Security Explorer Remote Expert Assist Intermediate

Description

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

This remote service offering includes the following:

- Installation guidance and assistance of the Security Explorer Software
- Configuration of the Security Explorer Components and Services
- Knowledge Transfer on the Security Explorer 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
- Identify the Windows Network Infrastructure
- Verify Environment Preparedness
- Finalize Deployment Architecture

Installation

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

- Install Security Explorer Application to the specified Server/Workstation(s) in accordance with the Deployment Architecture defined during the Planning Session
- Verify Installation of the Security Explorer Instance

Configuration

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

- Configure Map Network Drives
- Configure Test Folders and Files Option
- Configure Back Up Security Schedules

Knowledge Transfer

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

- Demonstrate Functionality
- Question and Answer session

Services Effort

	Number of Forests	Number of Domains	Map Network Drives	Test Folders	Reports	Backups
Security Explorer Intermediate (1 Day)	1	Up to 2	Up to 5	Up to 5	Up to 5	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 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.