# KACE Expert Assist – Prepaid

## Description

This **KACE Expert Assist** service includes implementation and consulting services concerning a single KACE Appliance feature. This configuration service will be delivered remotely or offline (KACE Tether).

## Outcomes

The **KACE Expert Assist** is designed with both new and existing customers in mind. Whether your team lacks the technical expertise or may not have time to deploy and configure an additional feature to meet your business needs, our Subject Matter Experts (SMEs) help you through this process using our tested implementation methodology. Our team helps you quickly.

## Benefits

- Opportunity to review and define your goals and objectives with a KACE SME
- Ensure your KACE Feature is set up quickly and properly.
- Overcome internal resource constraints.
- Learn best practices to ensure you use the solution to its fullest potential.

## Approach and Activities

A Quest representative will contact the customer to schedule this Service, allowing for at least ten (10) business days lead time before the start of the Service, based upon mutually agreed-upon resource availability. This service will be provided during normal Quest business hours Monday through Friday (8:00 a.m. to 5:00 p.m. engineer local time). No service activities shall occur during local, state, and/or country holidays unless other arrangements have been made at Quest's discretion.

This service offering is a fixed-deliverable set of activities. Activities cannot be changed without a fully executed amendment – an amendment may change the pricing of the offering.

Planned activities apply to one KACE software solution. Applicable KACE solutions:

- KACE Systems Management Appliance (SMA) *
- KACE Asset Management Appliance (AMA) *

- KACE as a Service (KaaS) *
- KACE Systems Deployment Appliance (SDA)
- KACE Cloud (KC)
- KACE Desktop Authority (DA)

**Planning**
- Once the services team receives the order, we will arrange scheduling, remote access requirements, and web conferencing needs via e-mail with the point of contact indicated on the order.
- Where necessary, information/documentation specific to completing the defined task will be collected from the customer via questionnaire or remote session.

**Implementation**
- Work may be completed offline for the customer, either in the customer environment or a development environment, and later imported into the customer environment. For example, Software deployment configurations may be prepared outside the customer environment and imported.
- Work may be performed interactively with the customer via remote session or direct appliance access, as determined by the task and technician.
- The item scoped for light customization will be configured as outlined in the planning discussion and tested for basic functionality in the customer environment.

**Knowledge Transfer**
- The subject matter expert will provide knowledge transfer related to the item scoped for light implantation. This knowledge transfer includes specifics on item best practices, leveraging what was implemented, and scaling moving forward.

This service offering includes only one option from below: Product eligibility as indicated.

| | SMA/AMA/KaaS | SDA | KC | DA |
|---|---|---|---|---|
| **Software Deployment/Installation** | ✓ | ✓ | ✓ | ✓ |
| **Patching & Security** | ✓ | | ✓ | ✓ |
| **Scripting** | ✓ | | ✓ | ✓ |
| **Software/License Management** | ✓ | | | |
| **Server Monitoring & Agentless Inventory** | ✓ | | | |
| **Reporting** | ✓ | ✓ | ✓ | ✓ |
| **Asset Management** | ✓ | | | |
| **Remote Site Config** | ✓ | ✓ | | ✓ |
| **User State Migration** | | ✓ | | |
| **Single Image Assist ** ** | | ✓ | ✓ | |
| **KACE Product Integration** | ✓ | ✓ | ✓ | |
| **User Portal Configuration** | ✓ | | | |
| **Profile/Policy Configuration** | ✓ | | ✓ | ✓ |

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|---|---|---|---|---|---|
| **LDAP Authentication Assist** | ✓ | ✓ | ✓ | ✓ | |
| **Product Overview** | ✓ | ✓ | ✓ | ✓ | |
| **Client Deployment Assistance** | ✓ | ✓ | ✓ | ✓ | |
| **Remote Desktop** | ✓ | | ✓ | ✓ | |

