KACE Systems Management Appliances QuickStart - Prepaid

Description

The **KACE Systems Management Appliance (SMA) QuickStart** service is a custom-tailored implementation solution designed to assist you with the initial implementation and configuration of your KACE SMA. The service focuses on ensuring KACE is configured optimally for your environment and priority administrative needs. It also includes knowledge transfer on managing your KACE appliance's core processes and features.

Outcomes

Our KACE Subject Matter Experts ("SMEs") ensure that all the core features and configurations of your KACE SMA, such as initial setup, agent provisioning, custom inventorying, and more, are quickly and efficiently implemented. Our SMEs also work closely with you to identify and implement one or more of your top-priority administrative features, such as patch management, scripting, software management, and more. Your IT teams will be ready to administer KACE to best serve your environmental demands by leveraging our time-tested methodologies and expert guidance throughout the implementation process.

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 use the solution to its fullest potential.

Approach and activities

With the **KACE SMA QuickStart service**, you will receive support on all the core designated features, configuration, and knowledge transfer of up to three (3) optional features. The activities supported within each core and optional feature are listed in 'Appendix A.'

KACE SMA QuickStart – <u>Core</u> Features		KACE SMA QuickStart – <u>Optional</u> Features	
Product Overview	●	Software Distribution	○
Initial Setup Configuration	●	Patch Management	○
Agent Provisioning	●	Windows Feature Updates	○
Inventory Data	●	Scripting	○
Custom Inventory	●	Software Management	○
Intro to Self-Paced Training Library	●	Assets	○
		Monitoring & Agentless Inventory	○
		Reporting (includes email notifications)	○
		User Portal	○
		KACE Remote Desktop (if Applicable)	○

● = **core**   ○ = **optional**

NOTE: The 'Service Desk' feature configuration is not available under this service but is available through a separately purchased service

The SMA QuickStart option includes the following activities, which are delivered in up to six (6) sessions:

- **Discovery / Architecture / Design & Documentation**
  - Review implementation business objectives, confirm the expected scope, and identify key personnel.
  - Validate that service prerequisites are fulfilled.
  - Define a proposed architecture of the KACE solution for the environment.
  - Identify and confirm the 'optional feature(s) selected for configuration – up to three (3)
  - Define the project timeline with scheduling details on the specifics and duration for each needed session required to deliver all the features included/selected.
  - Produce a KACE Architecture Specification document to use as the implementation blueprint and standard for evaluation of the ongoing implementation **-** Provide knowledge transfer on the Self-Paced Training Library

- **Deployment**
  - Deploy and configure one (1) KACE SMA
  - Perform all core feature activities.
  - Review the KACE SMA user base and monitor and report use cases.
  - Configure up to three (3) optional features.

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

o   Provide knowledge transfer on key administration activities for the optional features.

Prerequisites and assumptions

- Scope of services assumes just one (1) KACE SMA implementation with a single ORG.
- 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:

- 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 a videoconferencing solution and, if necessary, a support tether.
- Ensure all networking-related setups for the server are completed before engagement.
- Ensure connectivity access (through a firewall established between all agents if applicable) is configured between the server and agents.
- Ensure an active user account is 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 engagement.

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
QSP-KCE-PP	KACE Systems Management Appliances QuickStart - Prepaid

Appendix A

Feature	Core / Optional	Service Includes

Product Overview	Core	• We will conduct a high-level overview, lasting approximately thirty minutes, of the following features, excluding the three optional features identified in the discovery phase:
		   o Asset Management
		   o Distribution
		   o Inventory
		   o Labels
		   o Monitoring
		   o Organizations (if applicable)
		   o Reporting
		   o Scripting
		   o Security/Patching
		   o Service Desk

Initial Setup Configuration	Core	• Provide an overview of the feature.
		• Assist with the initial setup configuration of the KACE SMA for the following general settings:
		    ○ 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 5)

Agent provisioning	Core	• Provide an overview of the feature.
		• Provide recommendations based on best practices regarding your network's agent provisioning strategy.
		• Assist in the deployment of up to twenty-five (25) agents.
		• The task can be completed via:
		    ○ IP range
		    ○ GPO
		    ○ Scripted agent installer

Custom Inventory	Core	• Provide an overview of the feature. • Provide up to five (5) pre-configured custom inventory objects useful for most environments

