ERWIN DM PREPAID REMOTE QUICKSTART PACKAGE

Overview

Quickly and efficiently deploy the erwin Data Modeler solution ("erwin DM") within your organization delivering industry-leading enterprise data modeling. erwin DM provides the blueprints for trusted data. Integrated with erwin Data Intelligence, it connects models to governed metadata and business context - ensuring that what's delivered in production matches the design, so data products are accurate, governed, and AI-ready.

This service is a tailored implementation package designed to assist you with the initial implementation and configuration of erwin DM. The service focuses on ensuring erwin DM is deployed and configured optimally for both your environment and your end user needs.

The Installation & Setup package assists with the following stages:

- **Discover:** Collect and verify prerequisites, architecture, and environment to support objectives.
- **Design:** Work with your team to support all appropriate infrastructure planning items, access, connectivity, and accounts in preparation for installation activities.
- **Installation:** Install all the purchased modules and components within your infrastructure.

Outcomes

Quest's Subject Matter Experts (SMEs) ensure all the core features and configurations of your erwin DM solution are properly installed and setup quickly and efficiently within your environment. Quest's SMEs also work closely with your IT team to properly plan the targeted environment configuration prior to solution deployment. By leveraging Quest's time-tested methodologies and expert guidance through the implementation processes, your teams will quickly gain access and start utilizing and deriving value from erwin DM.

Benefits

- Ensure your erwin DM solution is set up quickly and properly.
- Save valuable time with the help of experts to deploy your new solution.
- Learn best practices to ensure your solution is optimally configured and maintained.

Activity and Activities

A Quest SME will work with the necessary stakeholders and subject matter experts to deploy erwin DM into your organization. The activities performed may vary based on the complexity of your environment and technical needs.

Discovery Phase

erwin will host one (1) workshop to review environment pre-requisites and verify environment readiness. The workshop will focus on:

- Introduction, Roles & Responsibilities, Communication.
- Architecture Requirements & Recommendations.
- Technology & Environment Requirements.
- Usage & Performance Requirements.

- Security & Access Requirements.

The output of this workshop will be:

- Installation Guides & Technical Pre-requisites.
- Installation Schedule.

Design Phase

A Quest SME will host between one (1) and three (3) workshops with your team to document the planned targeted environment architecture. Quest will document all design decisions, capturing the high-level architecture required to successfully complete the install phase, with topics that may include (but are not limited to):

- Targeted server architecture, Operating System (OS).
- Physical server(s) or Virtual Machine(s) (VM).
- Identification of system managers.
- Server communication ports.
- User authentication configuration (LDAP/SSO).
- Enable .NET framework.

This documentation is expected to evolve over the course of the engagement.

Installation Phase

A Quest SME will then host between one (1) and five (5) workshops to install and configure the erwin DM instance according to the design phase output. The sessions will cover:

- Review Infrastructure requirements for required erwin DM software components / modules and licensing.
- Provision infrastructure & server accounts.
- Obtain the appropriate/relevant erwin DM licenses:
    - Per DM edition (Standard, Workgroup, or Navigator).
    - Concurrent or node-locked.
- Create database (SQL Server, Oracle, or PostgreSQL) for erwin DM Mart (workgroup edition) and erwin ER360 (if applicable).
- Installation of required erwin DM software components / modules.
- Configuration of required erwin DM software components / modules.
- Activate erwin DM license/s.

Limitations, Prerequisites and Assumptions

Limitations

- Scope of services assumes one erwin DM environment implementation consisting of any or all of the following software components / modules: erwin DM, erwin DM Mart and erwin ER360. Other software and 3rd party components are excluded.
- All service activity sessions are to be completed within a four (4) business week period not to exceed twenty-four (24) hours of effort.
- The latest generally available version of erwin DM will be installed.

Assumptions:

- All Services will be delivered remotely, unless expressly agreed upon in writing and coordinated by Customer and Quest.
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by Customer and will be invoiced at cost. All travel must be preplanned through project management.
- Quest uses Microsoft Teams for web / teleconferencing; however, an equivalent Customer solution can be used by mutual consent.
- If Customer desires Quest to perform the physical installation, all VPN access, VDI/desktop access, standard and privileged accounts, and all other required connectivity is in place to ensure Quest's activities can be completed remotely. Otherwise, Quest will guide Customer IT resources through the defined phases.
- This Service offer expires twelve (12) months from the date of purchase.
- No Service shall be performed during local, state, or federal holidays unless expressly agreed upon in writing and coordinated by Customer and Quest.
- The Service will be delivered in the English language, unless expressly agreed upon in writing and coordinated by Customer and Quest.
- Quest will assign a primary consultant and may choose to assign multiple subject matter experts as needed either simultaneously or separately.
- The Quest project team shall be assigned following Quest's receipt of the SO executed by Customer and Customer's PO (if required). The Services shall start upon mutual agreement of the parties. The typical lead time for scheduling the start of an Engagement is four to six weeks.

Customer will:

- Provide a named responsible person to oversee Customer related activities.
- Ensure relevant staff & stakeholders are identified, and as needed, available to collaborate.
- Ensure the target environment meets or exceeds the hardware and operating environment software with minimum specifications outlined in the installation guide.
- Ensure necessary certificates and firewall rules are created upon request.
- Ensure all necessary configurations are in place for the features that integrate with erwin DM tools (LDAP/SSO, SMTP settings etc), if applicable.
- Ensure any necessary maintenance windows, change controls and security protocols are approved.
- Have valid licenses for all Quest and third-party software product(s) applicable to this service and have then-current software maintenance for such products.

SKU

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