

LightSpeed PM

A QUEST PREFERRED PARTNER

Stat Health Check

Description

The Stat Health Check services offering is designed to assess the current health and performance of your Stat for Oracle EBS or Stat for Peoplesoft application. Services are provided remotely via WebEx, delivered by LightSpeed PM, the only Preferred Partner to be certified by Quest Software to deliver Stat Professional Services.

Duration

- 12 hours of Assessment, documentation and presentation of recommendations
- Up to 2 hours of PM time as needed to coordinate activities

Overview

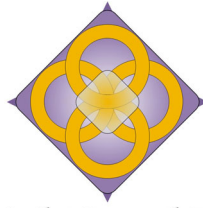
This offering is more than your typical “login and check it out” approach. Much more! We begin by capturing all the details about your environment and how well its configuration matches recommended practices. We will pinpoint weaknesses in the Stat Security model and ensure stability and supportability of your Stat environment

Our process roots out underlying issues that come with years of evolving Change Management and staff turnover, both of which can result in poor or inconsistent use of the tools. Additionally, we will identify potential areas of functionality that can be leveraged to enhance your usability of the Stat application.

Component assessment and data capture

Our consultant will conduct a Health check review, which will include the following tasks:

- Basic System Information
 - Stat Version
 - System Parameters
- Configuration counts of Active and Inactive records, outliers will be identified
 - General Tables
 - Agents
 - Connections
 - Customers
 - Service Domains
 - Service-Domain Specific Tables
 - Activity Codes, including auto-generated
 - Applications
 - Migration Paths



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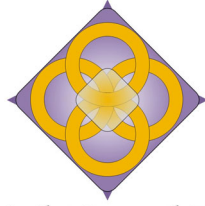
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- Priorities
 - Queues
 - Workflows
- Agent Jobs
- Security Tables
 - Users
 - User Classes
 - Security profiles
- Unused Configuration Items – possible candidates for inactivation
 - Statuses not used in workflow
 - Types not used in workflow
 - Activity codes not used in workflow
 - Migration paths not used in workflow
- Security Review
 - Who has override rights?
 - Are overrides captured?
 - How many users have Stat Administrator rights?
 - Who can and cannot unlock locked CSRs?
 - Who can do development but cannot manage locks?
 - Who can manage object locks?
 - Who can do development but cannot reprioritize reservations?
 - Who can reprioritize reservations?
 - Who can migrate to Base?
 - Who can run Archive Sync?
 - Who can run Recovery Wizard?
 - Who can run the CSR Purge Wizard?
 - Which users' security rights do not confirm with their role?
 - Not in proper queues
 - Have security access assigned superseding their role
 - Which inactive users still have security rights?
 - How many different security profiles are being used?
 - Which user classes are inactive but are assigned to users?
 - Which users are inactive but are still assigned to queues?

Functionality Assessment

Look at potential areas in which Stat could be leveraged to assist with the following processes:

- Migrations by Release
- Restoring Code Post-Environment Refresh



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- Applying PeopleSoft/Oracle EBS Application Patches
- Parallel Development – Production Support, Emergency Fixes, Projects

Reporting

Once the data has been collected and analyzed, we will present the findings along with a scoreboard measuring your configuration's Completeness and Consistency. Recommendations will be provided as to how to resolve any issues identified.

Contact your ESM for a quote. If additional services may be acquired to assist with implementing changes.

SKU: LLPM-QUEST-STAH-PP