

## erwin Data Intelligence Suite

### Smart Connector Enablement Support Package EDP-ERW-FF

#### Overview

The erwin Data Intelligence Suite (DIS) **Smart Connector Enablement Support** service is an implementation support package designed to assist the customer with the deployment of new/additional Smart Connectors beyond the support provided as part of the initial implementation QuickStart Package.

The **DIS Smart Connector Enablement Support Package** supports, from a coordination, organization and overall enablement, the deployment of new/additional Smart Connectors:

- **Project Management:** project coordination between the customer SMEs and related technical teams with the erwin Automation team
- **Implementation Support:** ensure the deployment, testing, troubleshooting of the Smart Connector, collection of observations and issues and monitoring them to resolution. Embedding of Smart Connector results into existing use-cases as implemented during the main DIS implementation
- **Escalation and Reporting:** provide regular (frequency to be mutually agreed with the customer) progress updates, both during design and development as well as during issues resolution
- **Knowledge Transfer:** provide knowledge transfer of how to run and schedule the Smart Connector

The benefits of leveraging the erwin **DIS Smart Connector Enablement Support Package** includes:

- Streamline and condense, as much as possible, the implementation of a Smart Connector by providing a communication and coordination link between the customer and the Automation teams.
- Develop and manage the development and implementation roadmap and project plan
- Manage and monitor issues tracking and resolution
- Ensure the optimal embedding of the outcomes from the Smart Connector in all established use cases implemented within the DIS

#### Activities Description

The erwin Professional Services team will work with the relevant customer subject matter experts support the Smart Connector deployment and implementation.

To support the deployment, the erwin PSO team will provide support for:

#### Project Management

Throughout the project, erwin PSO will assign a designated Project Manager or Project Coordinator. The role of the Project Manager is to:

- Develop, jointly with the customer team, the detailed project implementation plan for all Quest activities and resources and monitor/ support it to conclusion
- Ensure the Quest right resources attend the right sessions at the right time and manage overall scheduling

- Produce a weekly status report and create a detailed project plan for all Quest activities with a projected schedule based on estimates below. This project plan should supplement the Customer's end to end project plan for the project.
- Manage escalations and support issues during deployment and until release into Production.

### **Implementation Support**

While the erwin PSO Team will not develop the Smart Connector itself (this is done entirely by the Automation team), the erwin PSO team will support the overall implementation in the following ways:

- Support the deployment of the Smart Connector in the configured DIS ecosystem environment
- Embed the results from the Smart Connectors within the existing customer Use Cases
- Develop any new use cases arising specifically from the deployment and use of the Smart Connector
- Assist in the collection, clarification and submission of any operational support tickets related to the Smart Connector

#### **NOTES:**

- All implementation services included in this package relate to the deployment of a single Smart Connector – multiple connectors require the purchase of additional packages.

### **Knowledge Transfer**

The erwin technical consultants will provide knowledge transfer of how to run and schedule the Smart Connector as well as any other setup and configuration elements.

## Prerequisites and Assumptions

### Conditions and Limitations

#### Conditions

Customer must already have an installed and configured compatible version of the DI Suite.

#### Limitations

- This package only covers implementation and deployment support for a single Smart Connector. This excludes the DataVault Smart Connector Package (which requires a custom SoW based on customer requirements).
- Any fee amount associated with this SKU expires within one (1) year of the date of purchase of this SKU.

## Prerequisites and Assumptions

erwin will provide a technical specifications document two weeks before the engagement. This must be reviewed, assessed and discussed with erwin for clarifications. Failure to complete these prerequisites will result in delays which may mean that the above deliverables cannot be met. erwin is not responsible for any delay in schedule or milestone delivery that may result from the below assumptions not being met.

- Scope of services assume just one DIS environment implementation
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by the Customer and will be invoiced at cost. All travel must be preplanned through project management.
- The Customer will ensure relevant technical resources are identified and available to participate in defined phases, answer questions, and complete install verification as scheduled or needed.
- The Customer will provide sample data, validation and success criteria, including, but not limited to; source files, lineage diagrams, and table and column requirements.
- Customer will provide 2-3 critical data element lineage paths (if known) for validation and testing.
- The Customer will ensure that Quest is provided with access to the customer's environment (either via Webex or directly) and provide sample data to support development and testing.
- Appropriate firewall rules are created by the customer (erwin will supply requirements ahead of the engagement, customer to indicate minimum lead time for firewall requests)
- Necessary certificates are defined (identified during Discovery Phase)
- Customer Maintenance windows, change controls and security protocols are approved

### SKU

EDP-ERW-FF	DIS Smart Connector Enablement Support Package	Pre-Paid
------------	--	----------