

Desktop Authority Remote Expert Assist Basic

Description

The Desktop Authority 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 Desktop Authority Software (the "Activities").

This remote service offering includes the following:

- Installation guidance and assistance with the Desktop Authority Software
- Configuration of the Desktop Authority Components and Services
- Knowledge Transfer on the Desktop Authority 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 for the time allocated for the engagement 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 the remaining 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 Desktop Authority Components

Installation

Quest and the Customer install Desktop Authority Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session

- DA Configuration
- DA Reporting
- OpsMaster Service
- ScriptLogic Service
- Update Service

Configuration

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

- Global Setting
- Profiles
- Elements
- Remote Management
- Reporting

Knowledge Transfer

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

- Validate the Desktop Authority installation
- Introduce Support resources

Upgrade

Quest will provide assistance and guidance to the Customer with performing and configuring an upgrade of the Desktop Authority Components and Services currently implemented into the Customer's environment to the latest supported version of the product.

Services Effort

	Number of Forests	Number of Domains	Profiles/Configuration Objects	Elements	Reports
Desktop Authority Basic (4 Hours)	1	1	Up to 2	Up to 2	Up to 2

Prerequisites and Assumptions

- Ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- 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 prior to the Jump Start session.
- All activities will be performed remotely utilizing the phone and web conferencing.
- Some activities may be performed during a "pre call" that may be made prior to the beginning of the scheduled engagement.