

## *LightSpeed PM*

A QUEST PREFERRED PARTNER

## Foglight Health Check (Remote)

### Description

The Foglight Health Check services offering is designed to assess the current health of your Monitoring Infrastructure for either Foglight for Databases or Foglight for virtualization. Services are provided remotely via WebEx, delivered by LightSpeed PM, the only Preferred Partner to be certified by Quest Software to deliver Foglight Professional Services.

### Duration

- Up to 8 hours of Implementation and Knowledge Transfer for Auto-Maintenance
- Up to 4 hours of assessment and documentation of recommendations
- Up to 4 hours of PM time as needed to coordinate activities

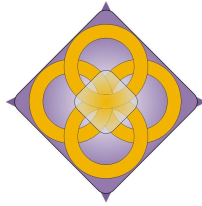
### Overview

This offering is more than your typical login and check it out approach. Much more! The engagement starts with installation and configuration of the Foglight Auto-Maintenance Custom Cartridge, which targets commonly occurring problems in your environment. Afterwards, we'll run scripts in your environment to capture all your configurations and performance information, then generate a document that explains the best practice recommendations to improve and stabilize your Foglight performance.

The cartridge is installed for no additional cost and will run in your environment for free for 1 year, helping to keep the environment trouble free. After the first year we can either set up an agreement for additional years of Professional Services Organization (PSO) support and updates, or upon your request we'll gladly assist you with guidance to disable the cartridge entirely after it times out – your call, and there's never any pressure.

As part of the Service Offering, our consultant will conduct a Health Check review of your current Foglight Installation, which will include the following tasks:

- Component assessment – verify the number of Foglight Management Servers (FMS), Foglight Agent Managers (FglAM)
- Verify resource reservations on all virtual machines used in the Foglight infrastructure.

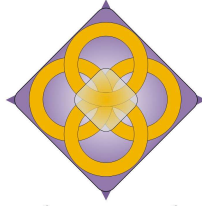


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- Verify Agent versions and loading across devices as it relates to capacity
- Perform a diagnostic snapshot - run a proprietary script obtain all the important details and to validate the environment
- Verify Services are connected, functioning, and presenting data to the dashboards
- Capture sampling of statistics for CPU, Memory, and OS utilization
- Evaluate rendering times for dashboard and reports
- Evaluate current alerting configurations and level of tuning
- Identify any performance issues and provide a detailed list of remediation needs
  - Errors, Warnings, and Fatal alarms
  - Recurring messages
  - JDBC Connection Pools
  - Timed out Foglight sessions
  - Volatile objects for those that could impact performance
- Recommend longer-term tuning opportunities
  - Heap size adjustments
  - Ram/CPU/Storage modifications
  - Repository adjustments
  - Commit resources if applicable
  - Evaluate expectations for growth and recommend hardware sizing modification where relevant

Once the collection is done, we'll present the written recommendations and install the Auto-Maintenance Cartridge on as many as 5 Foglight Management servers and provide your Foglight Administrator a knowledge transfer session on how to best configure the tool to help ensure your Foglight environment is running smoothly. You can read more about the Auto-Maintenance Cartridge <https://www.lightspeedpm.com/our-products.html> to find out how it fixes issues on the fly and alerts you when issues cannot be resolved.



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**SKU: LLPM-QUST-FOGHC-PP**

DISCLAIMER: PSO SUPPORT IS INCLUDED FOR A MAXIMUM OF 8 HOURS DURING PERIOD OF PERFORMANCE, WHICH ENDS ONE YEAR FROM THE DATE OF INSTALLATION. ADDITIONAL PSO SUPPORT HOURS MAY BE PURCHASED SEPARATELY OR AT THE TIME OF PURCHASE OF THIS SERVICE OFFERING. CUSTOMERS MAY LOG A SERVICE DESK TICKET WITH QUEST FOR INITIAL TROUBLESHOOTING, AND QUEST WILL ESCALATE TO LIGHTSPEED PM IN THE EVENT THAT CARTRIDGE DISFUNCTION IS SUSPECTED. PSO SUPPORT DOES NOT COVER ADDITIONAL TRAINING OF NEW RESOURCES AFTER THE ENGAGEMENT IS COMPLETE, OR RELOCATION OF THE CARTRIDGE, OR PERFORMANCE OF GREATER THAN 8 HOURS IN THE PERIOD OF PERFORMANCE FOR TROUBLESHOOTING PURPOSES. THE CUSTOMER MAY NOT MODIFY THE CARTRIDGE OR INSTALL IT ON ADDITIONAL SERVERS.

THIS IS A REMOTE ENGAGEMENT (ONLY). ALL SERVICES ARE DELIVERED EITHER VIA WEBEX. HEALTH CHECK SESSIONS ARE DISALLOWED FROM RECORDING, DUE TO THE USE OF PROPRIETARY CUSTOM TOOLS AND PROCESSES.

DETAILS REGARDING PSO SUPPORT CAN BE FOUND AT <https://www.lightspeedpm.com/solution-pricing-and-renewals.html>