Password Manager On-site Health Check

Overview

The Password Manager On-site Health Check consists of two (2) eight-hour days during which One Identity will assist the customer with analyzing and documenting the performance of the Password Manager software (the "Activities") in their environment.

Recommendations from the health check will be prepared and delivered to the customer in a detailed report. During the health check, One Identity will inform customer about recent product developments which could help provide auditing functionality in other key areas of their infrastructure.

Activities

The on-site activities consists of:

- Identify any open support issues and work towards a remediation plan
- Identify the optimal hardware requirements for Password Manager
- Identify performance or stability issues that may cause production outages, delays or financial impacts
- Identify data, authorization or authentication security concerns
- Identify the backup, disaster recovery and business continuity compliance
- Identify the current and required reporting thresholds
- Identify the level of transaction support and potential for data corruption or Identify the current use and intended use of the software (password management)
- Provide a report complete with recommendations on all findings

Prerequisites and assumptions

- The activities will be performed on-site during 8:00 AM and 5:00 PM, local customer time, Monday through Friday, excluding holidays
- Customer must commit the appropriate technical resource(s) as required to provide the consultant with the assistance required to complete the activities and deliverables listed above
- Customer will provide One Identity with adequate and appropriate servers, systems, and data along with access as required. A checklist of these requirements will be provided.
- Customer will identify a person to be the single point of contact to ensure that all tasks are completed within the specified time by helping to resolve any customer-related issues that may arise
- Customer will be responsible for travel and expense

Special notes

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

To start a service engagement, please complete the services **contact form**.