Foglight for Virtualization Technical User Enablement Service Offering

Description

The Foglight for Virtualization Technical User Enablement Service Offering consists of four (4) prepaid eight - hour days of consulting during which Quest will provide services to assist Customer with the adoption and enablement technical knowledge of the Foglight for Virtualization Software (the "Activities").

Activities

FVE Technical User Enablement (**Four Days** – Remote, as One Engagement)
The Technical User Enablement Activities will be scheduled as one (1) remote Engagement. The Engagement will be scheduled following the operation of the Foglight for Virtualization implementation at customer site. The intended audience is the Virtualization Infrastructure Administrator or any staff that has the responsibility for the adoption and effective use of the tool.

The Activities typically include some of the following:
- Implementation review
- Review of maintenance activity
- Review of alarms and tuning of rules and thresholds
- Discussion on custom dashboard techniques based on customer needs
- Discussion of custom report techniques based on customer needs
- Discussion of data model in supporting of custom dashboard and/or reports
- Assistance in developing of run book for operations
- Assistance in creating user adoption plan

Prerequisites and Assumptions

- This offering is for customers who already have Foglight for Virtualization implementation completed.
- 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.
- All activities shall be performed remotely.