

Services Offering Description

QSA-KCE-PP

KACE Remote Quickstart - Essentials

For KACE Systems Management Appliances

The KACE Remote Quickstart – Essentials for KACE Systems Management Appliances Services Offering consists of all the “Core Feature Deliverables” and one (1) of the “Optional Deliverables”.

Core Feature Deliverables:

Deliverable	Description
Product Overview	<ul style="list-style-type: none"> • An overview of the KACE SMA user interface and the following general features: <ul style="list-style-type: none"> ○ Organizations (if applicable) ○ Security/Patching ○ Reporting ○ Service Desk ○ Scripting ○ Distribution ○ Asset Management ○ Monitoring ○ Inventory ○ Labels • The Project Overview will be delivered during the first session (up to 30 minutes)
Initial Setup Configuration	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Initial setup configuration of the KACE SMA for the following general settings: <ul style="list-style-type: none"> ○ Appliance settings ○ System maintenance ○ Existing configuration settings and system log files ○ User Roles (up to 3) ○ Basic LDAP authentication (up to 3) ○ Device Labels (up to 10) ○ Organizations (up to 2, as applicable)
Agent provisioning	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Recommendations based upon best practices regarding agent provisioning strategy within your network • Assistance in the deployment of approximately twenty-five (25) agents. The task can be completed via: <ul style="list-style-type: none"> ○ IP range ○ GPO ○ Scripted agent installer
Custom Inventory	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Approximately ten (10) pre-configured custom inventory objects useable in most environments
Introduction to Self-Paced Training Library	<ul style="list-style-type: none"> • An introduction of how to access the online library (up to 15 minutes), including instruction on how to: <ul style="list-style-type: none"> ○ Learn and receive training on any ‘optional’ features not selected under this Services Offering Description ○ Refresh and expand your knowledge on any ‘core’ or ‘optional’ features selected under this under this Services Offering Description

Optional Feature Deliverables:

Services Offering Description

QSA-KCE-PP

Deliverable	Description
Software Distribution	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • A review of your software deployment objectives and implementation support based on best-practices (up to 15 minutes) • Assistance with the creation and configuration of the managed install process for up to five (5) standard applications, such as: <ul style="list-style-type: none"> ○ Techsmith Camtasia Studio™ ○ Oracle Java 7/8 Update ○ Microsoft Silverlight ○ Microsoft Visual C++ Redistributables ○ Microsoft Office 2010/2013/2016 ○ Mozilla Firefox™ ○ Adobe Flash Player™ ○ Adobe Acrobat Reader™ ○ Adobe Acrobat™ ○ SonicWALL VPN Client ○ Cisco VPN Client ○ Autodesk Revit™ ○ <i>(Other applications as determined)</i> • Knowledge transfer of up to 15 minutes about managed installs that support: <ul style="list-style-type: none"> ○ Windows™ installer ○ Installers supporting scripting ○ Installers supporting command-line switches ○ Multi-file installers (ZIP) • Assistance with the creation and configuration of one (1) file synchronization • Assistance with the creation and configuration of one (1) software update processes • Assistance with the creation and configuration of up to two (2) software uninstallers
Patch Management	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Review current patching practices and provide implementation support based on best practices (up to 30 minutes) to include: <ul style="list-style-type: none"> ○ Assistance with configuration of your Patch subscription ○ Assistance with creation of up to ten (10) Patch labels • Assistance with the creation and configuration of up to two (2) patch management schedules • Assistance with the enablement and configuration up to two (2) predefined reports
Scripting	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Review current scripting practices and provide implementation support based on best practices (up to 30 minutes) • Assistance with the creation and configuration of up to one (1) script leveraging the configuration/security policy feature • Assistance with the creation and configuration of up to one (1) custom script with up to two (2) tasks, making use of: <ul style="list-style-type: none"> ○ Verify ○ On Success ○ Remediation ○ On Remediation Success ○ On Remediation Failure
Software Management	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Assistance with the configuration of up to three (3) metering titles

Services Offering Description

QSA-KCE-PP

	<ul style="list-style-type: none"> • Assistance with the configuration of up to three (3) software title for typical licensing • Assistance with the configuration of up to three (3) software title for application control
Assets	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Review asset import practices and provide support during the engagement based on best practices (up to 30 minutes) • Demonstrate one (1) import asset function from an existing CSV spreadsheet using the import wizard (you must provide CSV file)
Server Monitoring & Agentless Inventory	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Assistance with the configuration of up to five (5) operating systems (OSes) for monitoring using standard Log Enablement Packages (LEPs) • Assistance with the configuration of up to three (3) devices for agentless monitoring

Prerequisites and Assumptions

- The Deliverables assume only one (1) KACE SMA implementation
- No Services shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager
- Customer will:
 - Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the “Hardware Specifications” section of the KACE SMA webpage (found on www.quest.com/products/kace-systems-management-appliance/)
 - Provide remote access to the KACE SMA via WebEx, and if required, a support tether.
 - Ensure all networking related setup for the server is completed prior to engagement
 - Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents
 - Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, ChargeBack, etc.)
 - Ensure other technical and business resources, as needed, will be able to participate throughout the activities under this Services Offering.