

Services Offering Description FFS-FOG-PP

Foglight Foundation Services (5 Days, Onsite)

This document states the planned activities, technical requirements, and other terms for the Services Offering stated above.

PLANNED ACTIVITIES

As time permits during the number of Days stated above (each “Day” is eight hours) Quest plans to perform some or all of the following services (“Activities”) in connection with the Software product stated above (the “Software”):

PROJECT INITIATION MEETING & DOCUMENTATION

The project initiation meeting is conducted first and is intended to introduce Customer’s and Quest’s key project members and to review the project objectives, scope, requirements, and timelines.

The project initiation meeting includes things such as:

- Overview of customer environment
- Discuss requirements, critical success factors and constraints
- Implementation strategy discussion

Following the meeting, Quest creates documentation (the “Project Initiation Document”) to include things such as:

- Identified stakeholders and contacts
- Implementation requirements and constraints
- Core project team roles and responsibilities
- Project team communications and escalation plan
- Implementation strategy
- Identified dependencies and risks
- Project timeline

ARCHITECTURE ASSESSMENT WORKSHOP

An Architecture Assessment Workshop typically includes:

- Review of the Project Initiation Document Discussion of a proposed architecture for the Software in Customer’s environment
- Defining security, availability, and coverage aspects for the Customer environment
- Define primary use cases related to the use of Software. These use cases will be used to define and drive dashboard and workflow requirements, as well as configuration activity.
- Define alarm and notification requirements. This will be used to drive priorities related to agent configuration activities.
- Producing an “Architecture Specification” document as the implementation blueprint and standard for evaluation of ongoing Software implementation and use.

A session to review the Architecture Specification document

IMPLEMENTATION PLANNING SESSION

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In this session, Quest and Customer use the Project Initiation Document and the Architecture Specification document to develop the details for the implementation, taking into account Customer's business and project goals (the "Project Plan"). PRODUCTION INSTALLATION AND CONFIGURATION

Quest assists with the installation and configuration of the Software on production servers in a Customer's environment:

- Installation and configuration of Foglight
- Installation and configuration of Foglight for Database
- Installation and configuration of Foglight Performance Investigator for SQL

DOCUMENTATION OF INSTALLATION PROCESS

Quest creates an "Installation Process" document, that typically contains:

- Installation assumptions
- Installation pre-requisites
- Installation process

POST-INSTALLATION AND CONFIGURATION SUPPORT

In the time remaining, Quest can be available for things such as:

- Questions and answers
- Troubleshooting
- Creation and deployment of additional dashboards
- Creation and deployment of additional reports
- Review of operation workflows, including monitoring, troubleshooting, and reporting use cases
- Provide knowledge transfer to end users
- Project review meeting

OTHER TERMS

- If the title of this Services Offering includes "Onsite", then travel and living expenses are included in accordance with the agreement that governs this Services Offering. Project management is always provided remotely.
- Any of the Days or project management hours that remain unused one year from the day this Services Offering is purchased will expire without a right to refund.
- The Days will be provided consecutively, on Quest's business days between the hours of 8:00 AM – 5:00 PM (Customer local time).
- Each group of Days must be scheduled at least 15 days in advance.
- If work is needed after Quest's normal business hours or on a weekends or Quest holidays, one and one half (1.5) hours shall be used from the Days for each hour Quest performs Activities outside of normal business hours and two (2) hours shall be used from the Days for each holiday

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Workday on which Activities are performed. Quest shall only perform Activities after normal business hours or on weekend and holiday Workdays if authorized to do so by Customer in writing. Weekend and holiday Workdays must be scheduled at least fifteen (15) days in advance and be for a minimum of one (1) Day.