## KACE SMA/KaaS/AMA Features

| Software Distribution (AMA excluded) | |
|---|---|
| *Planned Activities* | 1. Provide an overview of the feature. <br> 2. Review your software deployment objectives and provide implementation support based on best practices. <br> 3. Assist with the creation and configuration of the managed install process for up to three (3) standard applications, such as: <br>      a. Adobe Acrobat Reader™ <br>      b. Adobe Acrobat™ <br>      c. Autodesk Revit™ <br>      d. Bluebeam <br>      e. Cisco VPN Client <br>      f. CrowdStrike <br>      g. Google Chrome <br>      h. Microsoft Office 365 <br>      i. Microsoft Teams <br>      j. Microsoft Visual C++ Redistributable <br>      k. Mozilla Firefox™ <br>      l. Slack <br>      m. SonicWALL VPN Client <br>      n. TechSmith Camtasia Studio™ <br>      o. Zoom <br>      p. (Other applications as determined) <br> 4. Demonstrate/provide knowledge transfer to your SMEs about managed installs that support: <br>      a. Windows™ installer <br>      b. Installers supporting scripting. <br>      c. Installers supporting command-line switches. <br>      d. Multi-file installers (ZIP) <br> 5. Assist with creating and configuring one (1) file synchronization to your SMEs. <br> 6. Assist with creating and configuring one (1) software update process for your SMEs. <br> 7. Assist with the creation and configuration of up to two (2) software uninstallers |
| *Dependencies* | 1. Access to desired software media and/or download portal. <br> 2. License keys and registration information for software titles selected that have said requirement. <br> 3. Access to either physical or virtual machines for testing purposes |
| Patch Management (AMA excluded) | |
| *Planned Activities* | 1. Introduce the feature. <br> 2. Review current patching practices with your SMEs and provide implementation support based on best practices. |

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|---|---|---|
|  | 3. | Assist with the configuration of your Patch subscription. |
|  | 4. | Assist with creating up to five (5) Patch labels. |
|  | 5. | Assist with creating and configuring up to two (2) patch management schedules. |
|  | 6. | Assist with enabling and configuring up to two (2) predefined reports. |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities concerning your Patch Management needs. |
| **Windows Feature Updates (AMA excluded)** | | |
| *Planned Activities* | 1. | Introduce the feature. |
|  | 2. | Provide implementation support based on best practices. |
|  | 3. | Assist with the configuration of your Windows Feature Update Subscriptions. |
|  | 4. | Assist with creating and configuring up to two (2) Windows Feature Update schedules. |
|  | 5. | Assist with enabling and configuring up to two (2) predefined reports. |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities concerning your Patch Management needs. |
| **Scripting (AMA excluded)** | | |
| *Planned Activities* | 1. | Introduce the feature. |
|  | 2. | Review current scripting practices with your SMEs and provide implementation support based on best practices. |
|  | 3. | Following best practices, We will demonstrate how to deploy one (1) batch file using a sample file we have prepared. |
|  | 4. | We will demonstrate how to deploy one (1) PowerShell file following best practices using a sample file we have prepared. |
|  | 5. | We will demonstrate how to create and configure one (1) custom script with up to two (2) tasks, making use of: <br> a. Verify <br> b. On Success <br> c. Remediation <br> d. On Remediation Success <br> e. On Remediation Failure |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities regarding your Scripting needs. |
| **Software Management (AMA excluded)** | | |
| *Planned Activities* | 1. | Provide an overview of the feature. |
|  | 2. | Assist with configuring up to three (3) metering titles. |
|  | 3. | Assist with configuring up to three (3) software titles for typical licensing. |
|  | 4. | Assist with the configuration of up to three (3) software titles for application control |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities regarding your Software Management needs. |
|  | 2. | Software entitlement data (i.e., proof of purchase). |
| **Asset Management** | | |
| *Planned Activities* | 1. | Provide an overview of the feature. |
|  | 2. | Review asset import practices with your SMEs and provide support based on best practices during the engagement. |

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| | 3. | Demonstrate one (1) import asset function from an existing CSV spreadsheet using the import wizard (you must provide a CSV file) |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities concerning your Asset Management needs. |
| | 2. | CSV file containing asset information |

