**Account Information:**

| **Service Opportunity Type** | License and professional implementation services |
| --- | --- |
| **Company Name** | **Calamba Doctors** |
| **Project Name** | Full Implementation for ManageEngine OpManager (Professional) solution - On-premise |
| **SDP Reference No.** |  |
| **Account Manager** | [Lucio Luis Yohanon (Lui)](mailto:lucio.yohanon@itgroupinc.asia) |

**Product profile:**

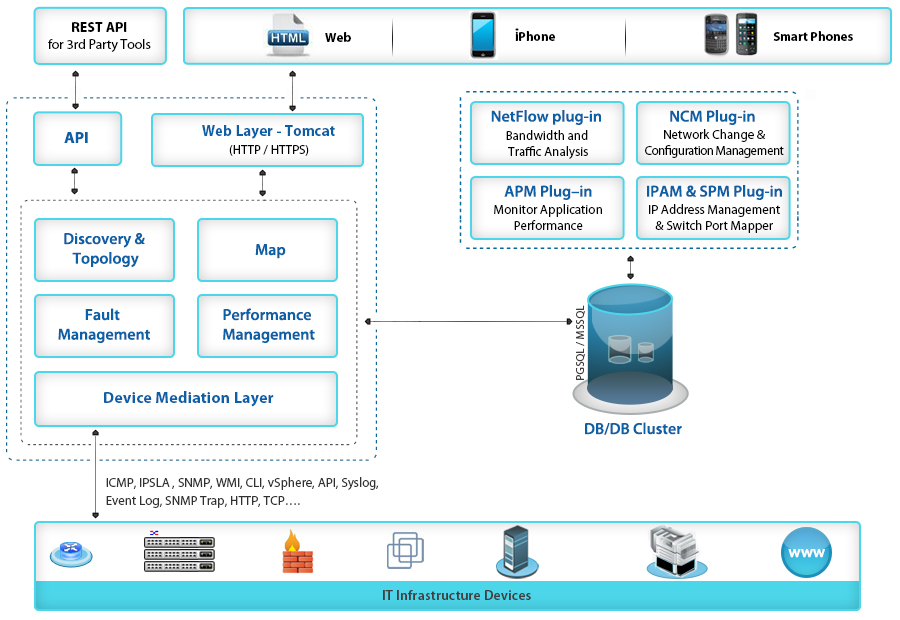
| **Product Name** | OpManager |
| --- | --- |
| **Product Platform** | On-Premise |
| **Product Edition** | Professional |
| **Standard License Details** | **OpManager**   * Edition: Professional * Number of Devices: 100 * Number of technicians: 3 |
| **Add-ons / Plug-ins** | * **N/A** |

**PAIN POINTS**

| **Pain points / Challenges** | **Recommended Solutions** | **Product/Services to Offer** | **Modules to Emphasize** | **INTERNAL NOTES)**  **Next Step Actions/Remarks** |
| --- | --- | --- | --- | --- |
| Client is in need of an enterprise device monitoring solution | ME OpManager - Professional | License and implementation | Device Monitoring |  |

**Proposed Architecture:**

*Figure 1: OpManager professional*

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**Hardware Requirements:**

**OpManager Standard/ Professional Edition with Add-ons**

| **Processor** | **Memory** | **Hard Disk** |
| --- | --- | --- |
| **Physical Machine: Intel Xeon 3.5 Ghz, 4 cores/ 8 threads or higher  Virtual Machine: 3.5 Ghz, 8 vProcessors  CPUs with a total combined PassMark score of 7,000 or higher** | **16 GB** | **40 GB minimum** |

**Software Requirements:**

| **Software** | **Minimum versions required for Evaluation** | **Version requirements for Production** |
| --- | --- | --- |
| **Windows OS** | Windows 8.1 (or) Windows Server 2008 R2 | Windows Server 2022/ 2019/ 2016/ 2012 R2/ 2012/ 2008 R2 |
| **Linux OS** | Ubuntu 14/ Cent OS 7/ Fedora 31/ Redhat7/ Opensuse 15 | RedHat 7 and above / CentOS Stream 8/ CentOS 7 and above (Upto Version 8.5) |
| **Browsers** | Chrome/ Firefox/ Edge/ IE11 | Chrome (preferred) |

