Standard installation service scope of work

Service: Server upgrade

1 Server hardware
   1.1 Customer Meeting
      1.1.1 Participate in customer meeting(s) if required.
   1.2 Site check
      1.2.1 Conduct site check with customer designated personnel if required.
   1.3 Product Unpack and Inspection
      1.3.1 Unpack equipments and inspect for damage.
   1.4 Server Hardware
      1.4.1 Server hardware installation and mounting.
      1.4.2 Server hardware RAID configuration.
      1.4.3 Logical drive creation (RAID Level).
      1.4.4 Server firmware update.
   1.5 Installation Test
   1.5.1 Power on Test
   1.6 System Handover

Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday.

2 Windows server
   2.1 Customer Meeting
      2.1.1 Participate in customer meeting(s) if required.
   2.2 Site check
      2.2.1 Conduct site check with customer designated personnel if required.
   2.3 Product Unpack and Inspection
      2.3.1 Unpack and inspect for damage (setup media and license copy if any).
   2.4 OS installation
      2.4.1 Win Server installation and configuration (Standalone or Member Server).
      2.4.2 Server Disk partitioning.
      2.4.3 LAN configuration (IP Address configuration).
      2.4.4 Apply latest OS security & service patches.
      2.4.5 Drivers update.
      2.4.6 Basic installation test (Ping, re-start, shutdown tests).
   2.5 Installation Test
   2.6 System Handover

Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday.

Optional Items (Chargeable):
1) Data migration
2) File server role setup
3) Print server role setup
4) On Site Standby
5) Workstation configuration
6) Tailor made documentation
7) OS hardening (Customer provide hardening guide)

3  RHEL Server
   3.1 Customer Meeting
      3.1.1 Participate in customer meeting(s) if required.
   3.2 Site check
      3.2.1 Conduct site check with customer designated personnel if required.
   3.3 Product Unpack and Inspection
      3.3.1 Unpack and inspect for damage (setup media and license copy if any).
   3.4 OS installation
      3.4.1 RHEL Server installation and configuration (Standalone)
      3.4.2 Server Disk partitioning
      3.4.3 LAN configuration (IP Address configuration)
      3.4.4 Apply latest OS security & service patches
      3.4.5 Drivers update
      3.4.6 Basic installation test (Ping, re-start, shutdown testes)
   3.5 Installation Test
   3.6 System Handover

Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday.

Optional Items (Chargeable):
1) Data migration
2) On Site Standby
3) Tailor made documentation
4) OS hardening (Customer provide hardening guide)

4  Active Directory (AD)
   4.1 Customer Meeting
      4.1.1 Participate in customer meeting(s) if required.
   4.2 Site check
      4.2.1 Conduct site check with customer designated personnel if required.
   4.3 Product Unpack and Inspection
      4.3.1 Unpack and inspect for damage (setup media and license copy if any).
   4.4 Domain Controller
      4.4.1 Domain member server setup
      4.4.2 Install & configure Domain controller role
      4.4.3 Install & configure DNS & DHCP role
      4.4.4 Define DHCP scope
      4.4.5 User creation x 2 accounts
   4.5 Installation Test
   4.6 System Handover
Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday.
2) New Active Directory forest & domain are built, NO integration with existing domain infrastructure.

Optional Items (Chargeable):
1) Resilience setup (Require extra hardware)
2) Bulk user account creation
3) GPO configuration
4) On Site Standby
5) Workstation configuration
6) Tailor made documentation
7) Skill transfer

5 Exchange
5.1 Customer Meeting
   5.1.1 Participate in customer meeting(s) if required.
5.2 Site check
   5.2.1 Conduct site check with customer designated personnel if required.
5.3 Product Unpack and Inspection
   5.3.1 Unpack and inspect for damage (setup media and license copy if any).
5.4 Exchange 2010 (Multi-Role)
   5.4.1 Install Windows Server 2008 R2 Standard
   5.4.2 Windows service pack & security patch update
   5.4.3 Exchange 2010 Server installation & configuration
   5.4.4 Apply latest service pack & patches for Exchange 2010
   5.4.5 Exchange 2010 Receipt Policy configuration
   5.4.6 Exchange 2010 Server Configuration (Mailbox Quota / Permission)
   5.4.7 Exchange 2010 OWA configuration
   5.4.8 Create Exchange mailboxes x 2 accounts
5.5 Installation Test
5.6 Email Switchover
   5.6.1 Redirect Email to Exchange 2010
5.7 System Handover

Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday.
2) Existing Active Directory Forest & Domain MUST be Windows 2003 native or above with SP2 applied.
3) NEW Exchange 2010 installation, NO integration with any legacy Exchange or any other email system.

