InTrust Remote Expert Assist Advanced

Description

The InTrust Expert Assist Log Management Intermediate Services Offering of five (5) prepaid eight-hour Day and and one (1) eight-hour Day of Project Management/Oversight during which Quest will remote services to assist the Customer with the installation/configuration/support and manage a Security and Compliance within the Customer's environment of the InTrust Software (the "Activities").

This remote service offering includes the following:

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

Approach and 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
- Develop and define environment and implementation plan and processes
    - o Forest infrastructure
    - o Domain infrastructure
- Identify connectivity
    - o SQL
    - o Report Services
    - o In-Trust server
- Identify Problem areas
    - o Server setup
    - o Rollout of agent – reboots
- Review systems inventory, application processes, and current environment. Identify critical systems, and processes. Meet with stakeholders and identify timeline.
- Create diagram and process worksheets. Gather software, licenses, and required equipment.

Installation

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

- Quest will assist the customer will Get Account with permissions in accordance with the deployment architecture defined during initiation and planning
- Quest will assist the customer to Install Repository environment in accordance with the deployment architecture defined during initiation and planning

Configuration

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

- Quest will assist the customer to Setup In-Trust Application / Agents in accordance with the deployment architecture defined during initiation and planning
- Quest will assist the customer to Setup In-Trust Collections in accordance with the deployment architecture defined during initiation and planning
- Quest will assist the customer to Setup In-Trust Reporting in accordance with the deployment architecture defined during initiation and planning
- Quest will assist the customer to Setup In-Trust Alerting in accordance with the deployment architecture defined during initiation and planning

Knowledge Transfer

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

- Quest will assist the customer will Test Configuration in accordance with the deployment architecture defined during initiation and planning
- Create process worksheet
- Document In-Trust structure
- Recommendations and Observations

Services Effort

InTrust Advance (5 Days Consult/1 Day PM)	1	Up to 5	Up to 15	Up to 15

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 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 Remote session.
- All activities will be performed remotely utilizing the phone and web 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 may be made prior to the beginning of the scheduled engagement.