**Ports used by application:**

| **Port** | **Protocol** | **Port Type** | **Usage** | **Direction** | **Remarks** |
| --- | --- | --- | --- | --- | --- |
| 22 | TCP | Static | SSH Port | Bidirectional |  |
| 8060 | TCP | Static | Web Server Port | Inbound | Can be configured using **ChangeWebServerPort.bat.** |
| 7275 | TCP | Static | Remote Desktop Port (RDP) | Bidirectional | Can be configured using **gateway.conf (Under \conf folder)** |
| 9990 to 9999 | TCP | Static | To export certain reports in PDF format | N/A | Please ensure that these ports are blocked in the Firewall for inbound and outbound connections. |

**Ports used for monitoring:**

| **Port** | **Protocol** | **Port Type** | **Usage** | **Direction** | **Remarks** |
| --- | --- | --- | --- | --- | --- |
| 23 | TCP | Static | Telnet Port | Bidirectional |  |
| 161 | UDP | Static | SNMP | Bidirectional |  |
| 135 | TCP | Static | WMI | Inbound |  |
| 5000 to 6000 | TCP | Dynamic | WMI | Bidirectional |  |
| 49152 to 65535 | TCP | Dynamic | WMI | Bidirectional | Windows 2008R2 and higher |
| 162 | UDP | Static | SNMP Trap Receiver Port | Inbound |  |
| 514 | UDP | Static | SYSLOG Receiver Port | Inbound | SYSLOG Receiver Port can be changed via WebClient |

Dynamic ports change during each server startup based on the ports available in the system.

**Ports used by Database:**

| **Port** | **Protocol** | **Description** | **Remarks** |
| --- | --- | --- | --- |
| 13306 | TCP | PostgreSQL Database Port | Can be changed in **conf/database\_params.conf** file. |
| 1433 | TCP | MSSQL Database Port | Can be changed in **conf/database\_params.conf file/ dbconfiguration.bat** file. |

**System prerequisite reference links:**

* [**System requirements**](https://www.manageengine.com/network-monitoring/help/hardware-and-software-requirements.html) **: The hardware and software requirements for installing the product**
* [**Ports**](https://www.manageengine.com/network-monitoring/help/hardware-and-software-requirements.html) **: List of ports to be opened for seamless device monitoring**
* [**Supported browsers**](https://www.manageengine.com/network-monitoring/help/hardware-and-software-requirements.html) **: Browsers that render the product**

**ITG Project Members:**

| **Project Member** | **Headcount** | **Role / Responsibilities** |
| --- | --- | --- |
| Project Consultant / Team Lead | 1 | * Guide the implementation team to fulfill project activities. * Final Arbiter of key design and implementation decisions. * Managing the technical staff and delivering training if necessary * Supervising work and solving all technical problems that arise and ensuring that any necessary changes are reported and resolved. * Escalating and resolving technical issues to the product support/dev team. |
| Project Manager | 1 | * Deciding what methodology and model is going to be followed to develop the project * Define project assumptions, scopes and objectives. * Create/define project timeline * Assign tasks and finalizes work breakdown structure * Risk assessing the whole project and individual stages and then managing these risks * Bringing together the work completed by different teams and ensuring that this cohesion goes smoothly * Project communication and coordination * Keeping the project on schedule and managing the time and resources that are spent on it * Monitoring the project at all times to ensure that it will achieve its desired outcomes and that a product or system is completed that meets client or customer requirements |
| Implementation Engineer | 1 | * Conducts admin and user training * performs Installation/Configuration of the product. * Conduct product or function testing. * Solving all technical problems that arise and ensuring that any necessary changes are reported and resolved. * Assist in escalating and resolving technical issues to the product support/dev team. * Support end users’ inquiries |

**EndUser Project Members:**

| **Project Member** | **Headcount** | **Role / Responsibilities** |
| --- | --- | --- |
| Project Coordinator / SPOC | 1 | * Internally manages and coordinates the possible requirement changes, project deadlines/targets, prerequisites, dependencies, and internal support needed. |

