



## KACE Service Desk Appliance QuickStart - Prepaid

### Description

The **KACE Service Desk Appliance QuickStart Premium** service is an implementation solution designed to assist you with the initial implementation and configuration of your KACE Service Desk Appliance (KSD). The service ensures that KSD is configured optimally for your environment and priority administrative needs. It also includes knowledge transfer on managing your KSD core processes and features.

### Outcomes

Our KACE Subject Matter Experts (“SMEs”), with their extensive knowledge and experience, ensure all the required core features and configurations of your KSD, such as initial setup, agent/agentless provisioning, Service Desk, and more, are quickly and efficiently implemented. Whether your team lacks the technical expertise or may not have time to configure your solution, our subject matter experts help you through this process using our tested configuration methodology. Our team helps you quickly build or modify one (1) Service Desk queue, create reports, and implement the user portal to maximize your return on investment.

### 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

KACE Service Desk Appliance QuickStart Premium – Core Features	
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. We will provide Knowledge Transfer on key Administrative Features:               <ol style="list-style-type: none"> <li>a. Product Overview</li> <li>b. Software Global Settings                   <ol style="list-style-type: none"> <li>i. Network settings Best Practices</li> <li>ii. User Authentication Best Practices (Up to two [2] LDAP authentication configs; SSO/SAML Excluded)</li> <li>iii. User Roles Best Practices (Up to two [2] roles)</li> </ol> </li> </ol> </li> </ol>



	<ul style="list-style-type: none"> <li>iv. User Label Best Practices (Up to four [4] LDAP or Manual Labels)</li> <li>v. Backup Best Practices</li> <li>vi. General Settings</li> <li>c. Support Options <ul style="list-style-type: none"> <li>vii. Quest Support</li> <li>viii. Self-Service Knowledgebase</li> <li>ix. Self-Paced Training Library</li> <li>x. Additional Training Options</li> </ul> </li> <li>d. Agent/Agentless Deployment</li> <li>e. We will assist in deploying one (1) SMA Agent and one (1) Agentless scan into the customer’s environment.</li> </ul>
<i>Dependencies</i>	
<b>Service Desk knowledge transfer</b>	
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. We will provide Knowledge Transfer on key Service Desk Features: <ul style="list-style-type: none"> <li>a. Service Desk Global Settings <ul style="list-style-type: none"> <li>i. Email Settings</li> <li>ii. Queue response templates</li> <li>iii. Business hours and Holidays</li> <li>iv. User Console Home Page Settings</li> </ul> </li> <li>b. Service Desk Queue Settings <ul style="list-style-type: none"> <li>i. Ticket fields and permissions</li> <li>ii. Service Level Agreements (SLAs)</li> <li>iii. Built-in Ticket Rules</li> <li>iv. Service Desk Queue email notifications</li> <li>v. Ticket Templates</li> </ul> </li> <li>c. Processes <ul style="list-style-type: none"> <li>i. Process Templates approval process</li> <li>ii. Parent vs Child tickets</li> <li>iii. Parent Tickets as a request (single ticket)</li> </ul> </li> <li>d. User Portal <ul style="list-style-type: none"> <li>i. Ticketing</li> <li>ii. Knowledge Base</li> </ul> </li> </ul> </li> </ol>
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Resource(s) with decision-making capabilities concerning your Service Desk needs.</li> </ol>
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. We will import one (1) pre-built IT support Queue into the customer’s KSD.</li> <li>2. We will assist with making the following changes: <ul style="list-style-type: none"> <li>a. We will add up to 6 additional custom fields.</li> <li>b. Will modify up to ten (10) ticket fields to meet the customer’s needs.</li> <li>c. We will demonstrate how to modify existing field permissions, such as user-create, user-modify, owners only, etc.</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>d. We will demonstrate how to create a category, and if needed, we will assist with creating up to ten (10) additional categories.</li> <li>e. Existing fields can be removed upon request.</li> </ul> <ul style="list-style-type: none"> <li>3. We will review supported email configuration requirements with supporting documentation. Examples: Exchange, O-365, Gmail</li> <li>4. We will review emails on events with customers.</li> <li>5. We will review how to submit a new ticket in the queue and how to manage existing tickets.</li> </ul>
<i>Dependencies</i>	<ul style="list-style-type: none"> <li>1. Resource(s) with decision-making capabilities regarding your Service Desk needs.</li> </ul>
<b>Service Desk reports</b>	
<i>Planned Activities</i>	<ul style="list-style-type: none"> <li>1. Provide the needed knowledge transfer on how to use the reporting feature now and how to scale moving forward while following best practices.</li> <li>2. We will provide up to three (3) examples of scheduled email reports.</li> <li>3. We will provide up to five (5) reports from the list below. <ul style="list-style-type: none"> <li>a. Average days to close ticket per category per month</li> <li>b. Count of open tickets grouped by queue and owner.</li> <li>c. Count of tickets closed within date ranges per priority using case statements.</li> <li>d. Count the number of tickets opened by month via email or not.</li> <li>e. Count the tickets opened per day and the location in the past week.</li> <li>f. Count of tickets per category per month in the current year</li> <li>g. Count of tickets per category</li> <li>h. Work hours for the previous seven days grouped by category and owner.</li> <li>i. Work hours were performed per owner per tickets closed in the past 30 days.</li> <li>j. Tickets by month and priority are not closed within two days, with an average closing time of two days.</li> <li>k. . e</li> <li>l. Tickets by month with an average time to close.</li> <li>m. Tickets closed monthly this year and were open for over seven days.</li> <li>n. Tickets closed within 48 hours of the previous quarter.</li> <li>o. Tickets from the past 30 days showing the number and average time open grouped by owner.</li> <li>p. Tickets opened and are still open and unassigned.</li> <li>q. Tickets are per priority with an average time for the first owner to change.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>r. Tickets were reopened multiple times. Tickets had a new status for over one hour in the previous 30 days.</li> <li>s. Ticket count per Queue</li> <li>t. Unassigned ticket (Not Closed)</li> <li>u. Tickets changed from one Queue to another</li> </ul>
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Resource(s) with decision-making capabilities concerning your Service Desk needs.</li> <li>2. We will allow up to three (3) basic report changes to any selected reports.</li> <li>3. Any change request will first require the approval of the KACE engineer.</li> </ol>

