

Services Offering Description
RAA-DMX-PP

ActiveRoles Server 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	Provisioning De-provisioning policies	Workflows	Reports
ActiveRoles Server Prepaid Remote Expert Assist 5 Days	1	Up to 5	Up to 5	Up to 15	Up to 15

PROJECT INITIATION 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
- Review current systems to audit process and understand requested changes fully. Identify tasks that can and cannot be done within the current infrastructure.
- Assist with the creation of process flow, needs identification, and design approach.
- Review import scripts and process
- Review customizations of interface
- Review new attribute fields for display
- Review PIN number attribute process
- Review AR entry screen customizations
- Review customized views for department reviews
- Review fields for helpdesk to use for database updates

INSTALLATION PHASE

The Installation phase typically includes:

- Quest and the customer to Install ActiveRoles Server on Designated System(s) in accordance with the deployment architecture defined during initiation and planning session

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- Install Prerequisites
- Install ActiveRoles Server Software
- Quest and the customer to Install ActiveRoles Server Services on Designated System(s) in accordance with the deployment architecture defined during initiation and planning session

IMPLEMENTATION PHASE

The Implementation phase typically includes:

- Quest and the customer to Review and Implement Helpdesk Changes/Settings in accordance with the deployment architecture defined during initiation and planning.
- Quest and the customer to Review and Implement Reporting Changes/Settings in accordance with the deployment architecture defined during initiation and planning.
- Quest and the customer to Review and Implement Database Import/Scripts in accordance with the deployment architecture defined during initiation and planning,
- Quest and the customer to Review and Implement Web Interface Options in accordance with the deployment architecture defined during initiation and planning.
 - Provide up to 1 Customized Attribute Site
- Quest and the customer to Review and Implement Workflow Procedures and/or Policies for Provisioning/De-Provisioning in accordance with the deployment architecture defined during initiation and planning.
- Quest and the customer to document Architectural Overview of the customer's environment that includes Users lifecycle management processes.
 - Understand and document the customer's user
 - Access model - what is the necessary access users need to do their daily role?
 - Understand and document the customer's staff role and different approval stages
 - Who Needs Access
 - What needs to be Accessed
- Test the ActiveRoles Server Functionality as it applies to the customer's processes.
- Validate the ActiveRoles Server configuration
- Observations and Recommendations

KNOWLEDGE TRANSFER PHASE

The Knowledge transfer phase typically includes:

- Installation Overview
- Configuration Overview
- Console Overview
- Web Interface
- Validate license
- Introduce support resources

OTHER TERMS

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

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- 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.