

Change Auditor Prepaid Remote Expert Assist

Description

The Change Auditor Remote Expert Assist Advanced Services Offering assists you with remote installation, configuration, and support of the Change Auditor Software (the “Activities”).

This remote service offering includes the following:

- Installation guidance and assistance with the Change Auditor Software
- Configuration of the Change Auditor Components and Services
- Knowledge Transfer on the Change Auditor product and configured Components and Services in the customer’s deployment environment

Outcomes

The Change Auditor Remote Expert Assist helps get your solution up and running quickly and properly to begin audit your environment. 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 and more in order to maximize your return on investment.

Benefits:

- Ensure your Change Auditor solution is set up quickly and properly in a multi domain Active Directory forest environment
- Provide an extensive set of reports to encompass a large Active Directory environment
- 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

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
- Verify environment preparedness

Service Description

Installation

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

- Install Change Auditor Components
- Validate the Change Auditor installation

Configuration

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

- Configure coordinators
- Configure security groups
- Deploy auditing agents
- Define event auditing
- Create auditing filters
- Create reports

Knowledge Transfer

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

- Demonstrate auditing filter creation
- Demonstrate report creation
- Knowledge transfer and "Best Practice"
- Question and Answer session

Services Effort

	Number of Forests	Number of Domains	Auditing Filters	Reports
Change Auditor Prepaid Remote Expert Assist - 2 Days	1	Up to 2	Up to 10	Up to 10
Change Auditor Prepaid Remote Expert Assist – 5 Days	1	Up to 5	Up to 15	Up to 15

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

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 of their environment is sufficient to support the products to be implemented
- 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 (Product Installation/QuickStart Guide) prior to the Remote session
- All activities will be performed remotely utilizing Quest provided web and voice 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 could be required prior to the beginning of the scheduled engagement

SKU

CRE-NPO-PP	CHANGE AUDITOR PREPAID REMOTE EXPERT ASSIST - 2 DAYS
CRI-NPO-PP	CHANGE AUDITOR PREPAID REMOTE EXPERT ASSIST - 5 DAYS/1 DAY PM