

Requirements Assessment Sheet

Account Information:

Service Opportunity Type	Full Implementation of Manage Engine Endpoint Central Cloud Enterprise edition
Company Name	ViewQuest
Project Name	Full Implementation of Manage Engine Endpoint Central Cloud Enterprise edition
SDP Reference No.	76674
Account Manager	Jessa Cruz

Product profile:

Product Name	Manage Engine Endpoint Central Cloud
Product Platform	Cloud
Product Edition	ENT
Standard License Details	300 endpoints 2 users
Add-ons / Plug-ins	none

Requirements Assessment Sheet

Recommendation: ManageEngine Desktop Central UEM On-demand
Key Applications & Other Requirements:

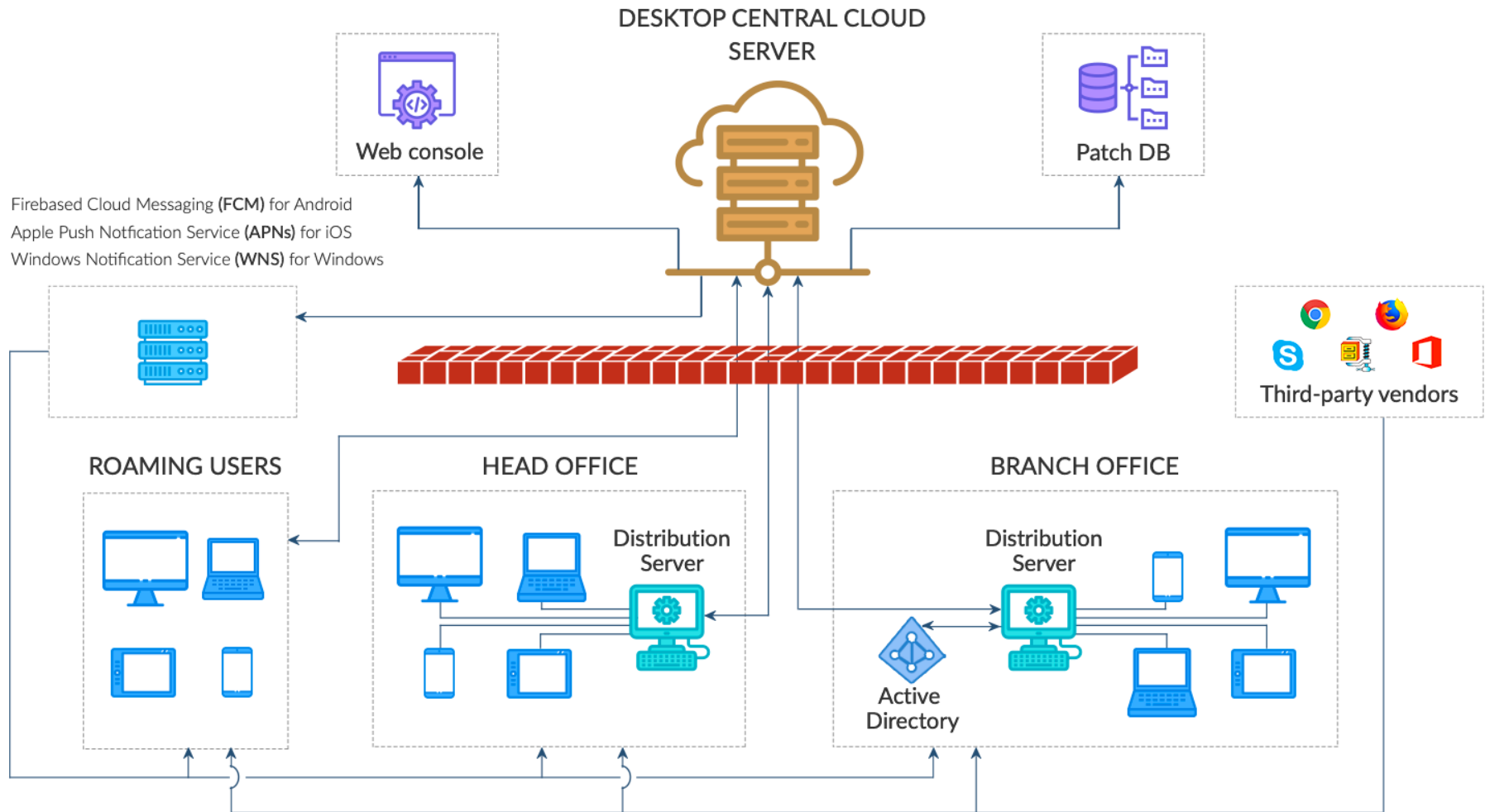


Figure 1 Desktop Central Cloud Architecture

Requirements Assessment Sheet

Hardware Requirements for Distribution Servers

The hardware requirements for distribution servers include the following:

No. of Computers Managed Using the Distribution Server	Processor Information	RAM Size	Hard Disk Space
1 to 500	Intel Core i3 (2 core/4 thread) 2.0 Ghz 3 MB cache	4 GB	6 GB*
501 to 1000	Intel Core i3 (2 core/4 thread) 2.9 Ghz 3 MB cache	4 GB	12 GB*
1001 to 3000	Intel Core i5 (4 core/8 thread) 2.3 GHz	8 GB	16 GB*
3001 to 5000	Intel Core i7 (6 core/12 thread) 3.2 GHz	8 GB	20 GB*

* May increase depending on the number of software applications and patches that are deployed

Note : It is highly recommended to install Distribution Server for every 1000 computers.