### Monitoring and Agentless Inventory

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| *Planned Activities* | 1. | Provide an overview of the feature. |
| | 2. | Assist with the configuration of up to three (3) operating systems (OSes) for monitoring using standard Log Enablement Packages (LEPs) |
| | 3. | Assist with the configuration of up to three (3) devices for agentless monitoring |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities regarding your Monitoring & Agentless Inventory needs. |
| | 2. | Authentication information for devices you wish to inventory Agentless. |

### Reporting

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|---|---|---|
| *Planned Activities* | 1. | Provide an overview of the feature. |
| | 2. | Assist with building up to three (3) custom reports. |
| | 3. | Assist with configuring up to three (3) email delivery schedules. |
| | 4. | Provide up to three (3) examples of email notifications |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities as it pertains to your Reporting needs |

### User Portal (AMA excluded)

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|---|---|---|
| *Planned Activities* | 1. | Provide an overview of the feature. |
| | 2. | Assist with creating and configuring up to three (3) Knowledge Base (KB) templates. |
| | 3. | Assist with the creation and configuration of one (1) of each type of Portal application:<br>    a.  Download<br>    b.  Script<br>    c.  Software Installer |
| *Dependencies* | 1. | Resource(s) with decision-making capabilities as it pertains to your User Portal needs |

### KACE Remote Desktop (if applicable) (AMA excluded)

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|---|---|---|
| *Planned Activities* | 1. | Provide an overview of the feature. |
| | 2. | Provide recommendations based on best practices regarding KACE Remote Desktop. |
| | 3. | We will assist with enabling and deploying the agent streamer to up to five (5) supported test devices. |
| *Dependencies* | 2. | Resource(s) with decision-making capabilities as it pertains to your User Portal needs |

## KACE Systems Deployment Appliance (SDA)

### KACE Product Integration

| | | |
|---|---|---|
| *Planned Activities* | 1. | Provide an overview of the feature. |
| | 2. | Review current imaging practices with your SMEs and provide implementation support based on best practices. |

|  |  | 3. | Assist in the implementation of up to one (1) instance of each of the following: |
|---|---|---|---|
|  |  |  | a. Managing newly deployed PCs in KACE SMA |
|  |  |  | b. Linking KACE Appliances |
|  |  |  | c. Using K1000 Labels in the KACE SDA |
|  |  |  | d. Using the SDA/SMA database for computer naming |
|  |  |  | e. , Leveraging SMA Objects in SDA for deployments |
|  | *Dependencies* | 1. | Resource(s) that will be acting as KACE admin. |
|  |  | 2. | KACE Systems Management Appliance (SMA) on a supported version. |
|  |  | 3. | SMA has existing labels that can be leveraged in the SDA. |
|  |  | 4. | SMA has existing Objects, such as Manage Installs, that can be leveraged in the SDA. |

| **USB Imaging** | | | |
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|  | *Planned Activities* | 1. | Provide an overview of the feature. |
|  |  | 2. | Assist with the configuration of up to two (2) USB deployable images |
|  | *Dependencies* | 1. | Resource(s) that will be acting as KACE admin. |
|  |  | 2. | The customer will provide a supported USB stick with the proper amount of storage. |
|  |  | 3. | The customer will provide a supported Device for testing. |

| **Boot Environment configuration** | | | |
|---|---|---|---|
|  | *Planned Activities* | 1. | Provide an overview of the feature. |
|  |  | 2. | Provide recommendations based on best practices regarding imaging strategy within your network. |
|  |  | 3. | Assist in the build of up to one (1) Boot Environment. |
|  | *Dependencies* | 1. | Resource(s) that will be acting as KACE admin. |
|  |  | 2. | Technicians' device that will host the files needed to create the Custom Boot Environment. |

| **Remote Site Appliance (RSA)** | | | |
|---|---|---|---|
|  | *Planned Activities* | 1. | Provide an overview of the feature. |
|  |  | 2. | Assist in the configuration of up to two (2) Remote Site Appliances |
|  |  | 3. | Configure KACE appliance linking and synchronization policies to support client needs. |
|  | *Dependencies* | 1. | Resource(s) that will be acting as KACE admin. |
|  |  | 2. | A supported Virtual Environment (Hyper-V or VMware). |
|  |  | 3. | Resource(s) as it relates to importing the Virtual |
|  |  | 4. | RSA into a supported Virtual Environment (HyperV or VMware) |

