

erwin Data Intelligence Suite Prepaid QuickStart Premium

Overview

The erwin Data Intelligence Suite (DIS) **QuickStart Premium** service is a pre-packaged offering specifically designed to assist Customer with the initial implementation and configuration of the erwin Data Intelligence Suite. The service provides Customer with the levels of expert support required to address the core functionality, provide fundamental training and knowledge transfer, and provide the fundamentals for the best practices of Data Governance practice within the DI Suite.

DI Suite Accelerator Services

Aimed at enabling new customers to quickly and effectively attain real, tangible outcomes and secure quick, targeted wins. Combines project assessment, design, & implementation in order to effectively deploy the solution against a tightly defined scope.

Product Deployment

Data Intelligence Suite Environment/Infrastructure Planning, Installation, and base Configuration

Data Intelligence Suite Training

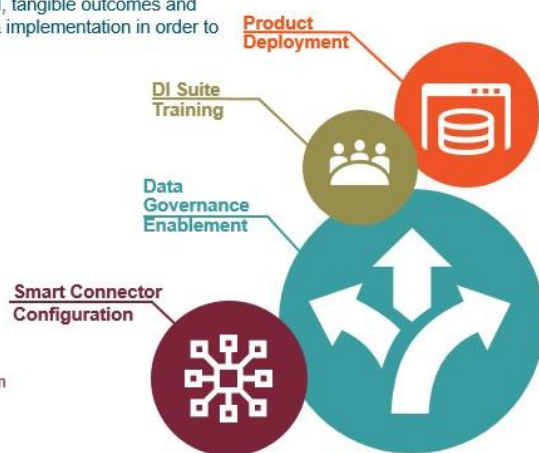
Initial preview enablement and full product component training, including best practice Q&A and knowledge support

Data Governance Enablement

Learn how to utilize the Data Intelligence Suite to meet your Use Cases, enhance your data governance processes and further your Data Intelligence journey.

Smart Connector Configuration

Important processing activities around automating manual processes within Data Intelligence framework to speed up the data governance maturity journey for our clients for faster time-to-value and greater accuracy.



The **QuickStart Premium** package assists with the following stages:

- Installation and Setup: Support Customer with infrastructure & prerequisites preparation and validation and the installation and base configuration of the purchased erwin DIS components (includes validation of solution functionality).
- Knowledge Transfer: Provide the necessary training and skills insights to the Customer project team to support the subsequent effective and efficient project implementation
- Project Enablement: Guide the Customer team and key stakeholders in implementing a mutually agreed selection of use cases through the different solution capabilities and functionalities.
- Project Management Support for Quest activities and resources throughout the entire project implementation as described below. Customers should supply a project manager for the overall project implementation.

The benefits of leveraging the erwin QuickStart package include:

- Ensure the quick and efficient installation of the Data Intelligence Suite
- Provide professional training and knowledge transfer
- Quickly and effectively identify targeted technologies and their implementation requirements
- Ensure best practices are communicated and implemented as agreed upon by the customer

Activities Description

The erwin PSO (Professional Services Organization) team will work closely together, in a collaborative and agile way, with the Customer project team to address the mutually agreed Use Cases (as defined during the Presales process and confirmed during the project initiation phase).

To support the implementation of the above Use Cases, the erwin PSO team will:

Install the Data Intelligence Suite

Our infrastructure specialists and technical consultants will support Customer to:

- Provide Customer with the necessary infrastructure diagrams for installation of erwin DIS
- Install purchased components of erwin DIS in a maximum of three designated environments
- Install the Data Quality module
- Review and validate installation and configuration of all prerequisites
- Coordinate with Customer resources, as required by Customer, in preparation for the installation process
- Confirm the operation and functionality of the installed components

Organize and Prepare the Project

The erwin Project Managers and PSO Consultants will work together with the Customer stakeholders via five 1-hour Joint Application Discovery Sessions to:

- Review and agree on project objectives and deliverables
- Introduce project team members and corresponding responsibilities
- Mutually agree on an implementation timetable, incorporating priorities, resourcing, and all other dependencies
- Refine the erwin implementation approach to match the specific project requirements more closely
- Agree on reporting, escalation and issue problem-solving practices and procedures
- Schedule (or agree on a scheduling practice) discovery and other implementation workshops, including meetings with Customer SMEs as needed
- Develop a project plan and agree to timelines for all Quest deliverables
- Confirm Customer resources and availability

Gather, Analyze and Document Requirements

Our consultants and architects will work closely with the Customer-designated teams, end-users, and stakeholders to:

- Identify and prioritize up to six standard scanner technologies (as delivered in and with the purchased erwin Product) with three sources each that Customer wants to catalogue with erwin DIS
- Identify the solution configuration requirements for each mutually agreed upon Use Case
- Document the detailed technical, implementation and usage configuration details

Configure the erwin Data Intelligence Suite ecosystem

The erwin PSO team will work together with the Customer project team, using a series of iterative and agile interactive workshops to:

