Services Offering Description
NQP-BAK-PP

NetVault Onsite Quickstart

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

Planned Activities

Activity	Deliverables
Discovery / Architecture / Design & Documentation	• Review implementation business objectives, confirm the expected scope, project timeline and key personnel • Validate the service prerequisites are fulfilled and deployment readiness • Define a proposed architecture of the NetVault implementation for the environment • Define security, availability and coverage aspects for the environment
Deployment	• Deploy and configure base settings for one (1) NetVault Server/Core • Deploy and configure up to two (2) NetVault Clients • Configure client addition and custom settings • Configure one (1) primary and one (1) secondary backup storage target devices† (i.e. RAS device, NVSD, Tape Library) • Configure one (1) backup replication • Install and configure 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	• Discuss operational and best practice use of NetVault Backup
	• Understanding Jobs, Policy, Sets and best practice naming conventions
	• Review reporting, monitoring and notification options
	• How-to: licensing and working with support
	• Configure additional add-on plugins
	• Demonstrate utilizing advanced features:
	    o Synthetic full backups
	    o Plugin exclusion rules
	    o Cascading copies and archiving
	    o Catalog/Index management
	    o Advance Restore options
	    o Conduct basic performance tuning and testing of deployed environment
	    o Live Q&A and knowledge transfer/review session

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:

- o 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/)
- o Provide remote access to the NetVault 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 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