

## Stat Implementation Services – Remote & Onsite

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### Description

The Stat Implementation Services Offering consists of (i) three (3) prepaid eight-hours days (“Days”) of architecture assessment and twelve (12) prepaid eight-hour days of consulting during which Quest will provide services to assist Customer with the architecture, deployment and configuration of the Stat Software (the “Activities”); (ii) three (3) days of project management; and (iii) thirty two (32) student days of training (the “Training”).

The project management shall be provided over the course of providing the Activities and the Training.

### Approach and Activities

The planned Activities include:

#### Architecture Assessment (**Three Days** - Remote)

A Quest Stat Architect will conduct a Stat Architecture Assessment Workshop. The Activities planned for this workshop include:

- Reviewing of Customer’s existing change management process and designing a Stat change management process (a “workflow”)
- Working with Customer’s implementation team to define and document specific configuration elements required by Stat
- Defining a proposed architecture of Stat for the Customer environment
- Creating an implementation roadmap
- Providing knowledge transfer to Customer’s organization regarding the implementation architecture and the roadmap
- Producing a Stat Architecture Specification document as the Stat implementation blueprint and standard for evaluation of ongoing Stat implementation and use

#### Stat Deployment and Configuration (**Twelve Days** – Onsite, as Three Engagements)

The Deployment and Configuration Activities will be scheduled as three (3) onsite Engagements. The Engagements will be scheduled following the delivery of the Stat Architecture Specification document and upon mutual agreement that the prerequisites for deployment have been met. Stat Deployment and Configuration Activities typically include some of the following:

- Installation of Stat Windows Client on Stat Administrator Desktop
- Customization & Execution of Stat Database Create Scripts
- Customization & Execution of ERP Specific Database Scripts
- License Key & Company Information Configuration
- Patching the Stat Database to latest production Stat Release
  - Installation of Stat Application Server Software (Stat Central Agent)
  - Establishing and testing connectivity between Stat architecture components
  - Document installation
- Configuration of Stat connectivity with PeopleSoft or Oracle EBS application environments
- Configuration of Database Connectivity

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- Identification and definition of ERP Object Types, for PeopleSoft only
  - Configuration of ERP File Servers, for PeopleSoft only
  - Configuration of ERP Object Type File Paths, for PeopleSoft only
- Customization and execution of PeopleSoft Staging Database Create Scripts, for PeopleSoft only
- Configuration of PeopleSoft Staging Database Connectivity, for PeopleSoft only
- Deployment and configuration of Stat for Oracle EBS Agents on Forms, Web, Admin and CCM Servers, for Oracle EBS Only
- Creation and configuration of one ERP Service Domain to host all tickets – one Service Domain per Production Instance such as PeopleSoft Financials (FIN), PeopleSoft HR (HCM) or Oracle EBS.
- Configuration assistance with:
  - General Tables – Customers, Countries, Departments etc.
  - Service Domain Specific Tables – Priorities, CSR Types, Statuses, Migration Paths etc.
  - Service Domain Optional Tables – Log Topics, Pre/Post Migration Steps, Workflow etc.
  - Agent Jobs
  - Security – users, roles, permissions
  - Optional Tables – In/Outbound Mail, LDAP
- Quest Stat consultant will assist the Customer with preparation for Customer User Acceptance Testing
- Quest Stat consultant will assist the Customer with preparation for Customer Go-Live of the Stat solution:
  - Purging all of the tickets created during testing phase
  - Developing plan for roll-out of the Stat Windows Client
  - Developing Stat Go-Live Plan
  - Assisting Customer with Roll-out of Stat Windows Client to user community
  - Assisting Developers with adding WIP to new CSR tickets, as time permits
  - Assisting with Q&A, as time permits

### Stat Training (Thirty two student days – Onsite for private classes or remote via a WebEx for public classes)

These training days can be used towards attendance in any public Stat class. Additionally, a private class can be delivered for 6-8 students. Each day of attendance in any public or private class by an individual student shall count as one student day. Customer attendance in an Administration Training class is required.

### Project Management (Three Days - Remote)

Quest will assign a dedicated Project Manager to provide project supervision and coordination as may be needed.

## Prerequisites and Assumptions

- This Services Offering is suitable for Customer environments that are as follows:
  - Max number of service domains to be defined – 2

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- Max number of users to be defined – 40
  - Max number of security classes to be defined – 7
  - Max number of CSR types to be defined – 5
  - Max number of migration paths to be defined – 2
  - Max number of departments to be defined – 5
  - Max number of workflows to be defined – 2
  - Firewalls can be present with the understanding that all the required ports will be opened between STAT Components and customer environment
- Travel and living expenses are not included in the price of the Activities and will be billed separately.
- The Days stated in the first paragraph of this Services Offering Description will be billed and prepaid following the date of the full execution of the ordering document with which this Services Offering Description is associated. Any Days not used within the twelve months following such date will expire without right of refund.
- The onsite Engagements under this Services Offering Description are to be performed in locations in North America only.