## KACE Cloud (KC)

| **Mobile Device Management** | | | |
|---|---|---|---|
|  | *Planned Activities* | 1. | Product Overview |
|  |  | 2. | Getting Started with Self-Paced Training Library |
|  |  | 3. | Link applicable device enrollment programs |
|  |  | 4. | Configuration of applicable settings |
|  |  | 5. | Device Policy Management |
|  |  | 6. | Setup Default Policies and Optional Configurations |
|  |  | 7. | Knowledge Transfer |
|  | *Dependencies* | 1. | Provide remote access to the KACE Cloud Tenant via remote session. |

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|---|---|
| | 2. Ensure all provided pre-requisite-related setups for the environment or supporting services (such as Apple/Google Auto-enrollment provider programs) are completed before engagement.<br>3. Ensure connectivity is configured and available between the software and devices.<br>4. Ensure an active user account is established within the desired integration application (such as SAML Provider, KACE SMA, etc.).<br>5. Ensure other technical and business resources, as needed, will be able to participate throughout the engagement. |

## KACE Desktop Authority (DA)

| Desktop Authority Product Overview | |
|---|---|
| *Planned Activities* | 1. Overview of the KACE DA Admin Console<br>2. Policy Configuration Overview<br>3. Email Settings Overview<br>4. Application Discovery Overview<br>5. Self-Service Elevation Overview<br>6. Instant Elevation Overview<br>7. Client and Script Deployment Overview<br>8. USB Device Control and Configuration Overview |
| *Dependencies* | 1. Access to Desktop Authority Console |

## Prerequisites and Assumptions

- All service activities are to be completed within 60 days.
- No service activities shall occur during local, state, and country holidays unless other arrangements have been coordinated through the Quest.
- All services expire twelve (12) months from the date of purchase.

**Customer will:**

- Provide remote access to the KACE appliance via a remote session and, if required, a support tether.
- Assign appropriate technical and business resources to participate in the project, with necessary administrator privileges to the connected network (such as Active Directory), the KACE software, and supported hosting environments, such as vSphere or Hyper-V.
- The delivery language will be English.
- Customer must have valid licenses for the applicable software product(s) and be current on support services for such products.
- During the performance of this service, the customer's KACE Administrator with system administration responsibilities will be available and provide Quest with the appropriate remote access privileges.
- The Customer's KACE Administrator shall participate during the engagement.
- The Customer's environment will meet or exceed the minimum hardware and operating environment software requirements outlined in the KACE Systems Requirements Guide found on support.quest.com.

- KACE Software installed must be a supported version in the Quest's Product Lifecycle table for KACE.
- Configuration/Software/Data Backup must be completed by the Customer prior to Quest performing any Services.

**Excluded Services**

- Installation of any software or operating system ("OS") on any host(s).
- Physical installation of any hardware.
- Installation, set-up, or configuration of Active Directory®, mail servers, network devices, and other third-party applications.
- Use of KACE products in conjunction with unsupported versions of operating systems, service packs, web browsers, and other third-party products.
- Configuration and administration of third-party virtual infrastructure servers running a V-KBOX.
- We will not provide the SSL certificate.
- IP and Hostname routing to the KACE Appliance.
- Any activities other than those specifically noted in this Service Description.

## Additional Notes

For more information, please contact your Account Manager

## SKU

| SKU Part # | Description |
| --- | --- |
| KRK-KCE-PP | KACE Expert Assist – Prepaid |