

# Foglight User Experience Management (UEM) Healthcheck Services (Remote)

---

## Description

The Foglight User Experience Management (UEM) Healthcheck Services offering consists of one (1) prepaid eight-hour Days.

## Activities

The following activities are included in the scope of the Foglight UEM Healthcheck Services offering:

### Foglight Healthcheck Analysis and Documentation (One Day – Remote)

- Review of Foglight Experience Monitor appliance configuration:
  - Memory, CPU, and I/O
  - System database health
  - Data volume
  - Data filters
  - Path filters
- Review of Foglight Experience Viewer appliance configurations:
- Memory, CPU, and I/O
  - System database health
  - Data volume
  - Data filters
  - Path filters
- Review of Foglight EU Cartridges and EU dashboards configurations
- Review of system logs
- Review of latest patches and their applicability to the Customer environment
- Documenting the findings and suggesting performance and functionality improvement steps
- Providing knowledge transfer and documenting on-going maintenance and tuning steps for Foglight Experience Monitor and Foglight Experience Viewer appliances

## Prerequisites and Assumptions

- Customer's environment will have no more than 1 (one) Foglight Experience Monitor and 1 (one) Foglight Experience Viewer. For multiple appliances or pairs of appliances, multiple instances of this Services offering may be required.
- The Activities will be delivered remotely using WebEx or LiveMeeting
- The session must be scheduled at least fourteen (14) days in advance
- The customer must agree to commit the appropriate technical resource(s) for the duration of the session

## Services Offering Description

- The Days stated in the first paragraph of this Services Offering Description will be billed 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.