

## Services Offering Description

CPA-MLX-PP

# METALOGIX CONTROLPOINT DEPLOYMENT ASSURANCE (5 DAYS) - Remote

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

### PLANNED ACTIVITIES

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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 Installations	Generated Reports	Policies
ControlPoint Deployment Assurance (5 days)	Up to 2 Farms	Up to 3	Up to 2

### PROJECT INITIATION MEETING & DOCUMENTATION

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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:

Quest will host a planning session with you to verify environment readiness and establish the base deployment architecture.

- Finalize logistics including scheduling, remote access requirements and web conferencing needs.
- Determine Base Deployment Architecture for ControlPoint within your SharePoint environment.
- Determine Base Deployment Architecture for ControlPoint web application, databases and site collection.
- Determine what use cases will be pursued during the engagement.

### INSTALLATION PHASE

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The Implementation phase typically includes:

Assistance to install ControlPoint components and services on designated Server(s) in accordance with the deployment architecture defined during the planning session.

You and our consultants will install a Replicator environment: -

- Install ControlPoint Application (2 Farms Max).
- Install ControlPoint xadmin Database (x 2 Max).
- Create Archive database (x 2 Max)
- Create ControlPoint Web Application (x 2 Max).

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- Create ControlPoint Site Collection (x 2 Max).
- You and our consultants will install ControlPoint in accordance with the deployment architecture defined during the planning session.
- Create and connect required ControlPoint databases (x 4 Max).

### IMPLEMENTATION PHASE

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An Implementation phase typically includes:

Assistance to you with configuring ControlPoint.

- Components and Services on the Designated Server(s) in accordance with the deployment architecture identified during the planning session.
- Validate the ControlPoint installation.
- Architectural overview and functional overview.
- Determine common reports required and set these up with the customer (Maximum of 3 reports).
- Create and test policy control of SharePoint based on customer policy requirements (Maximum of 2 policies).

### KNOWLEDGE TRANSFER PHASE

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A Knowledge Transfer phase typically includes:

Knowledge transfer and product overview of the ControlPoint product implemented into your environment during the course of the engagement.

- Demonstrate creation of reports.
- Demonstrate management and backup of security.
- Demonstrate configuration and application of policy.
- Using ControlPoint to audit action and usage of SharePoint.
- Analyzing and troubleshooting ControlPoint.
- ControlPoint architecture and functionality.
- Archiving audit data past the requisite 30 days in SharePoint.

### OTHER TERMS

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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
- You 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.