- Present the technical dimensions of each standard connector technology implementation in scope
- Discuss (if applicable) the different implementation and configuration options and agree on the desired options
- Define a detailed implementation and review strategy
- Implement and test each agreed configuration with Customer shadowing the process

The scope of implementation will include the following:

- Data Catalogue configuration
- Data Lineage configuration
- Business (and other) Glossary configuration
- Discover Assets configuration
- Standard connector connection and testing
- Smart connector connection and testing
- Data Quality configuration

Training, Knowledge Transfer and Knowledge Support

Access to computer-based training for up to five (5) Customer employees will be provided for up to six (6) months following the purchase of erwin DIS, covering the following topics:

- Use and configuration of each different DIS module
- Transfer of both use and configuration best practices

The erwin team will also provide, throughout the duration of the project:

- Knowledge support and handholding related to the activities described above
- Answers to knowledge-related questions related to the activities described above

Project Management Support

Throughout the project, erwin PSO will assign a designated Project Manager or Project Coordinator. The role of the Project Manager is to:

- Develop, jointly with the customer team, the detailed project implementation plan for all Quest activities and resources and monitor/support it to conclusion
- Ensure that Quest resources attend the right sessions at the right time and manage overall scheduling
- Produce a weekly status report and create a detailed project plan for all Quest activities with a projected schedule based on estimates below. This project plan should supplement the Customer's end to end project plan for the project.

| Start | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 | Week 14 |
|--------------------------|--------------------|-----------------------|--|-----------------|--------|--------|----------|--------|--------|------------|---------|---------|---------|---------|
| Analysis: | Kick Off | JAD Sessions | | | | | | | | | | | | |
| | | Deployment: | Product Deployment | | | | | | | | | | | |
| | Enablement: | | Data Catalog | Data Lineage | | | | | | | | | | |
| | | | | Data Governance | | | | | | | | | | |
| | | | | Data Quality | | | | | | | | | | |
| | | | | | | | Training | | | | | | | |
| Smart Connectors: | | Requirement Documents | Development, Configuration and Testing | | | | | | | Deployment | UAT | Closure | | |

Assumptions:

1. Project Plan is indicative of an average DI Suite Implementation - final project plan is developed with the customer during the JAD Sessions.
2. Schedule is based on having dedicated customer resources and access to technology SMEs over the life-cycle of the project.
3. Access must be provided in a timely manner to all servers and systems for installation and scanning.

(optional) Smart Connector Development and Deployment

The erwin Automation and Professional Services Teams will coordinate with the customer project and technical teams to deploy the agreed Smart Connectors (as defined during the project initiation phase)

As part of the work, the erwin Automation Team will:

- Work iteratively with the customer technical team(s) to collect and analyze the required samples files for the development/configuration of the above-mentioned Smart Connector(s)
- Develop, together with the customer and the erwin Project Manager, a detailed requirements document and project plan
- Develop/adjust each Smart Connector according to the mutually agreed requirements
- Deploy, test (including performing any adjustments) and configure the Smart Connector(s) in the customer's environment

In parallel, the erwin project implementation team will ensure that any use cases or other elements of the DI solution ecosystem are configured in a way to take advantage of the information provided by the Smart Connector(s).

Prerequisites and Assumptions

Conditions and Limitations

Limitations

The QuickStart Premium package provides support to Customer to address:

- The setup of up to six (6) Standard Connectors across three (3) different sources each
- Installation of up to three (3) environments
- Installation of up to six (6) Smart Connectors into the configuration
- Any fee amount associated with this SKU expires within one (1) year of the date of purchase of this SKU.

Prerequisites and Assumptions

Customer should receive the prerequisites document prior to or at the time of delivery of the erwin Product that details various customer dependencies such as firewall ports, certificates, and accounts. Failure to complete or meet these prerequisites will result in delays which may mean that the above activities cannot be performed. The Quest team is not responsible for any delay in schedule or milestone delivery that may result from such failures or from the assumptions below not being met.

- The latest general available version of erwin DI Suite will be installed.
- The scope of installation (DI Suite, Business User Portal) is defined by the procured erwin DI Suite license.
- The scope of the configuration of DQ (Data Quality) Labs component is defined by the DQ Labs license purchased
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by the Customer and will be invoiced at cost. All travel must be preplanned through project management.
- Customer will ensure the target environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the installation guide.
- If Customer desires the Quest team to perform the physical installation, all VPN access, VDI/desktop access, standard and privileged accounts, and all other required connectivity is in place to ensure the Quest team's activities can be completed remotely, and the Quest team will not be responsible for any delay or inability to perform the activities to the extent caused by Customer's internal requirements to provide such access to the team. Otherwise, the Quest team will guide Customer IT resources through the defined phases.
- Customer will ensure relevant business and technical resources are identified and available to participate in defined phases, answer questions, and complete validation as scheduled or needed.
- Customer will provide a project manager to oversee non-Quest activities and deliverables.

SKU

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