Foglight for Oracle E-Business Dashboard Services Pack (Remote)

Description

The Toolkit
The Toolkit provided as part of this Services Pack is a pre-configured Foglight for Oracle E-Business Dashboard. The functional specification for the Dashboard is described in the user and reference guide provided with the Toolkit.

Activities

The following services and activities will be delivered remotely and are expected to include consulting on how to deploy, configure and utilize the Toolkit. The Toolkit will be deployed on one (1) Foglight Management Server.

- The Foglight for Oracle E-Business Dashboard Toolkit will be sent electronically to IT personnel you identify
- A Professional Services Project Coordinator will work with you to schedule the 4-hour remote consultation with a Professional Services expert
- Your team will work with the Professional Services expert for 4 hours to:
  - Deploy and configure the Foglight for Oracle E-Business Dashboard within your environment
  - Receive knowledge transfer on how to utilize the Foglight for Oracle E-Business Dashboard effectively
- Quest Professional Services will provide limited remote support for the Foglight for Oracle E-Business Dashboard starting with the date of deployment services through the next 12 months as follows:
  - A response will be provided within 48 hours to Customer e-mails describing errors in the operation or use of the dashboard
  - Quest Professional Services will work with your personnel to correct errors within a reasonable timeframe
  - Quest Professional Services will provide periodic updates and revisions to the dashboard to maintain compatibility of the dashboard with the Quest product with which the dashboard is to be used

Prerequisites and Assumptions

- The Foglight for Oracle E-Business Dashboard Toolkit is not a Quest product and shall not be subject to or governed by any software license agreements in force between you and Quest.
- You may not add new components to the implementation of the dashboard nor install patches or updates to the dashboard prior to consulting with your Quest Professional Services expert

on the potential impact of such components, patches, or updates to the dashboard. There will be no charge for such consultation.

- The fees for this Services Pack will be billed following the date of the full execution of the ordering document with which this Services Pack is associated. Any hours of Activities not used within the twelve months following such date will expire without right of refund.