**Prerequisites and Assumptions**

- Scope of services assumes just one (1) KACE KSD implementation.
- The target timeframe for completing all service activities is approximately 60 days from the start of the project.
- 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:**

You generally agree to cooperate with us in the delivery of these services and agree specifically to the following responsibilities:

- Provide a single point of contact to ensure all tasks are completed within the specified time. All service communications will be addressed to Customer Contact.
- Failure to indicate a customer contact may increase project hours and/or length in the schedule.
- You shall provide technical points-of-contact (Technical Contacts) who have a working knowledge of the enterprise components to be considered during the services. We may request meetings with Technical Contacts
- The Customer Contact will have the authority to act for a customer in all aspects of the service including bringing issues to the attention of the appropriate persons within your organization and resolving conflicting requirements.
- The Customer Contact will send any communication between Customer and Quest, including any scope-related questions or requests, through the appropriate Project Manager.
- The Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of service.
- Key customer contacts will attend meetings and deliver presentations.
- The Customer Contact will obtain and provide project requirements, information, data, decisions, and approvals within one working day of a request unless both parties agree in writing to different response times, and you agree that you are responsible for the timeline and cost implications presented by any delays in this regard.



- You may be responsible for developing or providing documentation, materials, and assistance to us and agree to do so promptly. We are not responsible for any delays in completing its assigned tasks to the extent that they result from your failure to provide timely documentation, materials, and assistance.
- You will ensure the services personnel have reasonable and safe access to the project site, a safe working environment, adequate office space, and parking as required.
- You will inform us of all access issues and security measures and provide access to all necessary hardware and facilities.
- You are responsible for providing all hardware, software, internet access, and facilities for successfully completing the services. Facilities and power must meet our requirements for the products and services purchased.
- You agree to complete a customer satisfaction survey.
- We will have no liability for loss or recovery of data or programs or loss of use of the system(s) arising from the service or support or any act or omission, including negligence, by Quest.

### Excluded services:

Both Quest and you acknowledge that the following activities are not included in the scope of this service description.

- Any services or activities other than those specifically noted in this service description.
- The complete or 100% configuration of all modules associated with the System Management Appliance.
- Integrations with third-party software
- The structured query language (SQL) coding to create custom ticket rules (unless approved by Quest)
- The complete implementation of a Service Desk Solution
- The complete client agent provisioning
- Installation of any software or operating system on any host(s)
- Physical installation of any hardware or software
- Installation, set up, or configuration of third-party tools/services/applications.
- Use of KACE products in conjunction with unsupported versions of operating systems, service packs, web browsers, and other third-party products
- Services will only be done for implementations in a currently supported configuration.
- Importing of external data, such as tickets from a legacy helpdesk.
- Any activities other than those specifically noted in this service description.

### Additional notes

For more information, please contact your Account Manager.

### SKU

SKU	Description
HDA-KCE-PP	KACE Service Desk Appliance QuickStart - Prepaid

