

Foglight Data Export Services Pack (Remote)

Description

The Foglight Data Export Services Pack is designed to provide you with a Foglight Data Export Toolkit developed, maintained and supported by Quest Professional Services. In addition to the Toolkit itself, the Foglight Data Export Services Pack includes remote consulting services to help you deploy and configure the Toolkit on one Foglight Management Server. These remote services will also provide knowledge transfer on how to utilize the toolkit in the most effective way for the data export from Foglight to your system of choice. The Services Pack also provides you with limited remote support for the Foglight Data Export Toolkit for the period of 12 months.

The Toolkit

The Toolkit provided as part of this Services Pack includes:

1. A pre-configured dashboard for building export definitions
2. Runtime engine for running deployed data exports
3. Java/Groovy-based API for handling and manipulating extracted data

The functional specifications for the Toolkit as well as installation and configuration instructions are provided in the user and reference guide.

Approach and 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 Data Export 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 Data Export Toolkit on one Foglight Management Server within your environment
 - Receive knowledge transfer on how to utilize the Foglight Data Export Toolkit effectively
- Quest Professional Services will provide limited remote support for the Foglight Data Export Toolkit 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 Toolkit
 - 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 Toolkit to maintain compatibility of the Toolkit with the Quest product with which the dashboard is to be used

Prerequisites and Assumptions

- The Foglight Data Export 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 Toolkit nor install patches or updates to the Toolkit prior to consulting with your Quest Professional Services expert on the potential impact of such components, patches, or updates to the Toolkit. There will be no charge for such consultation.