

## erwin Data Intelligence Suite Smart Connector Enablement Support Package Tier 2

### Overview

The erwin Data Intelligence Suite (DIS) Smart Connector Enablement Support package is an implementation support package designed to assist the customer with the deployment of new/additional Smart Connectors and any testing and updates to Smart Connectors which may be required for future DIS versions.

The DIS Smart Connector Enablement Support Package supports, from a coordination, organization and overall enablement, the deployment of new/additional Smart Connectors:

- **Project Management:** Project coordination between the customer SMEs and Quest technical teams. Provide regular progress updates, both during design and development as well as any issue resolutions.
- **Implementation Support:** Ensure the deployment, testing, troubleshooting of the Smart Connector, collection of observations and issues and monitoring them to resolution. Embedding of Smart Connector results into existing use-cases as implemented during the main DIS implementation.
- **Smart Connector Customization:** Provide mutually agreed customization of Smart Connectors to meet defined customer needs.
- **Knowledge Transfer:** Provide knowledge transfer of how to run and schedule the Smart Connector.
- **DIS Certification:** Provide testing and updates to Smart Connectors which may be required for future DIS versions.

NOTE: This package relates to a single Smart Connector, multiple connectors require the purchase of additional packages.

The benefits of leveraging the erwin DIS Smart Connector Enablement Support Package include:

- Streamline and condense, as much as possible, the implementation of a Smart Connector by providing a communication and coordination link between the customer and Quest teams.
- Develop and manage the development and implementation roadmap and project plan.
- Manage and monitor issues tracking and resolution.
- Ensure the optimal embedding of the outcomes from the Smart Connector in all established use cases implemented within the DIS.

### Activities Description

The Quest Professional Services team will work with the relevant customer subject matter experts to support the Smart Connector deployment and implementation.

To support the deployment, the Quest will provide:

#### Project Management

Throughout the project, Quest will assign a designated Project Manager or Project Coordinator. The role will:

- Develop, jointly with the customer team, the detailed project implementation plan for all Quest activities and resources and monitor/ support it to conclusion.
- Ensure the right Quest resources attend the right sessions at the right time and manage overall scheduling.
- Produce regular 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.
- Manage escalations and support issues during deployment and until release into Production deployment and acceptance.

### **Implementation Support**

Quest will support the overall implementation in the following ways:

- Support the deployment of the Smart Connector in the configured DIS ecosystem environment.
- Embed the results from the Smart Connectors within the existing customer Use Cases.
- Help develop any new use cases arising specifically from the deployment and use of the Smart Connector.
- Assist in the collection, clarification and submission of any operational support tickets related to the Smart Connector.

### **Smart Connector Customization**

After collection of sample data, defining requirements, validation, and success criteria, reasonable levels of mutually agreed customizations to Smart Connectors will be made if necessary to meet customer's requirements.

### **Knowledge Transfer**

Quest will provide knowledge transfer regarding how to run and schedule the Smart Connector and any other setup and configuration elements.

### **Smart Connector Re-Certification**

During the period of this service, on an as requested basis, Quest will undertake testing and delivery updates to Smart Connectors which may be required prior to upgrading DIS to the then latest version.

## **Conditions and Limitations**

### **Conditions**

Customer must already have an installed and configured compatible version of the DI Suite.

### **Limitations**

This package only covers implementation and deployment support for a single Smart Connector. This excludes the DataVault Smart Connector Package (which requires a custom SoW based on customer requirements).

## Prerequisites and Assumptions

- Quest will provide a technical specifications document prior to the engagement. This must be reviewed, assessed, and discussed with Quest for clarifications. Failure to complete these prerequisites will result in delays which may mean that the above deliverables cannot be met.
- Scope of services is limited to DIS environment implementation.
- This package relates to the deployment of a single Smart Connector, multiple connectors require the purchase of additional packages.
- 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.
- The service expires twelve (12) months from date of purchase if not consumed.
- All delivery will be in English language.

Customer will:

- Ensure relevant technical resources are identified and available to participate in defined phases, answer questions, and complete verification as scheduled or needed.
- Provide sample data, validation and success criteria, including, but not limited to; source files, lineage diagrams, and table and column requirements.
- Provide 2-3 critical data element lineage paths (if known) for validation and testing.
- Ensure that Quest is provided with access to the customer's environment (either via suitable remote sharing software or directly) and provide sample data to support customization and testing.
- Ensure appropriate firewall rules are created by the customer (Quest will supply requirements ahead of the engagement, customer to indicate minimum lead time for firewall requests).
- Ensure necessary certificates are defined.
- Ensure Customer maintenance windows, change controls and security protocols are approved.
- Have valid licenses for all Quest and third-party software product(s) applicable to the engagement and be current on support services for such products.

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