

“Right Start” RIS of a Quest LiteSpeed for SQL Server Environment

Description

The “Right Start” RIS of a Quest LiteSpeed for SQL Server Environment Services Offering consists of eight (8) consulting hours and 20 minutes of project management coordination during which Quest will provide remote installation, configuration, testing, and knowledge transfer of the LiteSpeed Backup software (the “Activities”).

Activities

The remote planned activities include:

Services Effort – Product Components:

Solution Components Installed w. Quantities:

- LiteSpeed Server : 1
- Clients: 2
- Max Protected Databases : 2

Planning & Preparation:

- 1) Download Software
- 2) Verify Receipt License Key Emails
- 3) Review Project Readiness Workbook - PRW

Installation:

- 1) Install LiteSpeed Server
- 2) Install LiteSpeed Client on two (2) databases
- 3) Install License Key(s) as per Licensing Model
- 4) Registration of central repositories & server instances
- 5) Upgrade to latest GA software version / discuss upgrade considerations as applicable

Configuration:

- 1) Central Repository
- 2) Test repository connections to DB instances
- 3) Authentication
- 4) Define up to two (2) backup jobs per Protected Database / System (see section B above);
Discuss items that make up the components of a backup job
- 5) Discuss Best Practices for Job Definitions; Discuss Auditing & Compliance
- 6) Define Notifications

Testing:

- 1) Verify completion of defined Backup Jobs
- 2) Test restore
- 3) Review log(s) as needed

Knowledge Transfer:

- 1) Educate Customer on:
 - How to add a backup target database
 - How to define a backup job
 - Step by Step Walkthrough of a Restore Procedure
- 2) Main Product Features
- 3) UI Navigation
- 4) How to enable application tracing
- 5) How to create a support package / bundle for tech support
- 6) Getting support for LiteSpeed:
 - Tech Support
 - Product Community
 - KB Articles
 - How to videos

Post Implementation:

- 1) Customer Satisfaction Follow Up – CSAT
- 2) Point Customer to Helpful Resources (documentation / knowledge base / tech support etc.)
 - How to work with tech support
 - Leveraging the Tech Support Knowledge Base
 - Product documentation
 - KB Articles & Videos
- 3) Provide Customer PDS - Project Delivery Summary - in PDF Format

Sessions:

- 1) Max Sessions with Engineer: 2

Additional Notes

- This is a time & materials services offering (not fixed fee)
- Allocated consulting time (does not include planning/prep/CSAT): 8 hours
- Remote services delivery conducted via WebEx / Lync / GTM only
- Standard services hours (SSH): 8 AM - 6 PM (local customer time zone)
- Services expiration: 1 year
- Services lead time: 10 business days
- A Quest representative will contact the Customer to schedule this Service, allowing for at least a ten business day lead time prior to the start of the Service, based upon a mutually agreed to

resource availability (note that project coordination and planning will start immediately upon completion of order processing). This Service will be provided during normal Quest business hours Monday through Friday (8:00am to 6:00pm Customer local time) unless specified otherwise in Appendix A. Any services beyond normal Quest business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Quest project manager.

Prerequisites and Assumptions

Service specific customer responsibilities:

- Configuration/Software/Data Backup.
 - It is the Customer's responsibility to complete a backup of all existing data, software, and programs on Supported Products prior to Quest performing any Services.
- Network Security, Settings and Requirements.
 - It is the Customer's responsibility to provide all requirements, parameters, and information necessary for Quest to provide the appropriate assistance regarding configuration and implementation of all (security) settings on these products. Quest will only implement settings per the Customer's direction and agreement.
- Availability. The Customer agrees to be available during the scheduled Service implementation time frame. If the Customer cannot be available for the scheduled remote installation, the call will be rescheduled at an available time of Quest's choosing (In coordination with the Customer). If the original scheduled appointment is rescheduled, at the Customer's request, the Service offering may be delayed for an extended period of time depending on Quest's current scheduling availability and commitments
- Ensure the desired configuration meets the vendor's minimum system requirements for hardware and software configuration (such as Operating System and MS SQL Server versions)
- Make at least one technical contact, with system administration responsibilities, available and provide appropriate facility/site/system/information access privileges as a resource to Quest during the performance of this Service
- Ensure that the backup server can access ALL remote clients (databases) through firewalls
- Ensure that the DNS infrastructure is fully functional for the backup installation to be successful.
- Customer must maintain the confidentiality of the order number provided by Quest in connection with these Services. Quest is not responsible for unauthorized use of a Customer's contract or order number
- Customer must provide and have valid licenses for all hardware and software components.
- Customer must allow sufficient time to complete the service activity in its entirety. Generally, these Services do not require system outages; however, they may require delivery during maintenance window(s)
- Customer is responsible for all physical hardware installations or changes that are necessary for the remote delivery of this Service
- Customer must have a valid hardware support contract (such as "Pro Support for Your Enterprise") on all affected systems – if Quest Hardware

General Customer Responsibilities:

- **Authority to Grant Access:** Customer obtained permission for both Customer and Quest to access and use the Supported Products, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Quest to perform these Services.
- **Cooperate with Phone Analyst and On-site Technician:** Customer will cooperate with and follow the instructions given by any Quest phone analyst. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.
- **On-site Obligations:** Where Services require on-site performance, Customer will provide (at no cost to Quest) free, safe and sufficient access to Customer's facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Quest), if the system does not already include these items.
- **Maintain Software and Serviced Releases:** Customer will maintain software and Supported Products at Quest-specified minimum release levels or configurations. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Quest in order to keep the Supported Products eligible for this Service.
- **Data Backup; Removing Confidential Data:** Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards.

Appendix A

Exceptions to Quest business hours

Country	Quest business hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, El Salvador, Gran Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos	8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, India, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM