



Challenges:

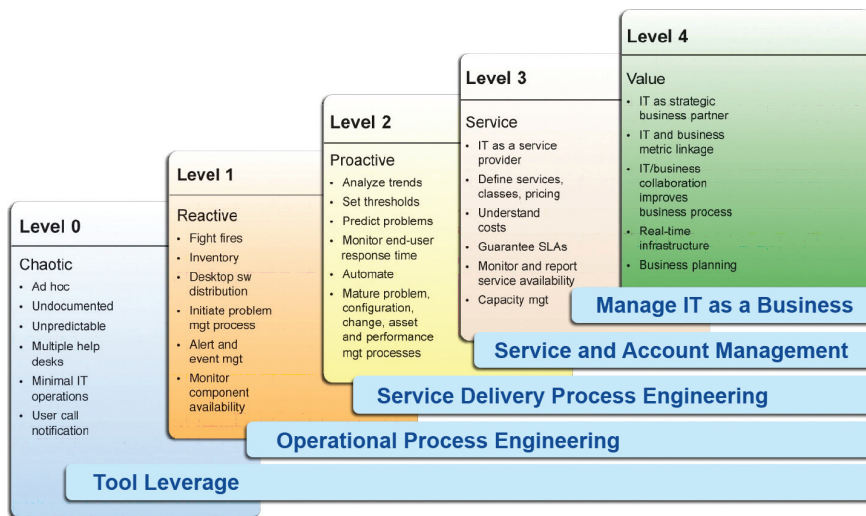
- Users discovering and reporting problems before IT is aware
- Capture changes across IT environment as they happen
- IT silos of information without a unified dashboard

Leverage Foglight and Quest Professional Services to Unify IT and Your Business

Collaborating to Maximize Your Return on Investment

Is your IT organization effectively aligned with your business? Understanding where your organization is today can help you move towards Business Service Management (BSM) – to become a collaborative, strategic and trusted partner to the business.

Quest Professional Services and Foglight give you the answers you need to reach the next level towards your goal. Our consultants can assist you with detailed services management planning to determine your environment’s ideal architecture, roadmap development for success at project milestones and integration points, and defining appropriate service level agreements and help you achieve them.



Gartner's IT Maturity Model¹ helps organizations determine where they stand in service management and value creation.

Foglight is the only adaptive applications and services management solution that connects business services to infrastructure, end user to database, and production to development to unify IT and the business. Quest Professional Services can help you connect your systems into the business needs and service level agreements to provide one consolidated view of the business. For example, how valuable would it be to know which systems and end users are affected when a system level failure occurs on a Web server? Wouldn't it be beneficial to identify the impact of planned and unplanned changes before they happen? Professional Services and Foglight help you track the end user's experience through IT services to the infrastructure, regardless of your existing system management tools. You can also rationalize all of your disparate system management tools. How? Quest Professional Services helps you create master views and integrate or consolidate as needed to avoid those long, unproductive conference calls.

Professional Services' consultants can demonstrate how to integrate our services and applications management technology with any existing software to create a centralized, broad view of the business.



¹ "IT Operations and Infrastructure Management Scenario: Raising the Bar", Donna Scott, Gartner Symposium ITxpo, October 2006

Quest Professional Services is an intrinsic part of the solution.

By leveraging a subject matter expert, you can discover best practices for implementing IT processes, dashboards, and reports to unify your business. You'll also enjoy the benefits of finding and diagnosing problems before your end users encounter them, creating application capacity assessments to guide you, and evaluating application and system dependencies.

Implementation Approach and Activities

Quest Professional Services created the **Simplify IT Management or SIM Methodology**, a formal, phased implementation strategy cultivated from best practices applied at hundreds of engagements. The following is an example of how the SIM methodology is applied to a large project to rationalize a customer's current system management solution.

Phase 1 - Strategy

Our consultants work with your business team to understand the enterprise-wide strategy as it relates to your company's vision, objectives and critical success factors. We will meet with your team to:

- Perform pre-implementation assessment
- Review business requirements and IT infrastructure
- Host project kickoff with the stakeholders (develop project charter & project plan)
- Complete baseline installation
- Train the implementation team
- Begin process engineering*

* We review the current system management solution and perform a gap analysis that will feed into a design specification and documented Business Service Management definitions. Custom dashboard and reporting requirements are also defined at this point.

Phase 2 - Integration

Continuing to process engineer, we further translate your business requirements into measurable goals, and then design a BSM solution to achieve them. Our consultants will utilize best practices to:

- Create a development environment based on initial design specifications
- Test installation and configuration while further developing the BSM design
- Execute the pilot in production environment
- Finalize the design specifications
- Rollout production environment and train end users

Phase 3 - Management

Quest Professional Services shows your team how to administer and enhance the system; including training, knowledge transfer, additional functionality and service. In this final phase, we will also:

- Document the workflow and configuration
- Fine-tune reports based on audit requirements
- Transition project to internal IT team and Quest Support
- Educate business stakeholders on service level agreements – how to manage violations and who handles problem resolution tasks

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at

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