

## Services Offering Description CBD—SPX--PP

### SharePlex Foundation (5-Day, 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:

##### PROJECT MANAGEMENT

- Meet with Customer to define the scope of the implementation Activities to be provided
- Document the planned Activities in the “**Project Plan**”.
- Provide ongoing project management such as schedule coordination, documentation, escalation, and knowledge transfer

##### ARCHITECTURE REVIEW, IMPLEMENTATION, AND KNOWLEDGE TRANSFER

As described in the Project Plan:

- Review Customer’s current architecture and desired implementation, including one or more of the following use cases:
  - Reporting
  - Disaster Recovery
  - Consolidation
  - Distribution
  - Migration (Oracle Updates, Oracle to non-Oracle DBs)
- Configure, deploy, and test SharePlex implementation within Customer’s Dev/Test/QA environment
- Configure and deploy SharePlex implementation within customer’s production environment
- Provide knowledge transfer to Customer’s system administrators and/or DBA’s on:
  - SharePlex fundamentals
  - Conflict resolution
  - Multi-port replication
  - Tuning and troubleshooting

#### OTHER TERMS

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- If this Services Offering is to be performed onsite, travel and living expenses [are included/will be billed in accordance with the agreement that governs this Services Offering]. Project management is always provided remotely.
- Any of the Days or project management hours that remain unused one year from the day this Services Offering is purchased will expire without a right to refund.
- The Days will be provided in units of days, on Quest’s business days between the hours of 8:00 AM – 5:00 PM (Customer local time).
- Each group of Days must be scheduled at least 15 days in advance.