

TECHNICAL SERVICES OFFERING ORDER FORM

Number: _____

Customer ("Customer")	_____
Customer Address:	_____
Invoices to be Sent To:	_____
Technical Services Offering Name	SHAREPLEX SUPPORT SERVICES POST PERFORMANCE - POST QUEUE TUNING FOR PRODUCT IMPLEMENTATIONS MAINTENANCE SERVICES
Price	\$6,495.00
Performance Period	Ten 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 and for the Price stated above. Quest will provide the Activities in six to eight 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 Post Performance – Post Queue Tuning & Knowledge Transfer

The Quest SharePlex – Post Performance – Post Queue Tuning Services Offering is designed to provide the Customer with basic tuning of the post process of the SharePlex software. 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.

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 .
- SharePlex Post Performance Optimization & Design
 - Review outstanding Support cases.
 - Insure all available/appropriate patches are installed and operational.
 - Review Replication architecture and purpose.
- Data Assessment and Tuning Readiness
 - Assess Post replication volumes.
 - Assess the current post queue configuration.
 - Validate all environments are ready for Post Tuning.

- SharePlex Post Analysis and Tuning

Configure Post queues in SharePlex in test environment:

- Run load on system to reflect expected production volume.
- Review the output of the Utilization times and trace commands.
- Analyze Oracle AWR, TKProf and ASH Reports to determine if the bottleneck in Oracle or SharePlex.
- Confirm that post queues are processing on Target database.
- Monitor Post Process speed and backlog.
- Validate data integrity at the time of the engagement.
- Tune replication on SharePlex side and make Oracle performance tuning recommendations.
- Monitor replication after changes.

Implement SharePlex in production environment:

- Run load on system to best reflect expected production volume.
- Review the output of the Utilization times and trace commands.
- Analyze Oracle AWR, TKProf and ASH Reports to determine if the bottleneck in Oracle or SharePlex.
- Ensure post queues are processing on Target database.
- Monitor Post Process speed and backlog.
- Validate data integrity at the time of the engagement.
- Tune replication on SharePlex side and make Oracle performance tuning recommendations.

- Monitor replication after changes.
- 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 administrative and system maintenance. Daily and monthly administrative checks.
 - Best practices related to SharePlex tuning.
- 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/>