Advanced release so you can take advantage of new capabilities, continued support, and access to security fixes. We leverage a proven process and expertise to make upgrading faster and more efficient, with lower cost and risk.

### Customer Benefits

- Upgrade to the latest release of Puppet Core, Enterprise, and Enterprise Advanced quickly, with lower cost and risk
- Take advantage of the newest Puppet capabilities and technology
- Ensure that your Puppet code will continue to work as expected once the upgrade is complete
- Retain access to support and security fixes (for those upgrading from an end of life Puppet version)

### Expected Outcomes

- Upgraded Puppet infrastructure, using the latest release.
- Agents on existing nodes are upgraded and successfully checking into the upgraded Puppet infrastructure.

## Who Will Benefit?

- Customers that need to upgrade from end of life Puppet 4.x versions to a supported version
- Customers wanting an expert review of their existing Puppet installation and code, related to upgrade concerns

## What You Can Expect

A Puppet consultant will assist you in upgrading to the most current Puppet Core, Enterprise, or Enterprise Advanced release and provides all of the information required to help you move forward with your upgrade process.

Activities will include determining an appropriate upgrade plan, upgrading current installation of Puppet to the latest release, upgrading Puppet agents on existing nodes, and ensuring upgraded Puppet infrastructure is successfully functioning.

## Assumptions

- Customer is upgrading from a Puppet 4.x version or later. Customers who wish to upgrade from a Puppet 3.x version must first complete an upgrade assessment to determine the required level of effort and cost.
- All services will be delivered remotely unless otherwise agreed prior to the engagement.
- Customer practitioner will be available to work with Puppet for the duration of the engagement.
- All required infrastructure and network requirements will be in place prior to engagement.
- The engagement will be delivered in consecutive 8-hour days/40-hour weeks.