Services Offering Description
CRI-NPO-PP

Change Auditor Prepaid Remote Expert Assist – 5 Days

This document states the planned activities, technical requirements, and other terms for the Services Offering stated above.

PLANNED ACTIVITIES

As time permits during the number of Days stated above (each "Day" is eight hours) Quest plans to perform some or all of the following services ("Activities") in connection with the Software product stated above (the "Software"):

SERVICES EFFORT

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

PROJECT INITITATION MEETING & DOCUMENTATION

The project initiation meeting is conducted first and is intended to introduce Customer's and Quest key project members and to review the project objectives, scope, requirements, and timelines.

The project initiation meeting includes things such as:

- Verify environment readiness
- Establish the base deployment architecture

PLANNING PHASE

The Planning phase typically includes:

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Verify environment preparedness

INSTALLATION PHASE

The Installation phase typically includes:

- Install Change Auditor Components
- Validate the Change Auditor installation

IMPLEMENTATION PHASE

The Implementation phase typically includes:

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

- Create reports

KNOWLEDGE TRANSFER PHASE

The Knowledge transfer phase typically includes:

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

OTHER TERMS

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
- 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
- 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.