



Foglight for Virtualization Customization Enablement Service Offering (Remote)

Description

The Foglight for Virtualization Customization Enablement Service Offering consists of (i) two (2) prepaid eight - hour days ("Day") of architecture assessment and five (5) prepaid eight - hour days of consulting during which Dell will provide services to assist Customer with the customization design architecture, deployment and testing of the Foglight for Virtualization Enterprise Software (the "Activities"); and (ii) one (1) day of project management.

The project management shall be provided over the course of providing the Activities.

Activities

The planned Activities include:

Architecture, Design (Two Day - Remote)

A Dell Architect will conduct discussion of requirements and create design document. The Activities planned include:

- Interview for requirements
- Create Requirements and Design document
- Review Requirements and Design with customer

Consulting, Development and Testing (Five Days – Remote, as One Engagement)

The Development and Testing Activities will be scheduled as one (1) remote engagement. The Engagement will be scheduled following customer's sign off of the Requirements and Design document and upon mutual agreement that the prerequisites for development have been met. The Development and Testing Activities typically include some of the following:

- Development of code based on the Requirement and Design document
- Module testing
- Data quality testing, if applicable
- UI performance testing, if applicable
- Packaging for distribution
- Installation and User documentation
- Deployment of the custom code
- Knowledge transfer with designated user

Project Management (**One Day** - Remote)

Dell will assign a dedicated Project Manager to provide project supervision and coordination as may be needed.

Prerequisites and Assumptions

- This offering is for customer with operational Foglight for Virtualization environment
- Customer staff is available to participate in code testing and review
- All activities shall be performed remotely
- The Days stated in the first paragraph of this Services Offering Description will be billed and prepaid following the date of the full execution of the ordering document with which this Services Offering Description is associated. Any Days not used within the twelve months following such date will expire without right of refund