Foglight for Virtualization Quickstart Service Offering (Remote)

Description

The Foglight for Virtualization Quickstart service offering consists of (i) two (2) prepaid eight - hour day ("Day") of architecture assessment and six (6) prepaid eight - hour days of consulting during which Quest will provide services to assist Customer with the architecture, deployment and configuration of the Foglight for Virtualization Enterprise Software (the "Activities"); and (ii) one (1) day of project management.

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

Activities

The planned Activities include:

Architecture Assessment (**Two Day** - Remote)
A Quest Architect will conduct a Foglight for Virtualization Architecture Assessment Workshop. The Activities planned for this workshop include:

- Reviewing of Customer's implementation business objectives and a confirmation of the expected scope, projected timeline and key personnel
- Defining a proposed architecture of Foglight for Virtualization for Customer's environment
- Defining security, availability and coverage aspects for Customer's environment
- Creating an implementation roadmap
- Providing knowledge transfer to Customer's personnel regarding the implementation architecture and the roadmap
- Producing a Foglight for Virtualization Architecture Specification document as the Foglight for Virtualization implementation blueprint and standard for evaluation of ongoing implementation and use
- An equivalent of one day will be used for meeting sessions and the remaining day will be used for documentation

Foglight for Virtualization Deployment and Configuration (**Six Days** – Remote, as One Engagement)
The Deployment and Configuration Activities will be scheduled as one (1) remote Engagement span over two week period. The Engagement will be scheduled following the delivery of the Foglight for Virtualization Architecture Specification document and upon mutual agreement that the prerequisites for deployment have been met.

Foglight for Virtualization Deployment and Configuration Activities typically include some of the following:

- Deployment and configuration of Foglight Management Server and Foglight Management Server Database Repository
- Deployment and configuration of Foglight for Virtualization agents
- Deployment and configuration of Foglight for Storage Management agents
- Deployment and configuration of Foglight for Active Directory agents
- Deployment an d configuration of Foglight for Exchange agents
- Configuration of rules, system alerts and threshold settings for out-of-the-box alerting triggers
- Discussion of operational use of Foglight Management Server and its agents and the provision of configuration and usage knowledge transfer
- Review of Foglight for Virtualization user base and monitoring and reporting use cases

Project Management (**One Day** - Remote)
Professional Services will assign a dedicated Project Manager to provide project supervision and coordination as may be needed.

Prerequisites and Assumptions

- This offering is for customer environments with a) up to two physical data centers with no more than 2 Virtual Centers; and b) combination of FVE, Storage Management, Active Directory, and Exchange monitoring.
- All activities shall be performed remotely.
- 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.