

Services Offering Description

<SKU requested>

QoreStor Remote Quickstart Essentials

The QoreStore 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">• Completion of a single remote meeting lasting up to one (1) hour in length to review implementation business objectives, confirm the expected scope, project timeline and key personnel. Meeting goals include:<ul style="list-style-type: none">○ Validate the service prerequisites are fulfilled○ Define architecture of a single QoreStor instance○ Define security, availability and coverage aspects for the environment
Deployment	<ul style="list-style-type: none">• Assistance with the initial setup and configuration of one (1) QoreStor instance to meet the architecture goals as identified during the discovery/architecture meeting. Initial setup and configuration includes:<ul style="list-style-type: none">○ Assistance with the installation of host required prerequisites and packages○ Assistance with initial configuration of network connectivity to meet documented best practices○ Assistance with initial configuration of up to five (5) storage containers
Knowledge Transfer	<ul style="list-style-type: none">• Review current operational practices on the administration of the Customer's QoreStor server (up to two (2) hours) to include:<ul style="list-style-type: none">○ How to use the Dashboard and UI navigation○ Understanding QoreStor encryption and how to leverage Storage Groups○ How to configure email alerts○ How to use CLI for basic administration○ How to manage containers and storage groups○ Review of cleaner and scheduling○ Review Data Management Agent (DMA) requirements○ Managing built-in User accounts and using Active Directory○ Using system diagnostic tools and working with support

Prerequisites and Assumptions

- The Deliverables assume only one (1) QoreStore instance
- 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 QoreStore datasheet (found on <https://www.quest.com/qorestore/>)
 - Provide remote access to the QoreStore instance 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

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- 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