

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 testes).
- 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:

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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:

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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:

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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