

Spotlight Remote Expert Assist Basic

Description

The Spotlight Remote Expert Assist Basic Services 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 Spotlight on Active Directory software (the "Activities").

This remote service offering includes the following:

- Installation guidance and assistance of the Spotlight Software
- Configuration of the Spotlight Components and Services
- Knowledge Transfer on the Spotlight 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
- Review customer's current infrastructure
- Determine an appropriate deployment architecture
- Confirm the necessary storage requirements for the selected architecture
- Verify the software prerequisites are installed within the environment

Installation

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

- Quest and the customer install Spotlight in accordance with the deployment architecture defined.
- Validate the Spotlight for Active Directory installation

Configuration

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

- Quest will assist the customer with the initial configuration to connect to the production environment.
- Quest will assist the customer with configuring tests and show functionality with the intent of demonstrating the configuration of the features.
- Quest will assist the customer with the creation of a connection within the diagnostic console with the intent to demonstrate monitoring the customer's environment.
- Quest will assist the customer with generating and reviewing some sample reporting based on gathered data with the intent to demonstrate reporting capabilities.

Knowledge Transfer

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

- Knowledge Transfer and "Best Practice"
- Question and Answer session
- Validate License
- Introduce Support resources

Services Effort

	Number of Forests	Number of Domains	Alarms/Collectors	Reports/Drilldowns
Spotlight Basic (4 Hours)	1	1	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 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.