Intro to Self-Paced Training Library	Core	• Access to the Self-Paced Training Library is included in your ongoing support subscription.
		• Provide an introduction to how to access the online library.
		• With library content, including training materials for all 'core' and 'optional' features listed within this QuickStart service offering, you will be able to:
		    ○ Learn and receive training on any 'optional' features not selected with your service.
		    ○ Refresh and expand your knowledge on any 'core' or 'optional' features selected within your service

Software Distribution	Optional	• Provide an overview of the feature.
		• Review your software deployment objectives and provide implementation support based on best practices.
		• Assist with the creation and configuration of the managed install process for up to three (3) standard applications, such as:
		    ○ Adobe Acrobat Reader™
		    ○ Adobe Acrobat™
		    ○ Autodesk Revit™
		    ○ Bluebeam
		    ○ Cisco VPN Client
		    ○ CrowdStrike
		    ○ Google Chrome
		    ○ Microsoft Office 365
		    ○ Microsoft Teams
		    ○ Microsoft Visual C++ Redistributable
		    ○ Mozilla Firefox™
		    ○ Slack
		    ○ SonicWALL VPN Client
		    ○ TechSmith Camtasia Studio™
		    ○ Zoom
		    ○ *(Other applications as determined)*
		• Demonstrate/provide knowledge transfer to your SMEs about managed installs that support:
		    ○ Windows™ installer
		    ○ Installers supporting scripting.
		    ○ Installers supporting command-line switches.
		    ○ Multi-file installers (ZIP)
		• Assist with creating and configuring one (1) file synchronization to your SMEs.
		• Assist with creating and configuring one (1) software update process for your SMEs.
		• Assist with the creation and configuration of up to two (2) software uninstallers

Patch Management	Optional	• Introduce the feature. • Review current patching practices with your SMEs and provide implementation support based on best practices. • Assist with the configuration of your Patch subscription. • Assist with creating up to five (5) Patch labels. • Assist with creating and configuring up to two (2) patch management schedules. • Assist with enabling and configuring up to two (2) predefined reports.

Windows Feature Updates	Optional	• Introduce the feature. • Provide implementation support based on best practices. • Assist with the configuration of your Windows Feature Update Subscriptions. • Assist with creating and configuring up to two (2) Windows Feature Update schedules. • Assist with enabling and configuring up to two (2) predefined reports.

Scripting	Optional	• Introduce the feature.
		• Review current scripting practices with your SMEs and provide implementation support based on best practices.
		• We will demonstrate how to deploy one (1) batch file following best practices using a sample file we have prepared.
		• We will demonstrate how to deploy one (1) PowerShell file following best practices using a sample file we have prepared.
		• We will demonstrate how to create and configure one (1) custom script with up to two (2) tasks, making use of:
		    o Verify
		    o On Success
		    o Remediation
		    o On Remediation Success
		    o On Remediation Failure

Software Management	Optional	• Provide an overview of the feature. • Assist with configuring up to three (3) metering titles. • Assist with configuring up to three (3) software titles for typical licensing. • Assist with the configuration of up to three (3) software titles for application control
Assets	Optional	• Provide an overview of the feature. • Review asset import practices with your SMEs and provide support based on best practices during the engagement. • Demonstrate one (1) import asset function from an existing CSV spreadsheet using the import wizard (you must provide a CSV file)
Monitoring & Agentless Inventory	Optional	• Provide an overview of the feature. • Assist with the configuration of up to three (3) operating systems (OSes) for monitoring using standard Log Enablement Packages (LEPs) • Assist with the configuration of up to three (3) devices for agentless monitoring
Reporting (includes email notifications)	Optional	• Provide an overview of the feature. • Assist with building up to three (3) custom reports. • Assist with configuring up to three (3) email delivery schedules. • Provide up to three (3) examples of email notifications

User Portal	Optional	• Provide an overview of the feature.
		• Assist with creating and configuring up to three (3) Knowledge Base (KB) templates.
		• Assist with the creation and configuration of one (1) of each type of Portal application:
		    o Download
		    o Script
		    o Software Installer

KACE Remote Desktop (if applicable)	Optional	• Provide an overview of the feature. • Provide recommendations based on best practices regarding KACE Remote Desktop. • We will assist with enabling and deploying the agent streamer to up to five (5) supported test devices.