



Blendium Client Engagement

Magento Support Client

Magento Support Checklist and Tasks

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Blendium, Inc.

3 Golf Center, Suite 305
Hoffman Estates, IL 60169

www.blendium.com

312.957.7720 main

866.819.6508 fax

Support Checklist

Routine Tasks

We set out to support your Magento environment at the highest level possible. We start with a predefined list of tasks and will customize based on your organizations needs.

Magento Task Checklist

- Magento application and extension updates (as necessary)
 - Perform security updates to core Magento application
 - Update extensions as development updates are released
- Hosting updates (as necessary, For example: Rackspace performs these updates)
 - Updates to Magento configuration as hosting upgrades are performed by Rackspace
 - Scheduling and execution of hosting updates as necessary
- Weekly Log Monitoring
 - Magento logs errors that you may never see, but your users are seeing. A weekly review of the Magento logs will help determine any ongoing issues. This is vital to providing a great user experience. Set up log rotations as agreed upon by the client,
 - Magento Database Maintenance Logs: review and then cleanup to prevent them from getting too large.
 - dataflow_batch_export
 - dataflow_batch_import
 - log_customer
 - log_quote
 - log_summary
 - log_summary_type
 - log_url
 - log_url_info
 - log_visitor
 - log_visitor_info
 - log_visitor_online
 - report_viewed_product_index
 - report_compared_product_index
 - report_event
 - 404 logs
 - CRON table review for errors and rouge tasks: cron_schedule
- CMS Assistance (Promotions)
 - The Magento CMS is simple to Manage and update. However, occasionally certain elements will not align properly on all browsers. Our knowledge of fixing these issues guarantee your product promotions and landing pages look exactly how they should when they should. We can setup timed released updates to banner ads and landing pages. Never worry about the complexities of creating promotional images maps again.
- Migrate production snapshots down to staging/dev boxes periodically
- General Server Admin
 - Review admin users monthly to ensure to remove now-unauthorized users
 - Rotate passwords frequently
 - Ensure sitemap.xml is running frequently (daily/weekly)
 - Make sure site permissions and file ownerships are correct
- Server resource monitoring (New Relic, Pingdom)

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- Review traffic reports and check for spikes / bots that may be hitting you (our repeat offenders: Yandex / Baidu) or bots/crawlers that ignore NOFOLLOW or robots.txt rate limiting
- Setup automated support systems that review how software is running on your site along with how the server responds to large amounts of unexpected traffic. This allows us to move quickly to upgrade and fix any issues that arise.
- Critical down time recovery (Accidental data loss recovery).
 - Without losing sales history, customer data, and product data, we can recover lost data from incremental backups.
- Data management support (Imports, updates)
 - Data in Magento is very hard to manage. It can be difficult to determine all products with the color Blue. Our knowledge of the Magento Database allows us to create on demand reports to fit your specific needs. Find all products that don't have images attached is as easy as one request.
- Guaranteed continuous on demand bug support / Special projects
 - Unexpected errors - Finding support for these errors takes time and contract negotiations that may force you to pay more than you should to get something done quickly. Blendium Support will be ready for anything that arises and act quickly and efficiently.
- Benchmarking / Load Testing