

Active Administrator Prepaid Remote Expert Assist

Description

The Active Administrator Remote Expert Assist Services Offering assists you with the remote installation, configuration, and support of the Active Administrator Software within your environment.

This remote service offering includes the following:

- Installation guidance and assistance with the Active Administrator Software
- Configuration of the Active Administrator Components and Services
- Knowledge Transfer on the Active Administrator product and configured Components and Services in your deployment environment

Outcomes

The Active Administrator Remote Expert Assist helps get your solution up and running quickly and properly to begin managing your Active Directory. Whether your team lacks the technical expertise or may not have time to deploy and configure your solution, our subject matter experts' help you through this process using our tested implementation methodology. Our team helps you quickly drive your new solution into production ensuring your IT team is ready to utilize all the features like auditing, alerting and reporting changes, editing and reviewing your DNS, adjusting and monitoring your Group Policies, how to quickly recover from a disaster, and more in order to maximize your return on investment.

The Remote Expert Assist comes in two sizes to fit your specific environment: a 1 day engagement for up to 5 reports/delegations and a 2 day for up to 10 reports/delegations.

Benefits:

- Ensure your Active Administrator solution is set up quickly and properly
- Overcome internal resource constraints
- Save valuable time with help from experts to implement your new solution
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and activities

Our services consultants will work with your stakeholders and subject matter experts on the following activities.

Planning

Quest will host a planning session with you 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 Active Administrator Server Management

Service Description

- Determine Base Deployment Architecture for Active Administrator Console

Installation – We will provide assistance to install Active Administrator Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.

- Our consultants and you will install Active Administrator Server
 - Install server management
 - Install database
 - Install services
 - Install auditing agents
- Our consultants and you will install Active Administrator Console in accordance with the deployment architecture defined during the planning session

Configuration

We will provide assistance to you with configuring the Active Administrator

- Components and Services on the Designated Server(s) in accordance with the deployment architecture identified during the planning session.
- Validate the Active Administrator installation
- Architectural overview
- Determine what is to be audited
- Verify auditing configuration on domain controllers
- Determine event notification process
- Perform backup of Active Directory objects

Knowledge Transfer

We will provide guidance to you by performing a knowledge transfer and product overview of the Active Administrator Components and Services implemented into your environment during the course of the engagement.

- Demonstrate scheduling of backups
- Demonstrate security delegation
- Validate license
- Introduce support resources

Services Effort

	Number of Forests	Number of Domains	Alerts/Event Notifications	Reports	Security Delegation
Active Administrator Remote Expert Assist (1 day)	1	1	Up to 5	Up to 5	Up to 5
Active Administrator Remote Expert Assist (2 day)	1	Up to 5	Up to 10	Up to 10	Up to 10

Service Description

NOTE: The above chart is used to determine the appropriate offering to provide for the requested services. Any services effort that falls outside of these parameters will be presented as a custom offering and determined through appropriate scoping activities.

Prerequisites and assumptions

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration of your environment is sufficient to support the products to be implemented
- Commit a technical resource on a full time basis to provide us with the assistance required
- Provide project team members with suitable business expertise, technical expertise, and decision making authority to ensure efficient project progress
- You 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
- Some activities may be performed during a “pre call” that could be required prior to the beginning of the scheduled engagement

The information above is a general description of software consulting services that Quest may provide during the services engagement. The actual services to be provided will be as stated in the order for such services.

Additional notes

For more information, please contact your Account Manager.

SKU

ARA-SCL-PP	Active Administrator Prepaid Remote Expert Assist 1 Day
EAA-SCL-PP	Active Administrator Prepaid Remote Expert Assist 2 Day