

Change Auditor Hybrid Customer Assurance

Overview

The **Change Auditor Hybrid Customer Assurance** Service Offering is designed to guide you through the steps necessary to start effectively using Change Auditor and Quest Identity Defense platforms. Regular reviews will ensure configuration and usage remain aligned with current functionality as well as best practices.

Approach and Activities

Quest will schedule up to five (5) sessions, over the course of three (3) weeks to guide you through adoption. The activities below will be completed, though the specific session agenda may vary based on pace of progress.

Planning

Quest will host one (1) planning session up to two (2) hours with you to verify environment readiness and establish the base deployment architecture, during which Quest and you may discuss:

- Review Project Scope and Activities.
- Overview of your Environment, Requirements, and Goals.
- Best Practices for Change Auditor and Quest Identity Defense.
- Verify environment preparedness and prerequisites.

Installation

Quest will assist you with the installation of Change Auditor 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 Change Auditor and deploy agents.
- Using the Change Auditor Client, verify successful communication with the AD Forest and servers with agents installed.
- Register and integrate Quest Identity Defense.

The Installation phase will be completed when both (1) Change Auditor has been installed on the server(s) designated in the planning phase document with communication with the applicable AD Forest and server; and (2) Quest Identity Defense has been registered and integrated with Change Auditor.

Configuration

Quest will assist you with the configuration of Change Auditor and Quest Identity Defense, according to the deployment architecture identified during the planning session.

- Configure coordinators (up to 5)
- Configure security groups (up to 10)
- Deploy auditing agents (up to 10)
- Define event auditing
- Create auditing templates and filters (up to 5 each)
- Create custom searches and reports (up to 5 each)
- Create AD, Mailbox and File Object Protection Templates (up to 10)
- Configure which Azure tenants to audit (up to 5)
- Demonstrate enabling and disabling Change Auditor event forwarding to Quest Identity Defense.
- Configure integrations with GPO Admin, Recovery Manager, and IT Security Search (as applicable)

The Configuration phase will be completed when all the applicable activities are completed.

Testing

Quest will participate in testing of Change Auditor based on configuration completed with you in the Configuration phase. The goal of this step is to give your personnel practical experience using Change Auditor.

- Creating, running and viewing reports
- Verify that object protection templates are working as designed
- View forwarded Change Auditor events in Quest Identity Defense
- Verify successful integration with other Quest platforms.
- Verify the notification and approval emails are being delivered correctly

Knowledge Transfer

Quest will provide guidance to you by performing a knowledge transfer and product overview of the Change Auditor components and services implemented into your environment throughout the course of the engagement. If requested, Quest may conduct an additional knowledge transfer session (up to four (4) hours) which may include:

- Review the items configured during the engagement.
- Verify you can run, create and view Audit reports.
- Description of integration with other Quest offerings.
- Introduction of Support resources

The Knowledge Transfer phase will be completed when the knowledge transfer session has occurred.

Assurance

Quest will conduct regular, scheduled sessions once per month during the subscription year with you to ensure your ongoing alignment with best practices, product updates, and lessons learned. Topics addressed may include:

- Upgrade to current version of products.
- New and/or updated features and functionality.
- Updates to best practices and recommendations.
- Additional use cases and new integrations.
- Your questions and configuration updates.

Prerequisites and Assumptions

You agree to cooperate with Quest in its delivery of the Service. You agree to the following:

- You will ensure that adequate licensing for Change Auditor and Quest Identity Defense platform are in place prior to beginning of engagement.
- You will commit a technical resource for the working sessions with adequate authority to conduct the adoption and configuration activities.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- You will collaborate with Quest to schedule sessions within the two (2) weeks following purchase.

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