Requirements Assessment Sheet

ITG Project Members:

Project Member	Headcount	Role / Responsibilities
Project Consultant / Team Lead	1	<ul style="list-style-type: none"> • 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 product support/dev team.
Project Manager	1	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 product support/dev team. • Support end users' inquiries

EndUser Project Members:

Project Member	Headcount	Role / Responsibilities
Project Coordinator / SPOC	1	<ul style="list-style-type: none"> • Internally manages and coordinates the possible requirement changes, project deadlines/targets, prerequisites, dependencies, and internal support needed.

Requirements Assessment Sheet

Baseline/Core Configuration:

Phases/Activities	Mandays Allocated
1. Project Management and Business Analysis <ul style="list-style-type: none"> A. Kick-off meeting B. Workshop: Understanding User Stories C. Business requirement definition/acceptance 	3
2. Configuration and Build-up <ul style="list-style-type: none"> A. User and Permission Setup <ul style="list-style-type: none"> • Technician Role creation • Enrollment of Technician/s B. Domain Setting <ul style="list-style-type: none"> • Adding domain or workgroup C. Agent settings configuration D. Deployment of Agent <ul style="list-style-type: none"> • Inventory of registered computer E. Creation of device groupings - Custom groups* <ul style="list-style-type: none"> <i>*Maximum of 1-2 custom groups</i> F. Patch Management <ul style="list-style-type: none"> • Configuration of Patch Database settings • Creation of Deployment Policies* • Configuration of System Health Policy • Configuring Test and Approval Environment* • Configuration of Decline patches* • Configuration of Automated Patch Deployment Tasks* <i>*Maximum of 2-3 records to configure</i> G. Configuration Settings (Users and Computers) <ul style="list-style-type: none"> • Setting up Computer or User Configurations* for domain or workgroup users (Windows) • Creating configurations for Mac or Linux Systems (as needed) <i>*Maximum of 1-3 out-of-the-box configurations to configure per platform (Windows, Mac and Linux if applicable)</i> 	27

Revision No. 0

Effectivity Date: May 14 2019

FO-ESD-02-INFRA

Requirements Assessment Sheet

<p>H. Software Management</p> <ul style="list-style-type: none"> • Configuring Software Repository (via Network Share or via HTTP) • Configuration of Self-Service Portal Settings • Creating Software Packages* from the templates • Adding software packages – in-house developed apps** (If Applicable) • Creation of Deployment Policy/Policies* • Remote installation of Software from the created packages for Users or Computers (As needed) • Configuration of Self-Service Portal (Approved Applications that need to be showcased for end-users) • Configuration of Application Control* (Listing of Prohibited Software* and Block executable*) <p><i>*Maximum of 3-5 records to configure</i></p> <p><i>**Maximum of 1-2 packages to upload</i></p> <p>I. Reports</p> <ul style="list-style-type: none"> • Configuration* of Schedule for Pre-Defined Reports • Configuration* of Custom Reports and adding Schedule <p><i>*Maximum of 2-3 records to configure</i></p> <p>J. Asset Management Configuration</p> <ul style="list-style-type: none"> • Scan settings • Scheduled scan • Software License Management* • File scan rules* • Configure Inventory alerts • Configuration of Software metering rules* <p><i>*Maximum of 2-3 records to configure</i></p> <p>K. Remote Control settings configuration</p> <ul style="list-style-type: none"> • General Settings • User Confirmation <p>T. Mobile Device Management configuration</p>	
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Requirements Assessment Sheet

<p>a. Device enrollment¹</p> <ul style="list-style-type: none"> - Full Device Management* (Device Owner/Supervised) - Workspace Management- BYOD* (Profile Owner/Unsupervised) <p><i>*May use any of the supported enrollment methods.</i></p> <p>b. Device user assignment</p> <p>c. Device groupings* Creation</p> <p><i>*Maximum of 1-2 group to be configured.</i></p> <p>d. Profile Management Configuration*</p> <p><i>*Maximum of 1-2 profile policy configurations per platform to be configured.</i></p> <p>e. Application Management/App Repository configuration²</p> <ul style="list-style-type: none"> - Adding apps from the store apps* - Adding enterprise or in-house-developed apps* <p><i>*Maximum of 1-2 applications to be configured.</i></p> <ul style="list-style-type: none"> - App Updates policy* <p><i>*Maximum of 1-2 policies to be associated.</i></p> <p>f. Remote control setup</p> <p>g. Asset Management Configuration</p> <ul style="list-style-type: none"> - App blacklisting* <p><i>*Maximum of 2-3 applications to be configured.</i></p> <ul style="list-style-type: none"> - Enable Geo-tracking settings for mobile devices - Configuration of Geo-fence repository* - Configuration of Geo-fence policy* <p><i>*Maximum of 2-3 fence repositories and fence policy to be configured.</i></p> <ul style="list-style-type: none"> - Demonstration of Enable Lost Mode for mobile devices <p>h. Demonstration of Content management*</p> <p><i>*Maximum of 1-3 contents to be configured.</i></p> <p>i. Automate OS updates*</p> <p><i>*Maximum of 1-3 policies per platform to be configured.</i></p>	
<p>3. Quality Test</p> <ul style="list-style-type: none"> A. Preparation of Test Plan B. User Acceptance Test 	2
<p>4. Project Handover and Release Management</p> <ul style="list-style-type: none"> A. Admin Training B. Go Live 	3

