



Foglight Foundation Services

Description

The Foglight Foundation Services are a prepackaged bundle of onsite or remote service hours designed to facilitate customers with implementing their Foglight database performance monitoring solution. The service will leverage Foglight Subject Matter Experts (“SMEs”) to quickly and expertly apply industry best-practices to deploy, configure, operate and integrate a Foglight solution to meet the customer’s unique database monitoring needs and management requirements.

Outcomes

Whether your team lacks Foglight experience, the time, or the resources to fully deploy and configure Foglight within your environment, our SMEs stand ready to assist you throughout the complex process. By leveraging our time-tested implementation methodology and with over 15 years of experience, Quest Professional Services will help you implement your new Foglight solution into production quicker, ensure your business is able to fully capitalize on the Foglight benefits early, and thereby maximize your return on investment.

Benefits

- Ensure your Foglight solution is set up quickly and properly
- Realize quicker time to value from your Foglight solution
- Save valuable time with help from experts to implement your new solution
- Receive expert and custom configurations designed for your specific database monitoring requirements
- Overcome internal resource constraints
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and activities

The activities listed below for the ‘Foundation Services’ encapsulate a typical five day service engagement. However, the specific activities performed for your implementation may vary per your agreed-upon scope & unique set of activities determined applicable as part of the ‘Project Management’ process. If additional service hours beyond five days are required to complete the desired scope, further discussion and coordination are needed for purchase of additional packages.

PROJECT INITIATION / PROJECT MANAGEMENT

This Planned Activity includes a project initiation meeting and project initiation documentation. The project initiation meeting is conducted before the commencement of other Activities and is intended to introduce Customer’s key project members and to review the project objectives, scope, requirements, timelines, the other Planned Activities, and Customer’s expectations for the project.

The standard project initiation meeting agenda is:

- Introductions and explanation of roles
- Review project scope and activities
- Overview of customer environment

- Discuss requirements, critical success factors and constraints
- Stakeholder identification
- Implementation strategy discussion
 - Terminology
 - Applied best practices
 - High-level planning
- Develop a mutually agreed-to set of activities to be performed within the available time allotted

The project initiation documentation is created after the meeting to include things such as:

- Identified stakeholders and contacts
- Implementation requirements and constraints
- Core project team roles and responsibilities
- Project team communications and escalation plan
- Implementation strategy
- Identified dependencies and risks
- Project timeline

A Project Manager will be involved throughout the duration with responsibility to:

- Conduct project initiation
- If additional time is determined to be necessary, coordinate discussion on additional package purchases
- Confirmation of the final scope and schedule of deliverables and activities
- Coordination of consulting resources
- Management of project documentation, including daily and weekly status reports (as needed)
- Management of escalation processes with Support and Product Engineering (as needed)

FOUNDATION SERVICES – (5 days) – One or more SME will be involved throughout the duration, with responsibility to:

ARCHITECTURE ASSESSMENT

- Review of Customer's implementation business objectives and confirmation of the expected scope, projected timeline, and key Customer personnel
- Defining a proposed architecture of Software for the Customer environment
- Defining security, availability, and coverage aspects for the Customer environment
- Providing knowledge transfer to Customer's organization regarding the architecture
- Define primary use cases related to the use of Software. These use cases will be used to define and drive dashboard and workflow requirements, as well as configuration activity.
- Define alarm and notification requirements. This will be used to drive priorities related to agent configuration activities.
- Producing an Architecture Specification document as the implementation blueprint and standard for evaluation of ongoing Software implementation and use.
- A session with Customer's staff to review the Architecture Specification document.

IMPLEMENTATION PLANNING

For this Planned Activity, Quest uses the *Architecture Specification document* along with information from the project initiation meeting as the basis of an implementation planning session to develop the

details for the implementation, taking into account Customer's business and project goals, the current environment and the Customer's overall infrastructure.

Using the outcome of the session, Quest creates a project plan to document the planned implementation

PRODUCTION INSTALLATION AND CONFIGURATION

This Planned Activity starts with the installation and configuration of the Software on production servers in a Customer's environment.

Production Installation and Configuration activities typically include some of the following:

- Installation and configuration of Foglight
- Installation and configuration of Foglight for Database
- Installation and configuration of Foglight Performance Investigator for SQL

The intent is to install to a subset of the environment while teach Customer to this independently. Customer will be able to install to the rest of the environment or purchase additional services for assistance

DOCUMENTATION OF INSTALLATION PROCESS

This Planned Activity is to document the installation process. The document typically contains:

- Installation assumptions
- Installation pre-requisites
- Installation process
 - Step-by-step documentation of installation process
 - Installation components
- Planned post-installation Activities (if any)

POST-INSTALLATION AND CONFIGURATION SUPPORT

Subject to the number of Days remaining, Quest can be available to provide remote support following the production installation and configuration, such as:

- Questions and answers
- Troubleshooting
- Creation and deployment of additional dashboards
- Creation and deployment of additional reports
- Review of operation workflows, including monitoring, troubleshooting, and reporting use cases
- Provide knowledge transfer to end users to drive adoption

KNOWLEDGE TRANSFER

Throughout the course of the implementation, Quest will provide knowledge transfer as part of the Activities, such as:

- Best practices for using Software in Customer's environment
- Discuss the operation of Software and the deployed components, while providing knowledge transfer on the configuration and usage of the Software

PROJECT REVIEW MEETING

A project closure meeting to assess planned outcomes with activities and results accomplished.

Prerequisites and assumptions

- Not available in all countries. Contact your Quest Account Manager to see if the service is available in your country.
- For each Foundational Services package purchased, Foglight SME(s) provide five days of consulting support
 - If the service package purchased is for onsite support, the five days will be consecutive business days
 - If the service package purchased is for remote support, remote access to the environment must be made available to the Quest Services SME
- Other technical and business resources, as needed, will be able to participate throughout the engagement
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager
 - If services are required over weekends and/or holidays, each applicable day amounts to 1.5 days

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
FFD-FOG-PP	FOGLIGHT FOUNDATIONAL SERVICES 5-DAY REMOTE PREPAID
FFS-FOG-PP	FOGLIGHT FOUNDATIONAL SERVICES 5-DAY ON-SITE PREPAID