

erwin DI Suite Health Check Package

Overview

Quest's erwin DI Suite Health Check Professional Services Package is designed to assess your current erwin Data Intelligence Suite (erwin DI) implementation, provide recommendations on its optimization, and advise on maximizing the value derived from the software.

Delivered remotely, after gathering relevant information and conducting any necessary investigations, a detailed report will be produced by Quest and reviewed with your relevant team members, key areas of focus are:

- Current architecture & utilization/usage.
- Configuration and tuning review.
- Version review and where relevant information on updates.
- Quest Support Case review (if relevant).
- Current Use Cases and Value.
- Product Knowledge and Training Review.
- Advice where applicable on deriving more value from the software.

This technical assessment of your erwin DI implementation will identify potential issues, system improvements and provide actionable recommendations.

Benefits

The key benefits of the erwin DI Suite Health Check Package delivered by Quest product experts include:

- Gain a clear understanding of current erwin DI implementation, summary and trending information on any support issues raised with Quest over the last 12 months.
- Identify potential performance, configuration, or availability problems before they occur and receive actionable advice to avoid occurrence.
- Recommendations on software upgrades and planning.
- Recommendations on potential unused features, product training and how more value could be derived from erwin DI, including additional use cases.

Activities Description

Activities are broken down into four (4) stages:

1. Initialization

Quest will schedule an initial one (1) hour web conference with your current erwin DI administrator/s to:

- Gain a high-level understanding of the current implementation.
- Discuss any existing issues.
- Share instructions on configuration/diagnostic information to be collected and provided to Quest to conduct this service.

Quest will schedule up to three (3) additional web conferences, no longer than one (1) hour each with Business Stakeholders to:

- Explore Use Cases and the current level of usage.
- Discuss any gaps in usage or solution requirements.
- Discuss Organization-wide initiatives that are data governance related and plans to utilize Erwin DI.

2. Analysis

Quest will conduct a detailed analysis of the information provided. This will include the currently used and unused parts of the DI solution, in view of the original, current and planned use-cases, volumetrics, capacity, etc.

The analysis will look to identify additional usages, and plan to remove any current issues to help maximize benefits from your investment in the erwin DI solution.

A one (1) hour follow-up web conference may be scheduled with your erwin DI administrator/s to discuss in more detail any concerns or issues identified in this initial analysis. If necessary, Quest will collect further diagnostic information.

3. Documentation

Quest will then develop the erwin DI Suite Health Check report. This report will detail the findings and recommendations from the analysis phase. Following peer review by another subject matter expert, this document will be issued to you. The report will include the following:

Identification of Gaps and Risks

Based on the assessment findings, gaps and risks which may include:

- Configuration Issues: Misconfigurations or sub-optimal settings.
- Security Risks: Vulnerabilities or weak security controls.
- Performance Bottlenecks: Areas where performance can be improved.
- Usage: For each of the Use Cases, functionality not utilized or under-utilized, and knowledge gaps.

Provide Recommendations

A set of actionable recommendations, which may include:

- Configuration Adjustments: Suggest changes to align with Quest recommendations.
- Performance Tuning: Propose changes to improve performance.
- Improve Utilization: Propose Knowledge Transfer and Use Cases to improve utilization and value.

Develop an Action Plan

A detailed action plan to implement any recommendations:

- Prioritize Actions: Based on impact and urgency.
- Assign Responsibilities: Define who will be responsible for each task.
- Set Deadlines: Establish timelines for completing the actions.

4. Review

Quest will schedule a one (1) hour erwin DI Suite Health Check review web conference with your relevant team members approximately one (1) week after the report has been issued. During

this web conference the key findings of the report will be discussed and as time permits Quest's product expert can also address any relevant questions regarding erwin DI.

Prerequisites and Assumptions

- Service limited to a single Production instance of erwin DI and the associated test/dev instances.
- Quest will require a minimum of 2 web conference sessions, which should be planned by mutual consent at least five (5) days in advance.
- All Services are delivered remotely.
- Quest uses Microsoft Teams for web / teleconferencing however, an equivalent Customer solution can be used by mutual consent.
- Support-related (break/fix) items should be logged as a Support Case separately from this package.
- The service expires twelve (12) months from the date of purchase if not consumed.
- No Services shall take place during local, state, or federal holidays unless other arrangements have been coordinated through Quest.
- The services will be delivered in the English language, unless otherwise agreed upon by Customer and Quest.

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.
- Provide remote access to related hosts/systems via method agreed by mutual consent if required.
- Ensure applicable system administrator(s) with proper system access will be available to provide appropriate remote access privileges during the performance of this service if necessary.
- 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.

Exclusions and Out of Scope Activities

The following activities are outside the scope of this engagement and is assumed to be completed by Customer:

- Troubleshooting any customized scripts.
- Troubleshooting any product customization.

SKU

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