

GPO Admin Foundation Service

Description

The Foundation Service Offering will assist Customer with the installation, configuration, and testing of the GPO Admin Software (the “Activities”).

This service offering may include the following phases:

- Planning: verify prerequisites, establish base architecture of the GPO Admin implementation
- Installation: deploy software based on agreed architecture
- Configuration: customize Software and components to Customer environment
- Testing: verify functionality of Software
- Knowledge Transfer: demonstrate how to leverage Software to meet Customer business requirements and how to manage Software as business needs evolve

Outcomes

The services offering will support the deployment of your GPO Admin platform quickly and validate your GPO management model as our subject matter experts’ help you using our field-tested implementation methodology. Our team helps you quickly drive your new solution into production – ensuring your IT team is ready to utilize all the features like GPO importing/exporting, GPO versioning, role-based access to GPOs and approval workflows.

Benefits

- A complete GPO lifecycle exercise, ensuring workflows through creating, deploying, modifying, deleting and recovering GPOs
- Documented plan to remove legacy access to GPOs in Active Directory
- Verified version control workflows for Group Policy Objects

Approach and activities

A Quest Professional Services consultant will work with the necessary Customer stakeholders and subject matter experts on the following activities. The activities performed may vary based on the complexity of Customer’s environment and technical needs outlined during the Planning Session.

Planning

Quest will host one planning session up to 2 hours with Customer to verify environment readiness and establish the base deployment architecture, during which Quest and Customer may discuss:

- Finalize logistics including scheduling, remote access requirements and web conferencing needs

- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Discuss GPO Admin configuration storage and GPO backup storage options
- Identify/Review the various role groups that will be using GPO Admin
- Decide if client requires or needs GPO Admin Dashboard installed
- Convey Quest Best Practices on GPO Admin deployment and configuration
- Provide a list of pre-engagement prerequisites to be in place prior to installation

The Planning phase will be completed with the delivery of the planning session document, including the items discussed during the planning session. This planning session document will be the phase's Project Deliverable.

Installation

Quest will provide assistance to Customer to install GPO Admin Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.

- Review and verify installation pre-requisites & permissions
- Install GPO Admin
- Using the GPO Admin console, verify successful communication with the AD Forest
- Install and configure the GPO Admin Dashboard (optional)

The Installation phase will be completed when GPO Admin has been installed on the server(s) designated in the planning phase document and communication with the applicable AD Forest has been established.

Configuration (GPO Admin server settings)

Quest will assist Customer with configuring GPO Admin in accordance with the deployment architecture identified during the planning session. Quest will aid Customer with:

- Initial configuration of all GPO Admin global settings
- Added required AD users and groups to access roles (Admin or User)
- Configure access role permissions for one role.
- Configure SMTP and Exchange connectivity
- Discuss and configure the following remaining global server options per Customer needs:
 - GPO Backup storage will be local to GPO Admin server
 - GPO Admin configuration will be on local AD LDS or remote SQL (if SQL, Customer to verify access to the SQL prior to engagement)
 - All GPO Admin components and services are installed on a single server.

The Configuration phase will be completed when all of the applicable activities are completed.

Configuration (GPO Admin Workflows)

Quest will assist Customer with configuring up to five (5) Version Control container in accordance with the workflow requirements identified during the planning session in order to familiarize Customer with the GPO Admin console.

- Create and configure up to five (5) Version Control Container(s)
Configure workflow permissions, notifications and approvals for the VC containers (up to 2 hours)

The Configuration phase will be completed when all of the applicable activities from the Configuration phase are validated.

Testing

Quest will participate in testing of GPO Admin workflows to provide Customer personnel with practical experience using GPO Admin.

- Provide a test script for the test user
- Verify the notification and approval emails are being delivered correctly
- Verify GPO lifecycle behaves as expected using test GPOs and OUs
- Verify functionality of the GPO Admin Dashboard

The Testing phase will be completed when notifications, lifecycle actions, and Admin Dashboard are shown to be functioning as expected and as described in the plan agreed upon in the Planning phase.

Knowledge Transfer

Quest will provide guidance to Customer by performing a knowledge transfer and product review of the GPO Admin components and services implemented into Customer's environment throughout the course of the engagement and one 2-hour knowledge transfer session (if necessary), which may include:

- Review the items configured during the engagement
- Review copying, exporting and importing of GPOs and Synchronization Targets.
- Verify Customer can run and view GPO version difference reports
- Verify Customer can configure and use search folder
- Introduce Support resources
- How to change basic configurations, add High Availability and recovering a failed GPO Admin server.

The Knowledge Transfer phase will be completed when the knowledge transfer session has occurred

Prerequisites and Assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees that the following responsibilities are solely Customer responsibilities that are required prior to and throughout the engagement or necessary and required assumptions about the engagement, as applicable:

- Customer’s AD environment has adequate bandwidth and is not hindered by firewalls between GPOAdmin servers and domain controllers.
- All activities will be performed remotely utilizing Quest provided phone and web conferencing.
- Some activities may be performed during a “pre-call” that may be made prior to the beginning of the scheduled engagement.
- Customer will set up and provide Quest with either a test AD forest or test OUs and test blank GPOs in the production forest where GPOAdmin will be installed
- Customer will provide Quest with one server meeting the follow specifications at a minimum.

Server	CPU	Memory	Disk space
Windows Server 2016 or later. Patched and domain joined	2	8	C:=40 GB plus 100GB storage on C: or 2 nd drive

In addition, the Customer agrees to cooperate with Quest in its delivery of the Services, and agrees to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- Commit a technical resource on a full-time basis to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements (Product Installation/QuickStart Guide) prior to the Planning Session

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