

Change Auditor and On Demand Audit Foundation Service

Description

The Foundation Service Offering will assist the Customer with the installation, configuration, and testing of Change Auditor for Active Directory and Change Auditor for Logon Activity, along with On Demand Audit software (the “Activities”).

This service offering may include the following phases:

- Planning: verify prerequisites, establish base architecture of the Change Auditor implementation
- Installation: deploy the Software based on agreed architecture
- Configuration: customize the Software and components to Customer environment
- Testing: verify functionality of the Software
- Knowledge Transfer: demonstrate how to leverage the Software to meet Customer business requirements and how to manage the Software as business needs evolve

Outcomes

The services offering will support deploying your Change Auditor and On Demand Audit platforms in place quickly to audit your environments, as our subject matter experts help you through this process using our field-tested implementation methodology. Our team helps you quickly drive your new solutions into production – ensuring your IT team is ready to utilize all the features like audit reporting, alerting, object protection, and integration with other tools.

Benefits

- Historical reporting of events.
- Real time alerting on events.
- One console in which to view events.

Approach and activities

A Quest Professional Services consultant will work with the necessary Customer stakeholders and subject matter experts on the following activities. The activities performed may vary based on the complexity of Customer’s environment and technical needs outlined during the Planning Session.

Planning

Quest will host one planning session up to 2 hours with Customer to verify environment readiness and establish the base deployment architecture, during which Quest and Customer may discuss:

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Review Project Scope and Activities
- Overview of Customer Environment, Requirements, and Goals
- Best Practices for Change Auditor and On Demand Audit
- Verify environment preparedness and prerequisites

The Planning phase will be completed with the delivery of the planning session document, including the items discussed during the planning session. This planning session document will be the phase's Project Deliverable.

Installation

Quest will assist Customer with installation of Change Auditor components and services on designated server(s) in accordance with the deployment architecture defined during the planning session.

- Review and verify installation pre-requisites & permissions.
- Install Change Auditor and deploy agents.
- Using the Change Auditor Client, verify successful communication with the AD Forest and servers with agents installed.
- Register and integrate On Demand Audit.

The Installation phase will be completed when both (1) Change Auditor has been installed on the server(s) designated in the planning phase document with communication with the applicable AD Forest and server; and (2) On Demand Audit has been registered and integrated with Change Auditor.

Configuration

Quest will aid Customer with configuration of Change Auditor and On Demand Audit, according to the deployment architecture identified during the planning session.

- Configure coordinators (up to 5)
- Configure security groups (up to 10)
- Deploy auditing agents (up to 10)
- Define event auditing
- Create auditing templates and filters (up to 5 each)
- Create custom searches and reports (up to 5 each)
- Create AD, Mailbox and File Object Protection Templates (up to 10)
- Configure which Azure tenants to audit (up to 5)
- Demonstrate enabling and disabling Change Auditor event forwarding to On Demand Audit
- Configure integrations with GPOAdmin, Recovery Manager, Active Roles and IT Security Search (as applicable)

The Configuration phase will be completed when all of the applicable activities are completed.

Testing

Quest will participate in functional testing of Change Auditor based on configuration completed with Customer in the Configuration phase. The goal of this step is to give Customer personnel practical experience using Change Auditor.

- Creating, running and view reports
- Verify that Object protection templates are working as designed
- View forwarded Change Auditor events in the On Demand Console
- Verify successful integration with other Quest platforms

The Testing phase will be completed when all of the applicable activities from the Configuration phase are validated.

Knowledge Transfer

Quest will provide guidance to Customer by performing a knowledge transfer and product overview of the Change Auditor components and services implemented into Customer's environment throughout the course of the engagement. If requested, Quest may conduct an additional knowledge transfer session (up to 4 hours) which may include:

- Review the items configured during the engagement
- Verify Customer can run, create and view Audit reports.
- Description of integration with other Quest offerings.
- Introduction of Support resources

The Knowledge Transfer phase will be completed when the knowledge transfer session has occurred.

Prerequisites and Assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees that the following responsibilities are solely Customer responsibilities that are required prior to and throughout the engagement or necessary and required assumptions about the engagement, as applicable:

- Customer's AD environment has adequate bandwidth and is not hindered by firewalls between Change Auditor servers and domain controllers.
- Commit a technical resource on a full-time basis to provide Quest 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 Installation phase.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing

Change Auditor Foundation

For more information, please contact your Account Manager.

SKU

MRC-NPO-FF	Change Auditor for Active Directory Hybrid Foundation Service
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