erwin DM Maturity Assessment Fixed Fee Prepaid Health Check Package

Overview

Quest's erwin Data Modeler Maturity Assessment Health Check Package is designed to assess your current erwin Data Modeler implementation and provide recommendations on its optimization and advise on how to maximize 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.
- Quest Support Case review (if relevant).
- Configuration review.
- Version review and were relevant information on updates.
- Advice where applicable on deriving more value from the software.

This technical assessment of your erwin Data Modeler implementation will identify any potential issues as well as system improvements and provide actionable recommendations.

Benefits

The key benefits of the erwin Data Modeler Maturity Assessment Health Check Package delivered by Quest product experts include:

- Gain a clear understanding of current erwin Data Modeler implementation and summary / 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 potential unused features and how more value could be derived from erwin Data Modeler.

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 Data Modeler tool 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.

2. Analysis

Quest will conduct a detailed analysis of the information provided. Up to two (2) follow-up web conferences of up to one (1) hour each, may be scheduled with your erwin Data Modeler administrator/s to investigate any potential issues identified in this initial analysis and if necessary, collect further diagnostic information.

The analysis will include:

Mart Deployment Architecture
- Review the deployment architecture of erwin Data Modeler workgroup edition that includes Mart application and database repository.
- Assess hardware and software requirements to ensure they meet current needs and scalability requirements.
- Review network settings including IP configuration, DNS settings, and firewall rules.

Backup and Recovery
- Ensure regular backups are performed database.

Software Version and Patch Levels
- Verify that the Data Modeler and Mart Portal software is up to date or as recommended by Quest Support.
- Review release notes and known issues for the current version.

Data Modeler environment
- Evaluate data source connectivity for Reverse engineering and Forward engineering purposes.
- Verify Git integration, if applicable.

Model development standardization
- Review Template models for reusability.
- Model naming standards definition at model and mart levels.

Reporting & publishing models
- Review the built-in reporting and customization capabilities.
- Review model management on ER360 (if applicable).

Mart Model management
- Evaluate library structure in mart.
- Recommendations on collaborative model development.
- Review profiles and access control.

3. Documentation

Quest will then develop the erwin Data Modeler Maturity Assessment Health Check report and after peer review by another subject matter expert engaged by Quest, this document will be issued to you.

4. Review

Quest will schedule a one (1) hour erwin Data Modeler Maturity Assessment Health Check review web conference with your relevant team members approximately one (1) week after the report has been issued. During this conference call 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 Data Modeler.

Prerequisites and Assumptions

- Service limited to a single implementation of licensed edition of erwin Data Modeler only and for database connections up to 3 data sources. It doesn't include support on environmental support, connectivity through MITI bridges.
- 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 conferencing; 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, and 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.

SKU

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