

Services Offering Description

NQP-BAK-PP

NetVault Onsite Quickstart (4 Days)

The NetVault Onsite Quickstart Services Offering consists of all the Deliverables below.

PLANNED ACTIVITIES

As time permits during the number of days stated above (including travel and each "day" is eight hours) Quest plans to perform the following services ("Activities") in connection with the Software product stated above (the "Software"):

Activity	Deliverables
Discovery / Architecture / Design & Documentation	<ul style="list-style-type: none">• Assistance with the definition of:<ul style="list-style-type: none">○ A proposed architecture of the NetVault implementation for the environment○ Security, availability and coverage aspects for the environment• Assistance with the production of a NetVault "Deployment Overview" document to use as the implementation blueprint and standard for evaluation of the ongoing implementation
Deployment	<ul style="list-style-type: none">• Initial setup configuration of one (1) NetVault Server/Core for the following general settings:<ul style="list-style-type: none">○ Alerts and Notification○ User Level Access○ General NetVault Server settings to suit deployment topology• Assistance with the deployment and configuration of two (2) NetVault Clients for the following general settings:<ul style="list-style-type: none">○ General Client settings to suit server/OS platform type○ Network access and security settings○ File System backup/restore testing• Assistance with the configuration of one (1) primary and one (1) secondary backup storage target device. Each storage target device selected must be online and ready for backup software integration, with supported device types consisting of:<ul style="list-style-type: none">○ RAS device○ NVSD○ Tape Library• Assistance with the configuration of one (1) backup replication• Assistance with the installation and configuration of up to three (3) 'Tier-1' add-on plugins and up to two (2) 'Tier-2' add-on plugins listed in 'Appendix A'
Knowledge Transfer	<ul style="list-style-type: none">• Review current operational practices on the administration of the Customer's NetVault Core (up to 5 hours) to include:<ul style="list-style-type: none">○ Explanation of NetVault Jobs, Policy, Sets and best-practice naming conventions○ Explanation of how to:<ul style="list-style-type: none">▪ Review reporting, monitoring, and notification options▪ Administer licensing and engage Quest support resources▪ Configure additional add-on plugins▪ Conduct basic performance tuning and testing of deployed environment

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	<ul style="list-style-type: none"> ○ Demonstration of how to utilize advanced features such as: <ul style="list-style-type: none"> ▪ Synthetic full backups ▪ Plugin exclusion rules ▪ Cascading copies and archiving ▪ Catalog/Index management ▪ Advance Restore options • Live Q&A and training review session (up to 5 hours)

Prerequisites and Assumptions

- The Deliverables assume only one (1) NetVault Core/Server
- No Services shall take place during local, state and federal holidays unless other arrangements have been coordinated through the Project Manager.
- All travel and living expenses [are included/will be billed in accordance with the agreement that governs this Services Offering]. Project management is always provided remotely.
- Customer will:
 - Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Requirements" section of the NetVault datasheet (found on www.quest.com/products/netvault-backup/)
 - Provide remote access to the NetVault Core/Server via WebEx, and if required, a support tether
 - Ensure all networking related setup on the servers are completed prior to engagement
 - Ensure connectivity access (through firewall established between all agents if applicable) is configured between the servers and agents
 - Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

Appendix A

Tier	Add-on Plugins
Tier 1	Advanced Encryption, DB2, Domino, FileSystem, MS Exchange, MS SharePoint, MSSQL, MySQL, Postgres, SnapMirror to Tape, Snapshot Manager, SnapVault Manager, Standard Encryption, Sybase
Tier 2	BMR, EMC Data Domain Boost, Hyper-V, NDMP, Oracle, SAP Backint, Teradata, VaultShare (ACSLs), VMware