

## Foglight Prepaid Expert Assist Package

### Overview

The **Foglight Expert Assist** service is sold as a pre-packaged offering specifically designed to assist the Customer with the implementation and configuration of Foglight. The service provides customers with the levels of expert support required to address core functionality, provide for upgrades and migrations, expert enterprise roll-out, and assist your Foglight implementation along the way.

The **Foglight Expert Assist Package** consists of assistance of up to fifteen (15) hours; these hours can be used for the following types of activities:

- Deployment Architecture changes
- Upgrades and Migrations
- Health Check
- Troubleshooting and support ticket management and escalation
- Support for Enterprise Roll Out, including support for adding new monitoring agents
- Management Server or Agent Manager configuration changes

The benefits of leveraging the **Foglight Expert Assist Package** include:

- Ensure the quick and efficient installation of Foglight
- Expert Enablement of Features (Authentication, Alarms, Notifications, Packaged Integrations, etc.)
- Quickly and effectively identify targeted technologies and their implementation requirements
- Accelerated enterprise-wide time to value
- Working together, we help you define your vision and operationalize it, so you can gain—and sustain—competitive advantage.

### Activities Descriptions

The Quest PSO (Professional Services Organization) team will work closely together, in a collaborative and agile way, with the Customer project team to address the mutually agreed upon tasks and activities as needed, up to fifteen (15) hours. Tasks and activities will be outlined, prioritized, and estimated to ensure the Customer's needs are being met. Including, but not limited to:

#### Deployment Architecture changes

The Quest PSO Consultants will work with the Customer if architecture changes are required.

- Evaluate and analyze existing deployment architecture
- Make recommendations about changes to the architecture based on upcoming or existing changes
- Provide documentation for these changes including infrastructure diagrams.

#### Upgrades and Migrations

Our infrastructure specialists and technical consultants will support the Customer to:

- Provide documentation with the necessary infrastructure diagrams for the installation/upgrade of Foglight
- Migrating Foglight software components to new servers if required
- Review and validate installation/upgrade and configuration of all prerequisites
- Coordinate with Customer resources, as required by Customer, in preparation for the installation/upgrade process
- Install/upgrade separately purchased components of Foglight
- Confirm the operation and functionality of the installed/upgraded components

### Health Check

During the health check, our professional services consultant will provide a technical assessment of your deployment to identify and prioritize system improvements.

- Identify existing issues and bottlenecks
- Uncover current performance, configuration, and availability problems and get recommendations for resolving them
- Review best practices for ongoing optimal system performance
- Receive a comprehensive report with findings

### Troubleshooting Support Issues

The Quest PSO Consultants will work together with the Customer to address any raised Customer Support Issues, speeding up time to resolution and providing a concierge support liaison.

- Review and manage open support tickets.
- Provide liaison to the support team to ensure all required documents, logs, screenshots, and replicated data are forwarded to the Support team.
- Actively work with Support on the resolution of issues.
- Implemented provided Support fixes and validated the resolution.
- Issue reporting and escalation as needed.

### Support for Enterprise Roll Out

Our consultants and architects will work closely with the Customer-designated teams, end-users, and stakeholders to:

- Identify configuration changes and additional agent configuration based on Customer-provided use cases and direction
- Ensure Customer is licensed for all needed technologies

### End User Support

The Quest PSO team will work together with the Customer project team to help end users with issues and questions regarding topics including:

- Most effective strategies when rolling out to new user groups enterprise-wide
- Product questions as responded to by a direct liaison
- Customer enhancement requests and feedback

## Management Server and Agent Manager Configuration

Throughout the project, the Quest PSO team will support configuration changes to the Management Server and Agent Managers, including but not limited to:

- Troubleshooting LDAP/SSO issues
- Assistance with setting up a custom certificate for HTTPS
- Adding or changing JVM parameters for performance tuning or accommodating custom requirements
- Implementing packaged integration features

## Conditions and Limitations

### Limitations

- The **Foglight Expert Assist Package** provides up to fifteen (15) hours of Professional Services. Services shall not exceed fifteen (15) hours per package purchased.
- Any fee amount associated with this SKU expires within one (1) year of the date of purchase of this SKU. Unused hours will expire at the end of the term of the licensing that was on the same quote as the Foglight Expert Assist Package was obtained.

## 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:

- Foglight environment fully accessible
- This service is delivered Monday – Friday, 9:00 AM – 5:00 PM EST
- No service activities shall take place during local, state, and/or country holidays unless other arrangements have been coordinated through Quest.
- Quest uses Microsoft Teams for web conferencing. However, an equivalent Customer solution can be used by mutual consent.

### Customer will:

- Assign a single point of contact for coordination who will provide access to appropriate resources to participate in the project that has the necessary administrator privileges to the connected network and associated systems.
- Accept the limitations of the 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**

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