

Services Offering Description

FDQ-APP-PP

Rapid Recovery Onsite Quickstart (4 Days)

The Rapid Recovery 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 Rapid Recovery implementation for the environment○ Security, availability and coverage aspects for the environment• Assistance with the production of a Rapid Recovery “Deployment Overview” document to use as the implementation blueprint and standard for evaluation of the ongoing implementation
Rapid Recovery Deployment	<ul style="list-style-type: none">• Initial setup configuration of one (1) Rapid Recovery Server/Core for the following general settings:<ul style="list-style-type: none">○ Core Registration○ Custom Baseline Core Settings○ Repository Provisioning○ Alert Profile and Notification Setup○ DL Appliance Backup (where applicable)• Assistance with the deployment and configuration of any combination of three (3) Rapid Recovery agents or agentless backups for the following general settings:<ul style="list-style-type: none">○ Custom Protection Schedule○ Customer Retention Policy○ 1 Virtual Standby• Assistance with upgrading the Rapid Recovery Core to current GA Build (Applicable to DL Appliance Only)
Knowledge Transfer	<ul style="list-style-type: none">• Review current operational practices on the administration of the Customer’s Rapid Recovery Core (up to 8 hours) to include:<ul style="list-style-type: none">○ Agent provision/configuration on:<ul style="list-style-type: none">▪ Agent installation on a test machine▪ Protecting a machine that has an agent installed▪ Protecting a machine agentlessly▪ Scheduling and Volume Selection▪ Basic Controls (Force, Pause, Resume, Cancelling Tasks)▪ Events and Notifications, Monitoring Jobs, and Reporting○ Updating the Rapid Recovery Core/Server○ Initiating shutdowns of the Rapid Recovery Core/Server○ Performing/scheduling maintenance○ Performing restores○ Performing basic troubleshooting○ Engaging Quest support resources

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Prerequisites and Assumptions

- The Deliverables assume only one (1) Rapid Recovery Core/Server
- No Services shall take place during local, state and/or 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 Rapid Recovery datasheet (found on www.quest.com/products/rapid-recovery/)
 - Provide remote access to the Rapid Recovery 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 an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, ChargeBack, etc.)
 - Ensure other technical and business resources, as needed, will be able to participate throughout the engagement