**Baseline/Core Configuration:**

| **Configurations that can be covered on the Mandays Allocated** | **Mandays Allocated** |
| --- | --- |
| **Project Management and Business Analysis**   1. Kick off Meeting 2. System Walkthrough – DGF session | 5 |
| **Configuration and Build-up**  **Start of configuration**  **OpManager**  **Installation of OpManager Server**   1. **OPManager application server installation**    1. Client to provide the physical or virtual server where the solution will be implemented on. 2. **Mail Server and Multi Factor Authentication Setup**    1. Client to provide mail server information details 3. **Technician enrollment**    1. Manual       1. Manual or through CSV importing          1. Up to 2 technicians only 4. **Credential Library**    1. Client to provide a CSV with credential information that the application will add in the system.       1. Only up to 1 CSV importing only       2. Client to provide the accomplished CSV file containing all the credentials for 5. **Enrollment of Server and Device to be Monitored**    1. Due to device availability dependency, triggering of network scan and enrollment will be done by the engineer and will only include the number of devices that are detected and enrolled within a certain number of days.       1. Client to provide the list of IP ranges for scanning          1. Up to 5 IP ranges only          2. Up to 100 SNMP/WMI target devices only for triggering          3. Monitoring is only up to 5 days only          4. Devices that are not enrolled during the monitoring days, the partner or the client will continue the enrollment of the remaining devices. 6. **Reports**    1. Up to 3 sample reports only   **Final deployment** | **15** |
| **Quality Test, Errors and Fixes**   1. Functional test cases creation 2. Functional Testing 3. User Acceptance Test | **5** |
| **Project Handover and Release Management**   1. Knowledge Transfer for:    1. Admin    2. Technicians (Train the Trainer) 2. Project Completion    1. Project Sign-off    2. Turn over to support | 5 |

**Project Summary:**

| Total Billable Work Efforts | 30 Mandays |
| --- | --- |
| Premium Support Manhours | N/A |
| Project Resource | 1-Project Consultant | 1-Project Manager | 1-Implementation Engineer |

