Change Auditor Remote Expert Assist Basic

Description

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

This remote service offering includes the following:

- <u>Installation</u> guidance and assistance with the ChangeAuditor Software
- <u>Configuration</u> of the ChangeAuditor Components and Services
- <u>Knowledge Transfer</u> on the ChangeAuditor 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
- Verify environment preparedness

Installation

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

- Install ChangeAuditor Components
- Validate the ChangeAuditor installation

Configuration

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

- Configure coordinators
- Configure security groups
- Deploy auditing agents
- Define event auditing
- Create auditing filters
- Create reports

Knowledge Transfer

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

- Demonstrate auditing filter creation
- Demonstrate report creation
- Knowledge transfer and "Best Practice"
- Question and Answer session

Services Effort

	Number of Forests	Number of Domains	Auditing Filters	Reports
ChangeAuditor Basic (1 Day)	1	1	Up to 5	Up to 5

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.