Foglight Quickstart Services for Java Application Support

Objectives
The Foglight Quickstart Services for Java Application Support offering is designed to ensure that the design and implementation of the Foglight Java Application Support solution is executed with optimum efficiency for maximum results in the minimum amount of time. Quest Professional Services provides you with an expert who will be on hand to help you through every phase of implementation, from solution architecture design to implementation. We also provide instructor-led training to ensure that your organization realizes the full potential of the solution.

Approach and Activities
The following services and activities are included in the scope of the Foglight Quickstart Services for Java Application Support:

Architecture Specification (Three Days Delivered Remotely)
A Quest Foglight Architect will conduct a Foglight Architecture Assessment Workshop. During this workshop a Quest PSO Architect will
- Verify implementation business objectives and confirm scope, timeline, and key players of your Foglight implementation
- Define architecture of Foglight Solution for Java Application Support for your environment
- Define security, availability and coverage aspects for your managed environment
- Define a realistic roadmap to implement the architecture
- Perform knowledge transfer to your organization to enable you to own and evolve the architecture and the roadmap

The delivered output from the Foglight Architecture Assessment program is the Foglight Architecture Specification – a document that will serve as the Foglight implementation blueprint and standard for evaluation of ongoing Foglight adoption/usage success.

Foglight Deployment and Configuration (15 Days Delivered Onsite or Remotely)
Following the delivery of the Architecture Specification document and upon agreement that any prerequisites for deployment have been satisfied, Quest will schedule a 15 day engagement to commence the implementation of the Foglight Solution for Java Application Support. The implementation phase of the offering includes the implementation activities limited to those specified in the Foglight Architecture Specification document. These activities will typically include:
- Deploy and configure Foglight Management Server and Foglight Management Server Database Repository
- Deploy and configure Foglight client components, such as FglAM
- Deploy and configure Foglight OS agents and Database agents
- Deploy and configure Java agents in Pre-Production and Production environments
- Configure rules, system alerts and threshold settings to improve the applicability of out-of-the-box alerting triggers
- Deploy and configure an FxM appliance
- Configure Servers, Subnets, Application Components and Services to model the managed artifacts
- Deploy and configure FTR/A
- Configure integration between FxM and FTR/A and the Foglight Management Server
Services Offering

- Deploy and configure Foglight NOW Dashboards
- Discuss operational use of FxM, FTR/A, Foglight Management Server and its agents and provide configuration and usage knowledge transfer as applicable

Foglight Training for Java Application Support (Four Days Delivered Over a WebEx)
This training is intended for Java Application Support engineers using Foglight in their daily activities as well as for Foglight Administrators and it covers the fundamentals of using and managing a Foglight Solution for Java Application Support environment.

Project Coordination (Two Days Delivered Remotely)
Quest Services will assign a dedicated Project Management Coordinator for the duration of the engagement. The Project Management Coordinator will ensure that all Architecture Assessment, Implementation and Training logistics are satisfied. The Project Management Coordinator will also act as the escalation point for any questions or concerns you may have during the engagement.

Prerequisites and Assumptions

- This offering is suitable only for customer environments that have no more than two small to medium-sized JavaEE applications with web frontends that are connected to the same network switch and whose combined volume of traffic does not exceed 300 MBits per second.
- This program includes three days of Architecture, fifteen days of Foglight consulting services, a four-day Virtual Classroom Training, and two days of Project Management Coordination time for the total of 24 days. Minimum 14 days advanced booking required subject to availability.
- This is a fixed-time contract. This is not a fixed-deliverables contract. Quest shall not be liable for any delays caused by lack of access to customer’s employees or resources and in no case shall the Assistance Period be extended after the commencement date. The days cannot be split and are deemed delivered when the consultant arrives at the customer location.
- Customer must commit the appropriate technical resource(s) on a full time basis to provide the consultant with the assistance required to complete the activities listed above.
- This service offering is based upon an “average” level of effort for a packaged offering. This is not a fixed deliverables service offering. This offering cannot be purchased in multiple quantities to complete the project.

Contact your Account Manager for more information

* Specific terms and conditions apply.