KACE Desktop Authority Quickstart - Prepaid

Description

The KACE Remote Desktop Authority Quickstart service is a custom-tailored implementation solution designed to assist you with the initial implementation and configuration of your KACE Desktop Authority ("DA"). The service focuses on ensuring Desktop Authority is configured optimally for both your environment and your priority administrative needs. It also includes knowledge transfer on how best to manage the core processes and features of your KACE Desktop Authority software.

NOTE: All services expire twelve (12) months from date of purchase.

Outcomes

Our KACE Subject Matter Experts ("SMEs") ensure all the core features and configurations of your KACE software such as initial server and console setup, client provisioning, data collection, and more are quickly and efficiently implemented. By leveraging our time-tested methodologies and expert guidance through the entire implementation processes, your IT teams will be ready to administer KACE Desktop Authority for best serving your environment demands.

Benefits
- Ensure your KACE solution is set up quickly and properly
- Save valuable time with help from experts to implement your new solution
- Receive expert and custom configurations designed for your specific scenario
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and activities

With the selection of the KACE Remote Desktop Authority Quickstart service you will receive support on all of the 'core' designated features and configuration and knowledge transfer of up to three (3) additional features. The activities supported within each 'core' and 'Additional' feature are listed in 'Appendix A'.

KACE Remote Desktop Authority Quickstart – Prepaid – Core and Additional Features	
Product Overview	●
Initial Setup Configuration – Basic	●
Client & Script Deployment	●
Data Collection Policy	●
Knowledge Transfer – Validation Logic, Core Reports, Basic Policy Configuration	●
Console Access Configuration – Basic	●
Intro to Self-Paced Training Library	●
Multiple Domain Configuration and/or Multiple Replication Target Configuration	○

Multiple Profile Configuration	○
Logging & Custom Report Review	○
Multiple Access Group Configuration	○
USB Device Control Configuration & Deployment	○
Remote Gateway Configuration Assistance	○

● = **Core**   ○ = **Additional**

The KACE Remote Desktop Authority Quickstart – Prepaid includes the following activities which are delivered in three (3) session:

- **Discovery / Architecture / Design & Documentation**
  - Review implementation business objectives, confirm the expected scope, and identify key personnel
  - Validate service prerequisites are fulfilled
  - Define the project timeline with scheduling details
  - Provide knowledge transfer on the Self-Paced Training Library

- **Deployment**
  - Deploy and configure one (1) domain for KACE Desktop Authority
  - Perform all 'core' feature activities
  - Review KACE Desktop Authority user base and monitoring and reporting use cases – Configure up to three (3) additional features

- **Knowledge Transfer**
  - Discuss operational use of the KACE Desktop Authority, its configuration, and best practices
  - Provide knowledge transfer on key administration activities for the core and additional features

Prerequisites and assumptions
- Scope of services assume just one (1) KACE Desktop Authority implementation
- All service activities are to be completed within 30 days
- No service activities 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 "Specifications" section of the KACE DA webpage (found on https://www.quest.com/products/kace-desktop-authority/)
- Provide remote access to the KACE DA WebUI Console via WebEx.
- Ensure all networking related setup for the server is completed prior to engagement
- Ensure connectivity access (through firewall established between all clients, if applicable) is configured between the server and clients

- Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Azure, AWS, Active Directory, etc.)
- Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
QPK-CAL-PP	KACE Desktop Authority Quickstart - Prepaid

Appendix A

Feature	Core / Additional	Service Includes

Product overview	Core	• Overview of the KACE DA Admin Console interface and the following general features:
		  o Policy configuration
		  o Email Settings
		  o Application Discovery
		  o Self-Service Elevation
		  o Instant Elevation

Initial Setup Configuration - Basic	Core	• Review of initial configuration and setup
		• Assistance with initial setup configuration of the KACE DA for the following general settings:
		  o Console Installation
		  o Server Installation (up to 1 domain)
		  o Client Deployment (up to 3 OU's)

Client & Script Deployment	Core	• Review of Client deployment & Login scripting • Recommendations based upon best practices regarding agent provisioning strategy within your network • Assistance in the deployment of DA Client for up to three (3) organizational units (OU's) via the DA Console's integrated GPO method. • Assistance in the assignment of DA Logon script for up to ten (10) users.
Data Collection Settings	Core	• Introduction to data collection and settings • Configure up to two (2) pre-configured rule objects useful for most environments
Knowledge Transfer	Core	• The following topics will be reviewed. • Validation Logic • Core Reports • Basic Computer Policy Configuration, up to three (3) objects configured. • Basic User Policy Configuration, up to three (3) objects configured.
Console Access Configuration – Basic	Core	• Review of Console configuration • Configure up to two (2) pre-configured access groups objects useful for most environments • Configure up to one (1) pre-configured access groups objects useful for most environments
Intro to Self-Paced Training Library	Core	• Access to the Self-Paced Training Library is Core as part of your ongoing support subscription • Introduction of how to access the online library

Multiple Domain Configuration and/or Multiple Replication Target Configuration	Additional	• Overview of multiple domains and multiple replication target configurations. • Recommendations based upon best practices regarding agent provisioning strategy within your network • Assistance in connecting DA to up to five (5) Active Directory domains across no more than one (1) AD forest • Domains must already have federation and/or 2-way trusts.
Multiple Profile Configuration	Additional	• Configure up to three (3) additional consisting of: • Computer Policy Configuration, up to five (5) objects configured, per profile, including validation logic. • User Policy Configuration, up to five (5) objects configured, per profile, including validation logic.
Logging & Custom Report Review	Additional	• Review of logging and custom reports
Multiple Access Group Configuration	Additional	• Review of multiple access groups. • Assistance with the creation and configuration of up to two (2) Console access privilege groups
USB Device Control Configuration & Deployment	Additional	• Review of USB Device Control and configuration • Review of USB Device Control and configuration. • Assistance in the deployment of DA Device Control • Client for up to three (3) organizational units (OU's) via the DA Console's integrated GPO method, or KACE SMA. • Assistance with the creation and configuration of up to two (2) USB Device Policies
Remote Gateway Configuration Assistance	Additional	• Review of the Remote Gateway • Assistance with the creation and configuration of up to one (1) Remote Gateway for use with Expert Assist feature.