

Services Offering Description

SAH-KCE-PP

KACE ADVANCED REPORTING AND MYSQL PER HOUR

The KACE Advanced Reporting and MYSQL per Hour consists of all the Project Deliverables below:

Planned Activities

Activity	Deliverables
Planning	<ul style="list-style-type: none">• Customer requirements will be discussed, documented & sent to the customer via email• Customer verifies the requirements document. Where the customer identifies any modifications a follow up call is scheduled to review and revise the Requirements document.• Once requirements are finalized, we will estimate the effort necessary to deliver the service (1 hour minimum and in 1 hour increments up to 2 hours)
Implementation	<ul style="list-style-type: none">• The assigned SME will engage within 24 hours (business days only)• We develop the SQL script as per Requirements document• We will deliver, via email, the custom SQL script post fulfillment process completion• Customer agrees to notify Quest when the SQL script has been received plus verify functionality within 3 business days of delivery
Delivery	<ul style="list-style-type: none">• We will deliver, via email, the custom SQL script post fulfillment process completion• Customer agrees to notify Quest when the SQL script has been received plus verify functionality within 3 business days of delivery

Prerequisites and Assumptions

Exclusions

- Any services, tasks or activities other than those specifically noted in this Service Description
- The service does not include the development of any intellectual property created solely and specifically for the Customer
- Custom SQL scripts that are estimated to require more than 2 hours of programming effort
- Onsite service
- Product training, installation, or deployment
- Updates/Upgrades to scripts past the 3 business day verification

Customer Responsibilities:

- Verify that requirements documented match those articulated by Customer, and provide written approval of same via return email
- Fulfillment process is complete prior to SQL script delivery
- Confirm receipt and proper functionality of the custom SQL script
- Customer bears responsibility for validating proper functionality of said script within their environment, and, should any error arise, agrees to collaborate on telephone-based troubleshooting of same