SharePoint Backup Deployment Assurance - 5 Days- Remote

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

Offer	Farm	Schedules	Recovery Tests	Use Cases
SharePoint Backup Deployment Assurance (5 days)	1	Up to 5	Up to 5	Up to 5

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 and validate environment readiness
- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Determine Base Deployment Architecture for SharePoint Backup Management Service and Repository Database
- Identify strategies and design master backup schedule and/or restore protocols for optimum RTO and RPO
- Confirm specific use cases that we would want to collaborate on during the deployment assurance engagement.

INSTALLATION PHASE

 An Installation phase typically includes:

You and our consultants will install and/or set up SharePoint Backup: -
- Install the SharePoint Backup Management Service
- Deploy and configure the SharePoint Backup Repository Database
- Deploy/Install the SharePoint Backup Agent Services (if applicable)
- Verify that all features are available and test basic functionality
- You and our consultants will install Content Matrix Console in accordance with the deployment architecture defined during the planning session.

IMPLEMENTATION PHASE

An Implementation phase typically includes as per defined User Case scenarios:

Services Offering Description
BSA-MLX-PP

Assistance with configuring SharePoint Backup as per defined User Case scenarios

- Configure communication protocols between the various components if necessary
- Configure locations for storage of backup sets
- Configure scheduled and/or ad-hoc backup jobs for automation
- Set up email notifications and alerting

KNOWLEDGE TRANSFER

A Knowledge Transfer phase typically includes:

- Demonstrate creation of both ad-hoc and scheduled backups
- Demonstrate mounting of backup sets for granular restoration of SharePoint objects
- Demonstrate management of backup set grooming and retention
- Monitoring jobs in progress
- Analyzing and troubleshooting completed and/or error jobs

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
- 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.