Requirements Assessment Sheet

C. Knowledge Transfer D. Documentation	
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¹For iOS/macOS, it is mandatory to create and upload an APNs certificate. APN will be provided by the client. For Android devices, to enroll as Fully Managed Devices it is required to do a factory reset of the android devices prior to enrollment.

²MDM must be integrated into Apple Business Manager for iOS/macOS, Managed Google Play for Android or Windows Business Store for Windows devices to for Store application needed. Account for the concerned application store will be provided by the client.

Project Summary:

Total Billable Work Efforts	35 Mandays
premium Support Manhours	NA
Project Resource	1-Project Consultant 1-Project Manager 1-Implementation Engineer
Duration in Calendar Days	35 Days(straight)

Assumptions and Limitations

Revision No. 0

Effectivity Date: May 14 2019

FO-ESD-02-INFRA

Requirements Assessment Sheet

ITG will be implementing **Manage Engine Endpoint Central Cloud Enterprise edition with 300 endpoints and 2 users.** 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 the 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.
- Endpoint Central will be hosted in Manage Engine's cloud instance.
 - Installation and setup of Distribution server is excluded from the scope. Should the client require assistance with the configuration of Distribution server, ITG will re-assess, and plot additional man-days and scope as needed.
- The above man-days cover the following acceptable scope:
 - Endpoint Central Cloud Enterprise edition
 - 2 technicians and 300 endpoints (combination of workstations, servers, smartphones, tablets)
- For any additional items apart from the stated scope above, ITG will re-assess and plot additional man-days and scope as needed.
- For agent deployment – the ITG engineer will help to install the agent up to 70% of the total number of endpoints and try to get most of the devices inventoried within the allotted man-days, otherwise, agent deployment of the remaining endpoints will be done by the end user. Should the client require assistance ITG will re-assess and plot additional man-days and scope as needed.
- For mobile device management enrollment – the ITG engineer will help to enroll endpoints up to 20% of the total number of endpoints combination of mobile devices and Windows/macOS workstations and try to get the most of the devices inventoried within the allotted man-days, otherwise, device enrollment of the remaining endpoints will be done by the end user. Should the client require assistance ITG will re-assess and plot additional man-days and scope as needed.
- For Mobile Device Management the following should be met:
 - For iOS/macOS, creating and uploading an APN certificate is mandatory. APN will be provided by the client.
 - For Android devices, to enroll as Fully Managed Devices, a factory reset of the devices is required before enrollment.
 - MDM must be integrated into Apple Business Manager for iOS/macOS, to enroll as Supervised devices.
 - App Store for iOS/macOS, Managed Google Play for Android, Windows Business Store for Windows devices to Store applications needed. Account for the concerned application store will be provided by the client.
- In the Endpoint Central Enterprise edition, the following are not available.
 - Out of the box Enrollment for Laptops (ABM, AutoPilot)
 - Firmware Password for Mac
 - Kiosk for Windows
 - Office 365 Conditional Access for Windows
 - Geo-Tracking for Laptops
 - Remote Lock and Remote wipe for Laptops
 - Lost Mode for Windows
 - FileVault Encryption
- End-user shall provide and maintain a fully operational technical environment that allows the implementation team to meet the required project deliverables on time.

Revision No. 0

Effectivity Date: May 14 2019

FO-ESD-02-INFRA

Requirements Assessment Sheet

- 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 end-user team with the support from ITG implementation team
- The project deliverables will be implemented ONLY within the agreed stated scope of work and man-days allocated.
- Functionalities of the system that requires information or resources from the end-user need 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.
- Undelivered tasks dependencies of the project will be considered as task closed and default configuration will be established.
- 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 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
 - Administrator Training has been completed and
 - System is @ Go Live - ready for active directory management operation
- All OS-related configurations will be done by the end user's SysAds.
- All network-related configurations will be done by the end user's NetAds.
- 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 to the support man-hours.

Requirements Assessment Sheet

SIGN-OFF AND ACKNOWLEDGEMENT

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Date: 03/06/2023

Rommel Joseph Bernabe
Regional Technology Manager, ME

Date: __/__/__

Rochelle Marquina
Business Development Officer

Date: __/__/__