

Information Management and Governance Onsite 5-Day Service

Micro Focus Information Management and Governance Onsite 5-Day Service is designed to help customers implement or extend the functionality of Micro Focus IMG products, aimed at meeting their organization's unique requirements by providing a Professional Services specialist to complement their own staff capabilities.

Overview

Micro Focus Information Management and Governance Onsite 5-Day Service is designed to help customers implement or extend the functionality of Micro Focus IMG products, aimed at meeting their organization's unique requirements by providing a Professional Services specialist to complement their own staff capabilities. The Micro Focus Information Management and Governance Onsite 5-Day Service can be applied toward: solution discovery and transformation workshops, assistance with architectural and process design, installation and configuration of Micro Focus IMG products as well as integration with other products, at the direction of the customer.

Service Implementation

The Micro Focus Information Management and Governance Onsite 5-Day Service provides for the implementation of Micro Focus IMG products per customer's written request and coordination. Services are conducted in accordance with the product manufacturer's specifications and customer's specific requirements provided in the preinstallation customer requirements questionnaire.

Service Planning and Deployment

Installation

The Micro Focus Professional Services specialist will schedule the delivery of this service at a time mutually agreed upon between Micro Focus and the customer, which shall be during local Micro Focus standard business hours, excluding holidays, unless otherwise agreed by Micro Focus. Any services provided outside of standard business hours will be subject to additional charges.

Micro Focus will provide Micro Focus Professional Services specialists with the following skill set(s) to work at the direction of the customer:

- Assist with the delivery of workshops to define and accelerate customer's transformation roadmap
- Assist in developing reference solution architecture for the enterprise deployment
- Assist in the planning and deployment of Micro Focus IMG products into pre-production and/or production environment
- Assist in the integration of Micro Focus IMG products with other customer applications

- Guide and assist in the configuration of the solution as defined within the Solution Architecture
- Guide and/or review documentation of the deployed Micro Focus IMG solution.

Developer Support during Integration

The Micro Focus Professional Services specialist may perform any of the following activities:

- Integration design guidance for integration with customer's reference applications
- Review and validate of integration and deployment plans
- Guidance regarding which Micro Focus IMG products interfaces to use for specific use cases, what parameters should be passed, etc.
- Best practices walkthrough, including topics such as:
 - Pre-implementation check lists
 - Process Design
 - Health Checks
- Assist in planning the rollout
- Remote support during the rollout
- Participate in a close-out meeting

Customer Mentoring

The Micro Focus Professional Services specialist may provide mentoring and knowledge transfer associated with any of the following topics:

- Introduction to Micro Focus IMG technologies
- IMGistration and configuration options
- Maintenance and Operations

Service Eligibility

Prerequisites

The customer must provide the following for delivery of this service:

- Customer must own or concurrently purchase the required Micro Focus IMG products
- Enough network connectivity, rack space, power, and cooling at the customer site (or equivalent capacity in a cloud service provider) to support the Micro Focus IMG solution
- The customer will be responsible for all applicable data backup

Service Limitations

Activities such as, but not limited to, the following are excluded from this Service:

- Purchasing certificates or licenses needed for installation
- Any task that requires access to customer systems or applications. This includes making firewall, DNS or other networking changes within the customer network
- Any services not clearly specified in this document or services beyond the license limitations of the included products

Customer Responsibility

- Contact a Micro Focus Professional Services specialist within 90 days of the date of purchase to schedule the delivery of the Service

- Coordinate Service deployment on third party-maintained hardware/software (if applicable) with Micro Focus
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist Micro Focus in facilitating the delivery of this Service
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met
- Ensure the availability of all hardware, firmware, and software required by the Micro Focus Professional Services specialist to deliver this Service
- Retain and provide to Micro Focus upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service
- The customer shall provide reasonable access and working space at the site as Micro Focus may reasonably request. The customer will provide Micro Focus and Micro Focus subcontractor staff standard telephone and dial-up or comparable data access to Micro Focus' Network at industry standard speeds. Micro Focus shall observe the customer work rules and security and safety policies while performing Micro Focus Services at the site of which Micro Focus is informed of in writing in advance and that are not inconsistent with Micro Focus' own business practices.
- Depending on the requirements, Micro Focus Professional Services may require the customer to install multiple servers to enable testing failover, DR, HA and other scenarios; this environment can mimic the production environment and allow the customer to test the interaction of Micro Focus

IMG software with other systems (AD, Application Servers, Databases, etc.).

Duration

Delivery of this Service will not exceed a total of 40 service hours. This Service will be delivered onsite by one Micro Focus Professional Services specialist for up to 5 contiguous days.

Other Guidelines

Micro Focus uses a forty (40)-hour work week and eight (8)-hour workday as its standard.

The onsite service delivery times will be subject to local Micro Focus standard business hours, excluding Micro Focus holidays, unless otherwise agreed to in writing by Micro Focus.

Terms

Micro Focus Customer Terms—Professional Services. The services described in this data sheet ("Services") are subject to the *Micro Focus Customer Terms—Professional Services* posted at www.microfocus.com/en-us/legal/end-user-agreement-terms (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies Micro Focus of rescheduling less than ten (10) business days prior to the offering start date, the obligations of Micro Focus to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Contact us at:
www.microfocus.com

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Services; Acceptance. Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by Micro Focus; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services Micro Focus may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

Authorization to Install Software. During the provision of Services, Micro Focus may be required to install copies of third-party or Micro Focus-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes Micro Focus to accept all Shrink-wrap Terms on Customer's behalf.

Existing License & Support Agreements. Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable

to software products separately licensed by Customer from Micro Focus or any other party unless expressly provided for in the applicable data sheet.

Payment; Validity. The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, Micro Focus's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify Micro Focus in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

Learn more at
[Micro Focus Professional Services](#)

SKU PS-AA817—Archiving and Risk Mgmt

SKU PS-AA816—Collaboration

SKU PS-AA818—Connected

SKU PS-AA819—IDOL

SKU PS-AA709—Secure Content Mgmt