

Requirements Assessment Sheet

Account Information:

Service Opportunity Type	Kickstart Implementation of Manage Engine Endpoint Central Cloud Enterprise edition
Company Name	ViewQuest
Project Name	Kickstart 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

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Recommendation: ManageEngine Desktop Central ENT On-demand

Key Applications & Other Requirements:

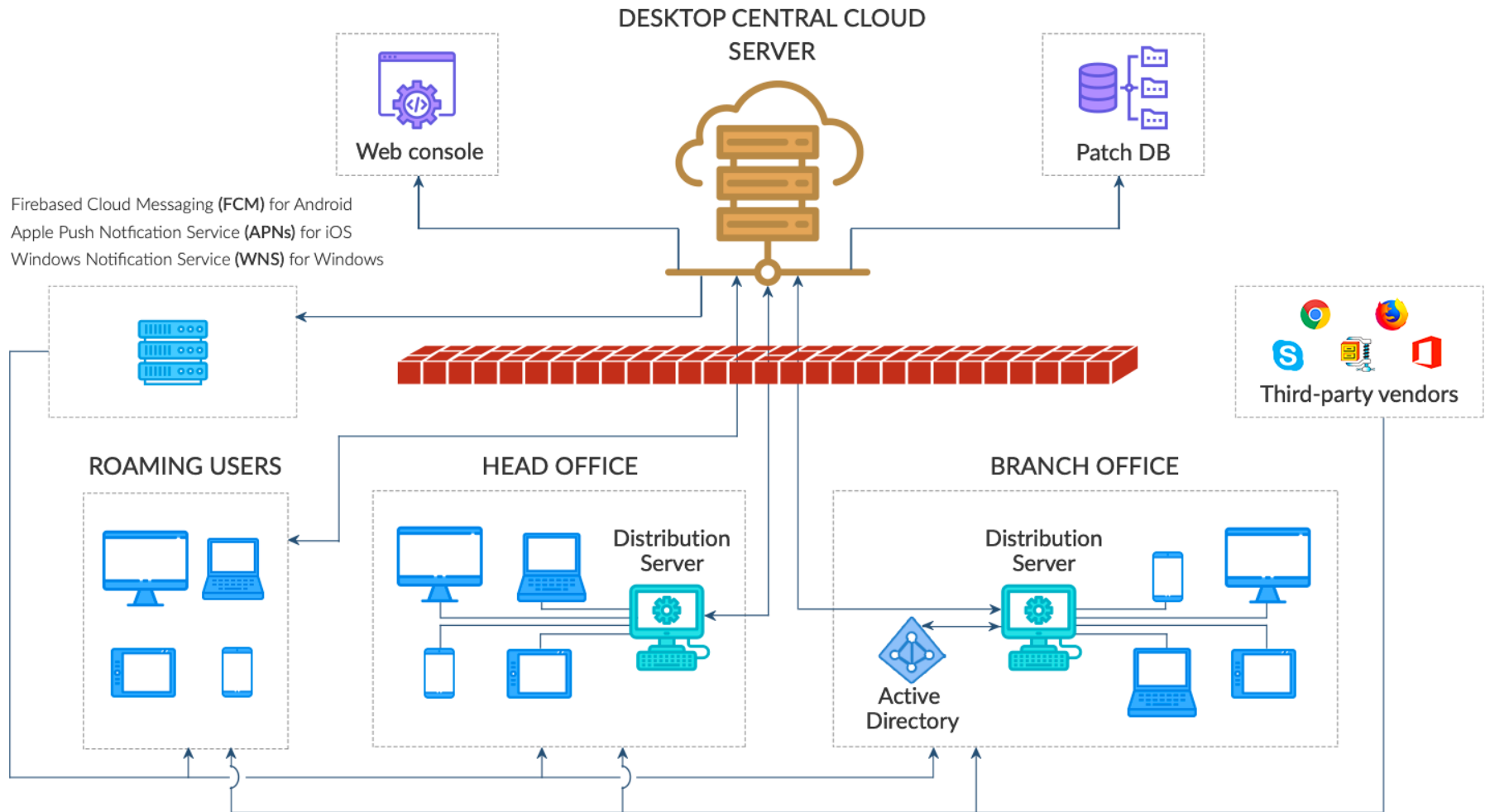


Figure 1 Desktop Central Cloud Architecture

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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.

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Project Deliverables:

Admin Training	Requirement Scoping	Implementation	User Acceptance Testing
 <ul style="list-style-type: none"> • To provide /impart skills to endusers systematically so that they may learn quickly and be ready for identifying what activities that the project team will perform based on the allocated Mandays. • indepth understand the features and functions of the product • Enablement on the product core/baseline admin configurations 	 <ul style="list-style-type: none"> • Define/Identify the needed functions modules to be enabled on top of the core/baseline configuration. • Mark and agree on the prioritized activities to be performed to the allotted Mandays 	 <ul style="list-style-type: none"> • Perform core/baseline configuration activities on the allotted mandays • Perform other configuration activities allocated for implementation - project team with the enduser 	 <ul style="list-style-type: none"> • Testing performed by the the project team and enduser to validate/verify/accept the agreed allocated activities performed.

