Services Offering Description
VRE-APP-PP

VROOM Remote Quickstart Essentials

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

Planned Activities

Activity	Deliverables
Discovery / Architecture / Design & Documentation	• Assist with the production of a VROOM "Deployment Overview" document to use as the implementation blueprint and standard for evaluation of the ongoing implementation
Foglight for Virtual Environment Deployment	• Assistance with the initial setup and configuration of one (1) Foglight Management Server including configuration of the embedded Foglight Agent Manager • Assistance with the deployment and configuration of one (1) Foglight agent per Hypervisor type (e.g. VMware / Hyper-V) with step-by-step walkthrough and detailed explanations (up to 2 hours) • Provide a recorded copy of the deployment and configuration of the earlier Foglight agent assistance
Rapid Recovery Deployment	• Assistance with the initial setup and configuration of one (1) Rapid Recovery Server/Core • Assistance with the deployment and configuration of three (3) Rapid Recovery agents with step-by-step walkthrough and detailed explanations (up to 2 hours) • Provide a recorded copy of the deployment and configuration of the earlier Rapid Recovery agent assistance • Assist with the enablement and configuration of the VROOM agent within the Foglight for Virtualization administration console to connect to the Rapid Recovery Core

Knowledge Transfer	• Review current operational practices on the administration of the Customer's VROOM deployment (up to 90 minutes) to include:
	   o Operational use of the servers and agents provision/configuration
	   o Use cases for monitoring and reporting on the user base

Prerequisites and Assumptions

- The Deliverables assume only one (1) Foglight Management Server and 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.
- Customer will:

  o Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "System Requirements and Support" section of the VROOM datasheet (found on www.quest.com/products/quest-vroom/)
  o Provide remote access to the Foglight Management Server (and Foglight Management Server Database Repository if planning to use an external database as part of the solution) via WebEx, and if required, a support tether

- o Provide remote access to the Rapid Recovery Core/Server via WebEx, and if required, a support tether
- o Ensure all networking related setup on the servers are completed prior to engagement
- o Ensure connectivity access (through firewall established between all agents if applicable) is configured between the servers and agents
- o Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, ChargeBack, etc.)
- o Ensure other technical and business resources, as needed, will be able to participate throughout the engagement