

Foglight to ServiceNow Integration Services Pack - Remote

Description

The Foglight to ServiceNow Integration Services Offering Pack consists of (i) certain files and program objects for use with the Foglight to ServiceNow Integration software (the "Toolkit"), (ii) four hours of consulting services delivered remotely on how to deploy, configure, and utilize the Toolkit ("Planned Activities"), and (iii) remote support services for the Toolkit for one year ("Support").

The Toolkit

The Toolkit provided as part of this Services Pack consists of the following:

- 1) One (1) pre-configured dashboard for building alarm export definitions
- 2) Runtime engine for running deployed alarm exports
- 3) Java/Groovy-based API for handling and manipulating alarms
- 4) An adapter for sending extracted alarms to ServiceNow using SOAP web services
- 5) An adapter for receiving alarm control commands (clear, acknowledge, annotate) from ServiceNow over SOAP and forwarding them to Foglight over a reliable communications channel.
- 6) Utility programs for managing the integration.

The functional specifications for the Toolkit as well as installation and configuration instructions are provided in the user and reference guide.

Planned Activities

The Planned Activities will be delivered remotely and are expected to include consulting on how to deploy, configure and utilize the Toolkit. The Toolkit will be deployed on one (1) Foglight Management Server.

Support

Support for the Toolkit shall be provided for one (1) year following its delivery and consists of the following:

- A response within 48 hours to Customer emails describing errors in the operation or use of the Toolkit
- Commercially reasonable efforts to correct such errors within a time reasonable under the circumstances.
- Periodic updates and revisions to the Toolkit to maintain compatibility of the Toolkit with the Quest software product with which the Toolkit is to be used (the "Associated Software")

To report an error, Customer must send an e-mail to FoglightServicesPacks@software.dell.com including:

Services Offering Description

- Company Name
- Contact Name
- Contact Office Number and e-mail address
- Name of the Toolkit
- Description of the Problem
- The error log, if available

Support does not include:

- Assistance with the Toolkit if it has been modified by Customer or if the error is due to use of the Toolkit with a program other than the Associated Software
- Any functional changes to the Toolkit to achieve or maintain compatibility with any software product from Quest or a third party other than the Associated Product
- Quest's assistance with the installation of any fixes or update to the Toolkit

Prerequisites and Assumptions

- The Toolkit is not a Quest software product and shall not be subject to or governed by any software license agreements in force between Customer and Quest Software.
- Customer may not add new components to the implementation of the Associated Product nor install patches or updates to the Associated Product prior to consulting with Quest Software on potential impact of such components, patches, or updates on the Toolkit. There will be no charge for such consultation.
- The fees for this Services Pack will be billed following the date of the full execution of the ordering document with which this Services Pack is associated. Any hours of Activities not used within the twelve months following such date will expire without right of refund.