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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 enduser 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.

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Baseline/Core Configuration:

Phases/Activities	Mandays Allocated
1. Project Management and Business Analysis A. Kick-off meeting B. Admin Training C. Workshop: Understanding User Stories-Data Gathering Form	
2. Configuration and Build-up 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* <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 1-2 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 1-2 out-of-the-box configurations to configure per platform (Windows, Mac and Linux if applicable)</i> H. Software Management <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) 	15

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- 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*)
- *Maximum of 1-2 records to configure*
- **Maximum of 1-2 packages to upload*

I. Reports

- Configuration* of Schedule for Pre-Defined Reports
- Configuration* of Custom Reports and adding Schedule
- *Maximum of 2-3 records to configure*

J. Asset Management Configuration

- Scan settings
- Scheduled scan
- Software License Management*
- File scan rules*
- Configure Inventory alerts.
- Configuration of Software metering rules*

**Maximum of 1-2 records to configure*

K. Remote Control settings configuration

- General Settings
- User Confirmation

T. Mobile Device Management configuration

a. Device enrollment¹

- Full Device Management* (Device Owner/Supervised)
- Workspace Management- BYOD* (Profile Owner/Unsupervised)

**May use any of the supported enrollment methods.*

b. Device user assignment

c. Device groupings* Creation

**Maximum of 1-2 groups to be configured.*

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<p>d. Profile Management Configuration*</p> <p><i>*Maximum of 1 profile policy configuration 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 application to be configured.</i></p> <ul style="list-style-type: none"> - App Updates policy* <p><i>*Maximum of 1 policy 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 1-2 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 1 fence repository 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. User Acceptance Test 	
<p>4. Project Handover and Release Management</p> <ul style="list-style-type: none"> A. Knowledge Transfer 	

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.

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Project Summary:

Total Billable Work Efforts	15 Mandays
premium Support Manhours	NA
Project Resource	1-Project Consultant 1-Project Manager 1-Implementation Engineer
Duration in Calendar Days	15 Days(straight)

Assumptions and Limitations

ITG will be implementing **ManageEngine Endpoint Central Cloud Enterprise edition**. 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 management role and will report to you. It is understood that the implementation of our recommendations will be at your sole discretion. Referring 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.
- Project staff resources such as phone, and internet/ LAN access will be available for ITG-deployed project engineers when and as they are needed. End-user will allow the ITG project team to use email, remote access, and virtual/WebEx sessions for external support.
- Assuming all the prerequisites and required data are available at the time of implementation.
- 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.
- The project deliverables will be implemented ONLY within the agreed stated scope of work and man-days allocated.
 - Kickstart implementation is time and material, once the agreed man-days are consumed, the end-user is to continue any remaining configurations. Should the client require assistance from ITG upon consumption of the agreed man-days ITG will reassess and plot additional man-days as needed.
 - Project documentation is excluded in kickstart implementation, should the client require documentation ITG will reassess, and plot additional man-days as needed.

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- 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 patching Red Hat, all the managed endpoints must have Standard subscriptions for Red Hat Enterprise Linux.
- The project deliverables will be implemented ONLY within the agreed stated scope of work and man-days allocated.
- For agent deployment of Windows devices, it is suggested to make use of GPO for the deployment assuming the client has an Active Directory in place.
- The ITG engineer will assist with the agent installation of up to 10% of endpoints combination of computers and servers 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 up to 5% of endpoints combination of mobile devices and Windows 10/11 and macOS laptops and try to get 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 devices, to enroll as Fully Managed Devices/Supervised devices it is required to do a factory reset prior to enrollment.
 - App Store for iOS/macOS, Managed Google Play for Android, Windows Business Store for Windows devices to Store applications needed. An account for the concerned application store will be provided by the client.
- For adding packages under Software Deployment, for EXE package type silent switches for software installation and/or uninstallation shall be provided by the client's vendor of the software. In the event, it is not provided project will be considered as task closed and default configuration will be established.

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- 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
- For any additional apart from the stated scope, ITG will re-assess, and plot additional man-days and scope as needed.
- The end-user 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.
- The end-user 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 end user with the support from ITG implementation team.
- Functionalities of the system that require information or resources from the end user need to be provided on or before the defined target date.
- 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.
- Admin training, Scoping of requirements, implementation, and user testing will be delivered.
- 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.
 - Completed Administrator Training
 - Completed configuration scoping.
 - Consumed allocated man-days for daily implementation activities.

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- In the event of a change request, ITG will reassess, and scope as needed and will be subject to the approval of the stakeholders.
- Add-on required by the client will require added man-days.
- All OS-related configuration will be done by the client's SysAds.
- All network-related configurations will be done by the client's NetAds.
- The client should fix the network issues if any.

SIGN-OFF AND ACKNOWLEDGEMENT

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