

Foglight for Virtualization Enterprise Edition (FVE) Quickstart Service Offering (Remote)

Description

The Foglight for Virtualization Enterprise Edition (FVE) Quickstart service offering consists of (i) one (1) prepaid eight - hour day ("Day") of architecture assessment and three (3) 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 Edition (the "Activities"); and (ii) one - half (0.5) day of project coordination service. The project management shall be provided over the course of providing the Activities.

Activities

The planned Activities include:

Architecture Assessment (One **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
- Creating a high - level implementation roadmap
- Producing a Foglight for Virtualization Architecture Specification document including hardware sizing and deployment considerations
- An equivalent of half day will be used for meeting sessions and the remaining time will be used for documentation

Foglight for Virtualization Deployment & Configuration (Three **Days** – Remote, as One Engagement)

The Deployment and Configuration Activities will be scheduled as one (1) remote Engagement. 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

Services Offering Description

- Deployment and configuration of Foglight for Virtualization client components
- Deployment and configuration of Foglight for Virtualization 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 Coordination (Half Day - Remote)

Professional Services will assign a dedicated Project Coordinator to provide project coordination as may be needed.

Prerequisites and Assumptions

- This offering is for customer environments with a) single physical data center with no more than 2 Virtual Centers; and b) up to 100 CPUs of Foglight for Virtualization.
- 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.~~