

Service Overview

The scope of this engagement is to deliver a SQL Server managed service, monitoring SQL Servers' operational parameters. Following a task list, that meets the business and technical requirements of the Client, STSG will assess and publish a periodic recommendation report for Client's SQL Servers to comply with Microsoft Best Practice guidance, including the SQL maintenance job execution and applications, storage, network and user access requirements. The recommendation report will include possible solutions and the resource requirements for the SQL Server to comply with Microsoft best practice guidance. Trending reports are generated and published periodically, including transaction log and data volume utilization. STSG will follow a multi-phased approach as described below.

Quantity:

- One up front planning session to flush out all issues with application, security and users experience and policies. Threshold levels for notification and repairs will be noted and adhered going forward.
- Up to eight (8) SQL Servers managed -- installation of Monitor Tool on a Dell PE 6650 server, or equivalent
- Up to six (6) applications monitored, including SQL clustering
- Up to thirty (30) monitored pre-defined event sources and log file conditions – creation of monitor threshold metrics and alert monitoring configuration, as specified by Client

Key Service Steps:

1. Pre-enrollment planning task (off-site):
 - Verification of all Hardware / Software configurations installed
 - Validation of required Hardware / Network resources
 - Review Client's current resources and review monitor management targets for engagement
2. Assess target SQL servers and review compliance with Microsoft SQL Server best practice guidance (off-site)
3. Execute periodic reporting utility and tools (off-site)
4. Review and publish periodic recommendations to Client PoC (off-site)
5. Respond, and report to Client PoC, critical operational alerts as required and configured in monitor service to Client specification, then publish in current reporting period (off-site)
6. Engagement overview & client sign-off (off-site)
 - Review engagement deliverables with Client
 - Publish monthly and final report to Client PoC

Client's Responsibilities:

- Provide technical point-of-contact (PoC), which has a working knowledge of the SQL Enterprise components monitored during this project engagement and can respond on a timely basis to the STSG contact. As part of this project, STSG may request meetings be scheduled with the PoC and Client key contacts
- Provide system server architecture and functional diagram(s), including network server data flow diagrams, where available, and the information accurately describes the business area in sufficient detail to perform this engagement, including relevant system and strategic planning documentation
- Provide privileged remote access to SQL servers at the appropriate level of access and privilege for performance of this service
- Inform STSG of all access issues and security measures, and provide remote access to all necessary hardware and facilities. STSG assumes no responsibility for unprotected data and Client security controls

- Client is responsible for providing all hardware, software, and facilities for the successful completion of this project. Facilities and power must meet STSG's requirements for the products supported
- Unless installation/configuration services have been purchased, the Client is responsible for the installation/configuration of all management/monitor software and hardware probes, as required. Otherwise, physical installation, racking of servers and storage is not covered under this statement of work.
- Client responsible for installation and configuration of any additional software other than noted above
- Feedback to STSG regarding any questions, issues, or Client acceptance review of the deliverables will be complete within five (5) business days, excluding Client observed holidays, unless otherwise specified. STSG will facilitate the approval review process with a group presentation of a half (½) to one (1) hour duration of the deliverables and issues discussion.
- Client agrees that nothing in this contract, or performing this engagement, precludes STSG from participating in any bid or performing any future projects that may arise from the results of this engagement or any other potential engagement with Client.
- Client represents that it is a licensed user of products from the manufacturers set forth in Software and Equipment Support List section.

Considerations:

- STSG assumes no responsibility for unprotected data and Client security controls.
- STSG strictly adheres to a Supported Server list, published by Microsoft for SQL Server versions and editions, and will require validation services where non-supported servers are part of the engagement
- STSG uses best effort to meet the prerequisite requirements and delivery of the task.
- STSG shall ensure that all personnel assigned to perform this SoW tasks possess the requisite knowledge, skills and experience level to acquire information, perform required processing and research functions and provide complete, accurate and concise recommendations. STSG shall provide all the necessary staff to complete the work in partnership with Client staff.
- STSG documents and publishes all findings and recommendations to Client's PoC, reporting timeline dependent on critical severity of finding, either ad hoc or monthly
- Client and STSG personnel will actively participate in the engagement and will make every effort to attend all necessary working sessions via conference call, at the time scheduled to avoid a requirement to re-schedule and prevent any delay to engagement delivery
- Constraint: STSG will perform the services in this SoW during normal business hours 8:00 AM to 6:00 PM (local time), Monday through Friday, except STSG observed holidays, unless these hours and days are otherwise altered only by mutual agreement specified by Client, STSG and its contractors
- Any remediation effort performed upon the SQL Servers by STSG is outside the scope of this engagement. A separate engagement must be procured from STSG or a Change Order must be approved prior to performing the remedial work
- STSG may engage subcontractors and third parties in performing a portion of this effort, such as Microsoft consultants, and Microsoft Certified Partners, as approved by the Client PoC.
- STSG is not responsible for any other configurations on any other systems not defined in this SoW
- STSG is not responsible for software / firmware upgrades on equipment, unless required for completion of the monitor installation
- STSG will not make any changes to the monitor configuration of any SQL Server after the monitor has been installed, parameters configured and tested
- The monitor products and software to be deployed will be available through normal channels. Any products or software that are released later than anticipated, may cause the schedule to extend
- The project quotation is made with the understanding that the consultant does not have to work under any special conditions or restrictions that would affect a productive workday. Delays, outside the control of STSG that occur, may result in additional billing and adjustment of the project schedule.

Health Check Models & pricing billed monthly in 1/6th & renewed in 6 month increments:

STSG-SQL-115	One to three SQL servers for six months remote services	\$10,000
STSG-SQL-116	Four to Six SQL servers for six months remote services	\$13,000
STSG-SQL-117	Seven to Ten SQL servers for six months remote services	\$15,000
STSG-SQL-114	One time start-up charges for loading software, docs & Q&A	\$2,000