

Services Offering Description

BRI-BAK-PP

NetVault Remote QuickStart Essentials

The NetVault Remote Quickstart Essentials Services Offering consists of all the Deliverables below:

Planned Activities

Activity	Deliverables
Discovery / Architecture / Design & Documentation	<ul style="list-style-type: none">Review implementation business objectives, confirm the expected scope, project timeline and key personnelValidate the service prerequisites are fulfilledDefine a proposed architecture of the NetVault implementation for the environmentDefine security, availability and coverage aspects for the environment
Deployment	<ul style="list-style-type: none">Deploy and configure base settings for one (1) NetVault Server/CoreDeploy and configure up to two (2) NetVault ClientsConfigure client addition and standard base settingsIntegration for one (1) primary backup storage target† (i.e. RAS device, NVSD, Tape Library)Install and configure either up to two (2) 'Tier-1' add-on plugins or one (1) 'Tier-2' add-on plugin listed in 'Appendix A'
Knowledge Transfer	<ul style="list-style-type: none">Discuss operational and best practice use of NetVault BackupUnderstanding Jobs, Policy, Sets and best practice naming conventionsReview reporting, monitoring and notification optionsHow-to: licensing and working with support

Prerequisites and Assumptions

- The Deliverables assume only one (1) NetVault Core/Server
- No Services shall take place during local, state and/or federal holidays unless other arrangements have been coordinated through the Project Manager.
- 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

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Tier 2	BMR, EMC Data Domain Boost, Hyper-V, NDMP, Oracle, SAP Backint, Teradata, VaultShare (ACSL), VMware
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