GPO Admin Adoption Service

Description

The GPO Admin Adoption Services Offering is designed to guide the customer through the steps necessary to start effectively using the GPO Admin platform.

Approach and Activities

Quest will schedule up to 3 sessions, over the course of 2 weeks to guide the customer through onboarding. The below activities will be completed, though the specific session agenda may vary based on pace of progress.

- Planning
  - Quest will host one planning session up to 2 hours with Customer to verify environment readiness and establish the base deployment architecture, during which Quest and Customer may discuss:
    - Review Project Scope and Activities
    - Overview of Customer Environment, Requirements, and Goals
    - Best Practices for GPO Admin and Group Policy management
    - Discuss GPO Admin configuration storage and GPO backup storage options
    - Identify/Review the various role groups that will be using GPO Admin
    - Decide if client requires or needs GPO Admin Dashboard installed
    - Convey Quest Best Practices on GPO Admin deployment and configuration
    - Verify environment preparedness and prerequisites
- Installation
  - Quest will assist Customer with the installation of GPO Admin Components and Services on Designated Server(s) in accordance with the deployment architecture defined during the planning session.
    - Review and verify installation pre-requisites & permissions
    - Install GPO Admin (up to 2 servers)
    - Using the GPO Admin console, verify successful communication with the AD Forest
    - Install and configure the GPO Admin Dashboard (optional)
  - The Installation phase will be completed when GPO Admin has been installed on the server(s) designated in the planning phase and communication with the applicable AD Forest has been established.

- Configuration
  - Quest will assist Customer with configuring GPO Admin in accordance with the deployment architecture identified during the planning session. Quest will aid Customer with:
    - Initial configuration of all GPO Admin global settings
    - Add required AD users and groups to access roles (Admin or User)
    - Configure access role permissions for one role
    - Configure SMTP and Exchange connectivity

- Discuss and configure the following remaining global server options per Customer needs:
  - GPO Backup storage will be local to GPO Admin server
  - GPO Admin configuration will be on local AD LDS or remote SQL (if SQL, Customer to verify access to the SQL prior to engagement)
  - All GPO Admin components and services are installed on a single server
  - o Quest will assist Customer with configuring up to five (5) Version Control container(s) in accordance with the workflow requirements identified during the planning session in order to familiarize Customer with the GPO Admin console.
    - Create and configure up to five (5) Version Control container(s)
    - Configure workflow permissions, notifications, and approvals for the VC containers
  - o The Configuration phase will be completed when all the applicable activities are completed.
- Testing
  - o Quest will participate in testing of GPO Admin workflows to provide Customer personnel with practical experience using GPO Admin.
    - Provide a test script for the test user
    - Verify the notification and approval emails are being delivered correctly
    - Verify GPO lifecycle behaves as expected using test GPOs and OUs
    - Verify functionality of the GPO Admin Dashboard
  - o The Testing phase will be completed when notifications, lifecycle actions, and Admin Dashboard are shown to be functioning as expected and as described in the plan agreed upon in the Planning phase.
- Knowledge Transfer
  - o Quest will provide guidance to Customer by performing a knowledge transfer and product review of the GPO Admin components and services implemented into Customer's environment throughout the course of the engagement and one 2-hour knowledge transfer session (if necessary), which may include:
    - Review the items configured during the engagement
    - Review copying, exporting, and importing of GPOs and Synchronization Targets.
    - Verify Customer can run and view GPO version difference reports
    - Verify Customer can configure and use search folder
    - How to change basic configurations, add High Availability and recovering a failed GPO Admin server
    - Introduction of Support resources
  - o The Knowledge Transfer phase will be completed when the knowledge transfer session has occurred.

Prerequisites and assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following:

- Customer will ensure that adequate licensing for GPO Admin platform and Microsoft platform are in place prior to beginning of engagement.
- Customer to commit a technical resource for the working sessions with adequate authority to conduct the adoption and configuration activities.

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- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Customer will collaborate with Quest to schedule sessions within the two weeks following purchase.

SKU

XAA-NPO-CO	GPO Admin Adoption Service