



## Foglight Prepaid QuickStart Services Offering (T&E not included)

### Description

The Foglight QuickStart Services offering includes up to forty (40) hours for architecture assessment workshops, deployment and configuration services, project management, and training on Foglight Software (the “Activities”).

### Approach and Activities

The following activities are included in the scope of the Foglight QuickStart Services offering:

#### **Foglight Architecture Assessment**

A Quest Architect will conduct a Foglight Architecture Assessment Workshop, lasting up to eight hours. The activities planned for this workshop include:

- Review of your organization’s implementation business objectives and a confirmation of the expected scope, projected timeline, and key personnel
- Defining a proposed architecture of Foglight for your organization’s environment
- Defining security, availability, and coverage aspects for your environment
- Creating an implementation roadmap
- Providing knowledge transfer to your personnel regarding the implementation architecture and the roadmap
- Producing a Foglight Architecture Specification document as the Foglight implementation blueprint and standard for evaluation of ongoing implementation and use

#### **Foglight Deployment and Configuration**

The Deployment and Configuration Activities will be scheduled as remote engagements following the delivery of the Foglight Architecture Specification document and upon mutual agreement that the prerequisites for deployment have been met.

Deployment and configuration activities could take up to twenty-four hours, and they include some of the following tasks: tasks are based on licensing and are subject to approval.

- Deployment and configuration of Foglight Management Server and Foglight Management Server Database Repository
- Deployment and configuration of Foglight Agent Managers: Deploy and configure Foglight Agent Managers for up to 5 critical servers, ensuring basic connectivity and functionality within a 2-hour window.
- Deployment and configuration of Foglight Infrastructure agents and Database agents: Deploy and configure Foglight Infrastructure and Database agents for up to 3 key systems, focusing on essential monitoring capabilities within a 3-hour timeframe.



- Configuration of Alarm Templates, threshold settings, and Notification Channels for out-of-the-box Rules: Set up and customize Alarm Templates, threshold settings, and Notification Channels for the top 5 critical out-of-the-box Rules, prioritizing urgent alerts within a 2-hour period.
- Review of Foglight user base and monitoring and reporting use cases: Conduct a high-level review of the Foglight user base and identify the top 3 monitoring and reporting use cases, focusing on immediate needs within a 1-hour session.

### **Foglight Knowledge Transfer**

We will schedule up to eight hours of remote sessions for knowledge sharing from our Subject Matter Expert (SME) with the customer team. The SME connects directly with attendees via screen-sharing tools, with the engineer-led transfer guided by the Foglight SME in the attendee's environment.

### **Project Management**

Quest will assign a Project Manager to provide supervision and coordination as needed.

### **Prerequisites and Assumptions**

- Scope of services includes a maximum of one (1) Foglight instance.
- No service activities shall occur during local, state, or country holidays unless other arrangements have been coordinated through Quest.
- All services expire twelve (12) months from the date of purchase.

### **Additional notes**

For more information, please contact your Account Manager.

### **SKU**

SKU Part #	
TFE-FOG-PP	FOGLIGHT PREPAID QUICKSTART SERVICES OFFERING (T&E NOT INCLUDED)