

Active Administrator Remote Expert Assist Basic

Description

The Active Administrator Remote Expert Assist Basic Services Offering consists of one (1) prepaid four-hour Day during which Quest will provide remote services to assist Customer with the installation, configuration, and support of the Active Administrator Software (the "Activities").

This remote service offering includes the following:

- Installation guidance and assistance with the Active Administrator Software
- Configuration of the Active Administrator Components and Services
- Knowledge Transfer on the Active Administrator product and configured Components and Services in the customer's deployment environment

Activities

A Quest Professional Services consultant will work with the necessary customer stakeholders and subject matter experts on the following activities. The actual activities performed will vary based on the complexity of the customer's environment and technical needs outlined during the Planning Session and are contingent upon the time available.

Planning

Quest will host a planning session with the customer to verify environment readiness and establish the base deployment architecture.

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Determine Base Deployment Architecture for Active Administrator Server Management
- Determine Base Deployment Architecture for Active Administrator Console

Installation

Quest will provide assistance to the customer to install Active Administrator Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.

- Quest and the customer will install Active Administrator Server
 - Install server management
 - Install database
 - Install services
 - Install auditing agents
- Quest and the customer will install Active Administrator Console in accordance with the deployment architecture defined during the planning session.

Configuration

Quest will provide assistance to the customer with configuring the Active Administrator Components and Services on the Designated Server(s) in accordance with the deployment architecture identified during the planning session.

- Validate the Active Administrator installation
- Architectural overview
- Determine what is to be audited
- Verify auditing configuration on domain controllers
- Determine event notification process
- Perform backup of Active Directory objects

Knowledge Transfer

Quest will provide guidance to the customer by performing a knowledge transfer and product overview of the Active Administrator Components and Services implemented into the Customer's Environment during the course of the engagement.

- Demonstrate scheduling of backups
- Demonstrate security delegation
- Validate License
- Introduce Support resources

Services Effort

	Number of Forests	Number of Domains	Alerts/Event Notification	Reports	Security Delegatio
Active Administrator Basic (4 Hours)	1	1	Up to 2	Up to 2	Up to 2

Prerequisites and Assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following responsibilities

- Ensure that the existing infrastructure and hardware configuration of their environment is sufficient to support the products to be implemented.
- Commit a technical resource on a full time basis to provide Quest with the assistance required.
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress.
- Customer will secure and prepare the necessary hardware and pre-requisites, as listed in the System Requirements (Product Installation/QuickStart Guide) prior to the Remote session.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Quest Product Support will NOT address the excluded items (as described above), as those services may only be addressed by Professional Services.
- Some activities may be performed during a "pre call" that could be required prior to the beginning of the scheduled engagement.