

# Foglight Fixed Fee Prepaid Health Check Package

## Description

The Quest Foglight Health Check Package is a remote service designed to provide you with a simple, practical, and cost-effective way to analyze and document the performance of your single Foglight Management Server solution as well as proposed steps avoid some potential issues and to optimize performance.

## Outcomes

The Quest Foglight Health Check will identify potential issues with your Foglight deployment and recommend ways to remediate them for ongoing optimum performance of your solution. During the health check, Quest will provide a technical assessment of your deployment, and both identify and prioritize any identified system improvements. Quest will share expert knowledge with your IT team to help you derive maximum value from the solution.

Benefits:

- Identify existing issues and bottlenecks
- Uncover potential performance, configuration and availability problems and receive documented recommendations to resolved them
- Review best practices for ongoing optimal system performance
- Receive a comprehensive report with findings

## Approach and Activities

An initial planning web conference will be conducted to identify expectations and outcomes for this service. Quest will then share instructions on configuration/diagnostic information to be collected by your team and provided to Quest in order to conduct this service. This is followed by offline data analysis by Quest, occasionally additional diagnostic information or discussions may be required to investigate potential issues identified in the initial analysis. Once the analysis is complete, Quest will provide a Health Check Document and conduct a follow up web conference session with your appropriate team members to review its key findings.

The following defines the scope of the Quest Foglight Health Check:

1. **Planning:** Quest will schedule an initial thirty (30) minute web conference to plan the Health Check work with you and share instructions on the collection of initial configuration/diagnostic information required in order for Quest to deliver this service.
2. **Health Check:** Upon receipt of the above configuration/diagnostic information, Quest will conduct analysis and if necessary request up to three (3) web conferences, lasting no more than one (1) hour each, to gather additional diagnostic information or discuss your implementation. The focus of the analysis will be: :
  - Foglight Management Server memory, CPU, and I/O
  - Foglight Management Server Database Repository memory, CPU, I/O and JDBC connections
  - Foglight Management Server Database Repository growth
  - Foglight data volume
  - Foglight topology model stability
  - Foglight alarms count

- Foglight support bundle and server log
  - Diagnostic Snapshot for performance indicators
  - Generate and review Performance Report
  - Foglight agents and their health
  - Foglight sizing
  - Latest patches and their applicability to the customer environment
  - Suggest performance improvements
3. **Documentation:** A Health Check document will be drafted by Quest and shared covering the above.
  4. **Web Conference to review findings:** Quest will schedule a one (1) hour web conference with your relevant team. During this web conference call, the report's key findings will be discussed, and as time permits, Quest's product expert can also address any relevant questions about Foglight.

## Prerequisites and Assumptions

### **Exclusions:**

- Support related (break/fix) items may be deferred to the proper technical support team.
- Topics falling outside the scope of the defined service will need to be quoted via sales, examples include:
  - Additional product training
  - Implementation assistance / Remediation work
  - Troubleshooting
  - Any third-party hardware and software

### **Assumptions:**

- Customer's environment will have no more than (1) Foglight Management Server (a separate Health Check purchase may be required for each additional Foglight Management Server).
- Foglight environment fully accessible
- This service is delivered Monday – Friday, 9:00 AM – 5:00 PM local time zone
- No service activities shall take place during local, state, and/or country holidays unless other arrangement have been coordinated through Quest.
- Quest uses Microsoft Teams for web conferencing. However, an equivalent Customer solution can be used by mutual consent.
- Quest will require a minimum of two (2) web conference sessions. These should be planned by mutual consent at least fourteen (14) days in advance.
- All Services are delivered remotely and expire twelve (12 months) after purchase.

### **Customer will:**

- Assign a single point of contact for co-ordination who will provide access to appropriate resources to participate in the project that have necessary administrator privileges to the connected network and associated systems.
- Accept the limitations of Foglight product as documented in the Release Notes.
- 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

## **SKU**

FHP-FOG-PP	FOGLIGHT FIXED FEE PREPAID HEALTH CHECK PACKAGE	Pre-Paid
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