Optional Items (Chargeable):
1) HA / resilience setup
2) Outlook anywhere and Active Sync configuration
3) Bulk user mailbox creation
4) Outlook configuration
5) Data migration
6) On site Standby
7) Tailor made documentation
8) Skill transfer

6 VMware
6.1 Customer Meeting
   6.1.1 Participate in customer meeting(s) if required.
6.2 Site check
   6.2.1 Conduct site check with customer designated personnel if required.
6.3 Product Unpack and Inspection
   6.3.1 Unpack and inspect for damage (setup media and license copy if any).
6.4 VMware ESX 5 Server
   6.4.1 Install VMware ESX 5 Server
   6.4.2 ESX Host Configuration
   6.4.3 VMkernel and direct Console Configuration
   6.4.4 vSwitch and vNetwork Basic Configuration
   6.4.5 VMFS Volume Creation
6.5 vCenter 5
   6.5.1 Install Windows Server 2008 R2 Standard
   6.5.2 Apply latest service pack & security patch
   6.5.3 Install & Configure VMware vCenter Server
   6.5.4 Install & Configure VMware Update Manager
   6.5.5 Import ESX 5 to vCenter
6.6 Installation Test
6.7 System Handover

Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday

Optional Items (Chargeable):
1) VM HA, vMotion configuration (Require extra hardware)
2) vCenter and MS SQL integration
3) p to v migration
4) On site Standby
5) Tailor made documentation
6) Skill transfer

7 Citrix XenDesktop
7.1 Customer Meeting
   7.1.1 Participate in customer meeting(s) if required.
7.2 Site check
   7.2.1 Conduct site check with customer designated personnel if required.
7.3 Product Unpack and Inspection
   7.3.1 Unpack and inspect for damage (setup media and license copy if any).
   7.3.2 Endpoint device checking and installation if required
7.4 Xen Desktop 5.6
   7.4.1 Install and configure Hypervisor (XenServer or vSphere) if required
   7.4.2 Install & configure License Server
   7.4.3 Install & configure Web interface
7.4.4 Install & configure MS SQL database for XenDesktop
7.4.5 XenDesktop 5 Enterprise installation & configuration (DDC)
7.4.6 Create application definitions in Password Manager
7.4.7 Create desktop pool
7.4.8 Create virtual desktop image (Win 7 or XP)
7.4.9 Apply XenDesktop latest service & security patch
7.4.10 Configure Group policy
7.4.11 Configure Citrix Profile Management
7.4.12 Deploy VDI client to user PC

7.5 Installation Test
7.5.1 User Acceptance Test

7.6 System Handover

Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday.

Optional Items (Chargeable):
1) Provision server setup (Require extra hardware)
2) VDI Desktop setup
3) Application setup on VDI
4) On site Standby
5) Tailor made documentation
6) XenApp 6 Deployment
7) Skill transfer

8 Backup (Backup Exec / Arcserve CA)
8.1 Customer Meeting
  8.1.1 Participate in customer meeting(s) if required.
8.2 Site check
  8.2.1 Conduct site check with customer’s designated personnel if required.
8.3 Product Unpack and Inspection
  8.3.1 Unpack and inspect for damage (setup media and license copy if any).
8.4 Backup installation
  8.4.1 Install & configure BE / CA
  8.4.2 Configure media server
  8.4.3 Tape device configuration or installation if required
  8.4.4 Configure backup queue
  8.4.5 Configure backup schedule
8.5 Installation Test
  8.5.1 Installation Test (File backup & restore test)
8.6 System Handover

Assumptions:
1) All tasks will be performed during normal office hrs Mon-Fri: 8:30-17:30; Sat: 8:30-13:00 excluding public holiday.

Optional Items (Chargeable):
1) Remote agent setup
2) On site Standby
3) Tailor made documentation
4) Backup option setup (e.g. database, exchange, etc)
5) Skill transfer