TECHNICAL SERVICES OFFERING
ORDER FORM

Number: _____

Customer ("**Customer**")	[ ]
Customer Address:	[ ]
Invoices to be Sent To:	[ ]
Technical Services Offering Name	SHAREPLEX SUPPORT SERVICES HEALTH CHECK MAINTENANCE SERVICES
Price	$3,245.00
Performance Period	Five consecutive Workdays

This Technical Services Offering Order Form is for Customer to purchase and Quest Software Inc. ("**Quest**") to provide technical consulting ("**Activities**") during the Performance Period for the Price stated above. Quest will provide the Activities in three or four three-hour sessions ("each, a **Session**").

The planned Activities are stated in Exhibit 1 and will be provided remotely and in English. Customer will allow the use of a screen-sharing program such as WebEx to allow Quest to view, but not access, the implementation of the Software in Customer's environment. Prior to the start of the planned Activities, Customer must (a) have the then-current version(s) of the applicable Software installed and (b) back up all data and software that will could be affected during the performance of the Activities.

The Performance Period shall begin on a date agreed to in writing (via email) by Quest and Customer. Customer shall schedule each Session at least one day in advance. If Customer is not available for a scheduled Session, Quest may reschedule at its convenience.

Although Quest is not obligated to provide any Activities or Sessions after the last day of the Performance Period, it may in its reasonable discretion, agree to do so. A "Workday" is a weekday (Monday through Friday) that is not a holiday.

This Technical Services Order Form is governed by the terms and conditions stated above and at http://software.Quest.com/legal/service-agreements.aspx as of the date this Technical Services Order Form is executed by Customer (the "Quest Services Terms"). This Technical Services Order Form is an SO under the Quest Services Terms, which are hereby incorporated herein.

Agreed: **Quest Software Inc.** | COMPANYNAME |

By: _____   **By:** _____

Name: _____   **Name:** _____

Title: _____   **Title:** _____

Date: _____   **Date:** _____

Exhibit 1
SharePlex Health Check & Knowledge Transfer

Quest will assess the general condition of the SharePlex deployment, make recommendations as required, and provide appropriate knowledge transfer to the Customer regarding basic SharePlex operations.   This service offering is appropriate for small to medium sized databases. This is defined as databases from 1-750 GB in size with a maximum redo volume of 250GB per day. Service will be provided on one SharePlex replication stream only.

PLANNED ACTIVITIES

- Planning

    - Finalize logistics including scheduling, remote access requirements and web conferencing needs.
    - Sending out a project initiation documentation packet consisting of a pre-installation checklist, HW/SW requirements document, project logistics document and information on IP port numbers, contacts, remote access, DBA contact, and other prerequisites.
    - Verify the software prerequisites are installed within the environment.

- Health Check

    This is a joint engagement with the customer and support consultant. The activities include:
    - Review outstanding Support cases.
    - Insure all available/appropriate patches are installed and operational.
    - Review Replication architecture and purpose.
    - Determine if Rac/Non Rac .TNS Alias settings.
    - Confirm all appropriate process are running.
    - Detail outputs of each process.
    - Confirm supplemental logging PK/UK setting.
    - Determine if there is sufficient space.
    - Data is being sent to Oracle.
    - Review modified parameter settings.
    - Review/Compare paramdb files on test server.
    - Confirm redo switch rates to access volumes.
    - Review event logs and process logs.
    - Evaluate each process for latency issues.

- Knowledge Transfer

    - Quest will provide and review a report on their findings and recommendations.
    - Review features and functions related to the customer's SharePlex environment.
    - Best practices related to administrative and system maintenance. Daily and monthly administrative checks.
    - Best practices related to SharePlex Architecture considerations.

- Project Management

    - Sending out a project initiation documentation packet consisting as applicable of a project planning workbook (PPW), project logistics document.
    - Review with customer filled out PPW as well as HW/SW requirements.
    - The coordination of the services dates with the customer's main point of contact.
    - The Assignment of Consulting Resources.

- The Management of the Project Issues List; Escalation Management Process with Support and Product Engineering as needed.
- The Management of Project Documentation, communications, and frequency of status reports will be assessed during kick-off session.
- Managing and maintaining additional needs and amendments to the existing TOF.

PREREQUISITES AND ASSUMPTIONS

- The Customer's SharePlex Administrator with system administration responsibilities will be available to Quest during the performance of this Service.
- Customer's DBA Resource shall participate during engagement.
- During each Session:
    - SharePlex must be running.
    - SharePlex queues should be empty, all processes should be running, event log should be error free.
    - SharePlex test load data will be available.
- Customer's environment will meet or exceed the hardware and operating environment software minimum requirement outlined in the SharePlex Systems Requirements Guide found on https://support.quest.com/