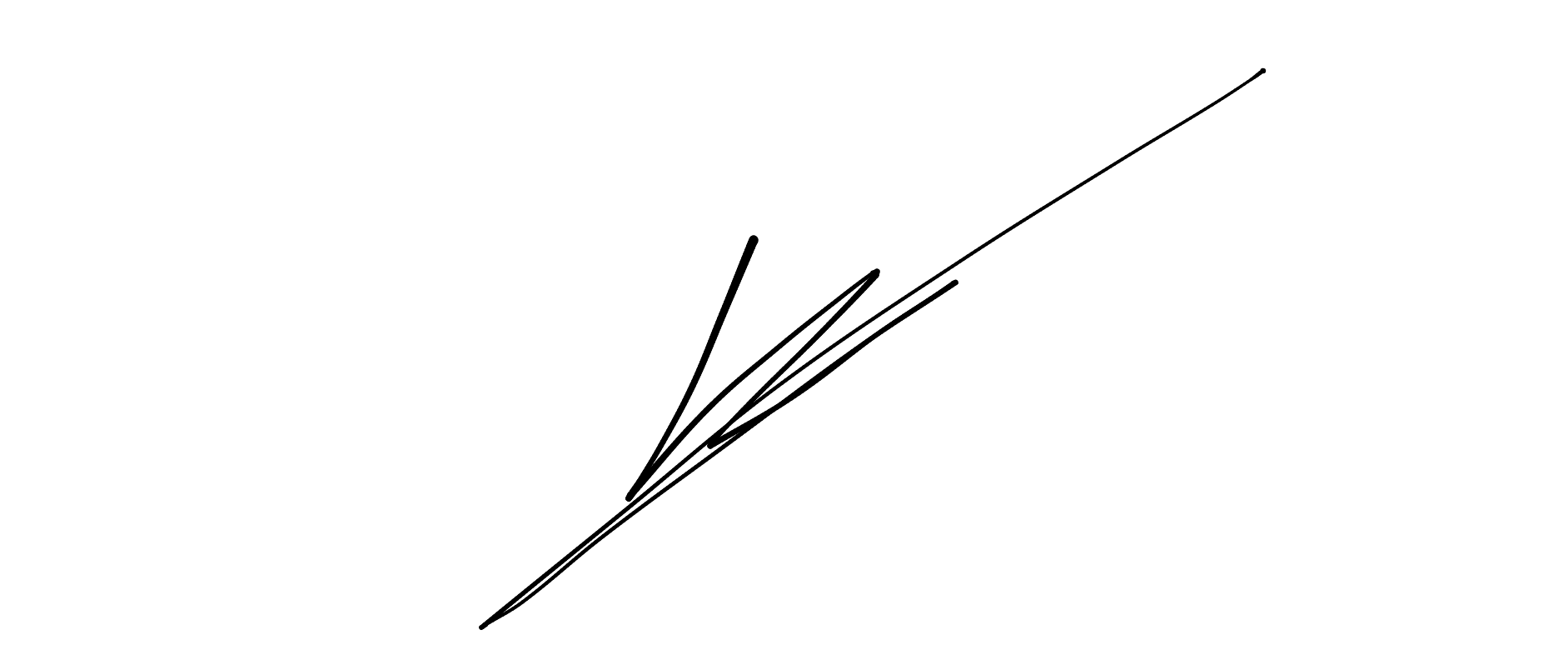
**Assumptions and Limitations**

**FULL IMPLEMENTATION**

ITG will be implementing OpManager. ITG recognizes that all parties must use all reasonable endeavors to meet agreed schedules and deadlines. ITG shall not be liable for any delays or failures in performance due to circumstances beyond its control. We have made the following overall assumptions in the development of this implementation methodology:

* In the performance of our work, we will not be assuming the role of management and we will report to you. It is understood that implementation of our recommendations will be at your sole discretion. Refer to project roles and responsibilities.
* It is assumed that a Client representative working on this effort would be existing staff doing this work as part of their normal work assignments.
* As ITG adapts to the new normal, the actual configuration and setup will be done remotely. The client and ITG may require a conference tool (i.e., Zoom, MS teams, or if there’s any preferred conference tool) to use for collaboration during the remote implementation.
* OpManager will be deployed/installed on a physical or virtual server provided by the client.
  + Client will provide the resources where the server will be installed.
  + Client to provide the required resources where the managed servers will be implemented.
* License coverage for the proposed project are the following:
  + Solution: OpManager
    - Edition: Professional
    - Number of devices: 100
    - Number of technicians: 3
* Enduser shall provide and maintain a fully operational technical environment that allows the implementation team to meet the required project deliverables on time.
* System requirements, architecture, and hardware resources for the product to operate shall be available/fulfilled/prepared  by the end user as needed.
* Local environment, platform and network related configuration will be implemented by the client’s team with the support from ITG implementation team
* The project deliverables will be implemented ONLY with-in the agreed stated scope of work and mandays allocated mayday allocated.
  + The total number of days proposed for this project is only 30 mandays.
    - Undelivered tasks dependencies of the project will be considered as task closed and default configuration will be established.
* Functionalities of the system that requires information or resources from the end-user needs to be provided on or before the defined target date, else will be set to default.
* Should a CSV/XLS import is necessary, the client shall build the CSV/XLS file/s.
* In the event of a change request, ITG will re-assess and scope as needed and will be subject to the approval of the stakeholders.
* The configuration shall ONLY cover the default administration module of the product with no customization, backend configuration or third party integrations. If needed, ITG will reassess and plot additional man-days and scope as needed.
* The project shall be considered completed once the following criteria
  + Business requirement definition documentation has been completed
  + Agreed configuration has been completed
  + Passed Functional Criteria
  + Training has been provided:
    - Admin
    - Technicians (Train the Trainer)
    - User (as required - Train the Trainer)
* Should the project finish ahead of the plotted man-days, the client has the privilege to divert the unused man-days to other services related to the client’s requirements. Or the client can add it on the support man-hours.
  + Additional requirements requested by the client relating to the requirement and project can be configured once after the initial project sign-off.
  + Requested configurations shall be subject to rescoping and approval.
* Any database related configurations will be accomplished by the client’s database administrators.

**SIGN-OFF AND ACKNOWLEDGEMENT**



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Michael Ernest Sanchez

Technical Account Manager, ESD-ITMS

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

**Rommel Joseph Bernabe**

Practice Head, ESD-ITMS

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Business Development Officer