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**Minimize Production
Downtime with An
Architecture for
Consistent Delivery**



The Defense Logistics Agency (DLA) is a combat support agency of the United States Department of Defense that provides logistics support to the US military and other federal agencies.

Resolve Tech Solutions has partnered with SAP NS2 to provide production patching services for DLA. Production patching is the process of applying security and bug fixes to SAP systems in a production environment. It is a critical task, but it can also be disruptive to business operations.

Through the partnership and the outstanding architecture of databases management, Resolve Tech Solutions and SAP NS2 successfully completed production patching exercises for DLA with near zero downtime. The exercises conducted resulted, with the only downtime being a short 4-5 minute blip as Pacemaker (a high availability cluster management software) switched databases from primary to secondary. This blip was anticipated and acceptable to the customer.



The success of the production patching exercise was due to careful preparation and practice. Processes were put in place, coordinated with DLA, and the playbooks were executed precisely. Stephen Payne, the DLA Program Manager, personally sat in on all the patching and participated as an end user testing the system response of the still online application and database servers.

The downtime for the side being patched was limited to a little over an hour, and with some refinement, the team believes that this can be further reduced. Additionally, a SAP note exists which may eliminate or reduce the 5-minute switchover of the databases in Pacemaker.

The successful completion of the production patching exercise with near zero downtime is a significant achievement. It demonstrates the expertise of Resolve Tech Solutions and SAP NS2, and their commitment to providing high-quality services to their customers.

How Resolve Tech Solutions helped DLA achieve near zero downtime for PROD patching:

-  **Careful Preparation and Practice**
-  **Coordination With ACES**
-  **Execution Of Playbooks**
-  **End-user Testing**

Resolve Tech Solutions is a preferred services partner with government organizations and possesses necessary clearance levels and FEDramps certifications.

Overall it was a huge success.

It will only get better and more efficient as we go forward.

850

Primary
Machines

350

Disaster
Recovery
Machines

AWS

Partner

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