

## Services Offering Description FPC-KCE-PP

# KACE ASSET MANAGEMENT APPLIANCE (AMA) ONSITE QUICKSTART (5 DAYS)

The KACE AMA ONSITE QUICKSTART consists of all the Activities below:

### Planned Activities

The QuickStart Onsite service includes the following core features.

KACE AMA QuickStart – Core Features	
Initial Setup Configuration	●
Product Overview and Discovery	●
Agent provisioning	●
Inventory Data	●
Custom Inventory	●
Intro to Self-Paced Training Library	●
Assets	●
Reporting	●
Agentless Inventory	●

Activity	Contains
Pre-Onsite On-Boarding session	<ol style="list-style-type: none"> <li>1. Quest will conduct one (1) onboarding session to:               <ol style="list-style-type: none"> <li>a. Plan and schedule the onsite week.</li> <li>b. Verify pre-requisites are completed before the onsite week begins.</li> </ol> </li> </ol>
<i>Planned Activities</i>	<p>To complete Pre-Onsite On-Boarding session, Quest anticipates that it will:</p> <ol style="list-style-type: none"> <li>1. Schedule and Perform a 1-hour WebEx meeting covering the following items:               <ol style="list-style-type: none"> <li>a. Define the goals and objectives of your company's asset management process</li> <li>b. Review the dependencies to complete the activities of both the core features as well as the optional features selected by the customer.</li> <li>c. Identify and schedule an agreed upon on-site week.</li> <li>d. Validation that the virtual KACE Appliance is powered up and accessible via a web browser</li> </ol> </li> </ol>
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Virtual KACE Appliance imported and powered up using a supported virtual host such as VMWare or Hyper-V</li> </ol>

## Services Offering Description

### FPC-KCE-PP

	2. Resource(s) with decision-making capabilities to define agreed upon onsite week and optional feature.
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Feature	Contains
Initial Setup Configuration	<ol style="list-style-type: none"> <li>1. We will assist with the initial setup configuration of the KACE AMA for the following general settings:               <ol style="list-style-type: none"> <li>a. Appliance settings</li> <li>b. System maintenance</li> <li>c. User Roles (up to 3)</li> <li>d. Basic LDAP Configuration (up to 3)</li> <li>e. Organizations (up to 2, if applicable)</li> </ol> </li> </ol>
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. To complete Initial Setup Configuration activity, Quest anticipates that it will:               <ol style="list-style-type: none"> <li>a. Assist with completing the initial setup wizard</li> <li>b. Assist with configuring the KACE Appliance to meet the security needs while following KACE best practices such as:                   <ol style="list-style-type: none"> <li>i. Enabling LDAP Authentication</li> <li>ii. Enabling SSL</li> <li>iii. Configuring KACE Backup</li> <li>iv. Configuring User Roles</li> </ol> </li> </ol> </li> </ol>
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Resource(s) with the decision-making capabilities as it pertains to completing the initial setup and configuration wizard as well as the appropriate rights/access such as:               <ol style="list-style-type: none"> <li>a. LDAP Credentials</li> <li>b. Ability to create/upload an official SSL Certificate (If Desired)</li> <li>c. Define User Role access rights</li> </ol> </li> </ol>
Product Overview and Discovery	<ol style="list-style-type: none"> <li>1. We will provide a product overview of the KACE AMA user interface and the following general features:               <ol style="list-style-type: none"> <li>a. Organizations (if applicable)</li> <li>b. Reporting</li> <li>c. Asset Management</li> <li>d. Monitoring</li> <li>e. Inventory</li> <li>f. Labels</li> </ol> </li> </ol>
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. To complete the Product Overview and Discovery activity, Quest anticipates that it will:               <ol style="list-style-type: none"> <li>a. Provide a general overview of all the capabilities of the KACE AMA</li> <li>b. Validate the desired Optional Features, and complete initial discover for each feature</li> </ol> </li> </ol>
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Resource(s) that will be acting as KACE admin</li> </ol>

## Services Offering Description

### FPC-KCE-PP

Agent provisioning	<ol style="list-style-type: none"> <li>1. We will provide an introduction around the KACE Agent</li> <li>2. We will provide recommendations based upon best practices regarding agent provisioning strategy within your network</li> <li>3. We will assist in the deployment of up to twenty-five (25) agents. The task can be completed via:             <ol style="list-style-type: none"> <li>a. IP range</li> <li>b. GPO</li> <li>c. Scripted agent installer</li> </ol> </li> </ol>
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. To complete the Agent provisioning activity, Quest anticipates that it will:             <ol style="list-style-type: none"> <li>a. Provide a technical overview of agent functionality and environment requirements such as network ports</li> <li>b. Review KACE Agent provisioning options and define the best method</li> <li>c. Assist with enabling/configuring Agent Provisioning for the customer preferred method</li> </ol> </li> </ol>
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Resource(s) with the decision-making capabilities as it pertains to how agent provisioning will be accomplished</li> <li>2. Resource(s) with the appropriate rights to third-party solutions if the preferred provisioning method is GPO or 3<sup>rd</sup> party scripting</li> </ol>
Custom Inventory	<ol style="list-style-type: none"> <li>1. We will provide an introduction to what Custom Inventory is and how to leverage it</li> <li>2. We will assist with identifying software that might benefit from the creation of a custom inventory record</li> <li>3. We will provide up to ten (10) pre-configured custom             <ol style="list-style-type: none"> <li>a. inventory objects useful for most environments</li> </ol> </li> </ol>
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. Review what a custom inventory item is, when to use them, as well as how to create</li> <li>2. Import the desired pre-configured custom inventory records selected by the customer</li> </ol>
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Resource(s) that will be acting as KACE admin</li> </ol>
Intro to Self-Paced Training Library	<ol style="list-style-type: none"> <li>1. Access to the Self-Paced Training Library is included as part of your ongoing support subscription</li> <li>2. We will provide an introduction of how to access the online library</li> <li>3. With library content including training materials for all 'core' and 'optional' features listed within this QuickStart service offering, you will be able to:             <ol style="list-style-type: none"> <li>a. Learn and receive training on any 'optional' features not selected with your service</li> <li>b. Refresh and expand your knowledge on any 'core' or optional' features selected within your service</li> </ol> </li> </ol>
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. Demonstrate the following to at least one resource who will be acting as a KACE admin             <ol style="list-style-type: none"> <li>a. How to find/access the training library</li> </ol> </li> </ol>

## Services Offering Description

### FPC-KCE-PP

	<ul style="list-style-type: none"> <li>b. How to launch/consume the training content</li> </ul>
<i>Dependencies</i>	<ul style="list-style-type: none"> <li>1. Resource(s) with Quest support credentials</li> <li>2. Computer with internet access</li> </ul>
<b>Assets</b>	<ul style="list-style-type: none"> <li>1. We will provide an introduction to the Assets feature</li> <li>2. We will assist with designing and documenting a lifecycle management process which includes: <ul style="list-style-type: none"> <li>a. Criteria to justify asset tracking</li> <li>b. When the lifecycle begins (i.e., cradle)</li> <li>c. When the lifecycle ends (i.e., grave)</li> <li>d. What are the required states to support the asset lifecycle</li> <li>e. What/when are the required touch points</li> </ul> </li> <li>3. We will assist with the creation of up to three (3) custom Asset Types each with up to ten (10) custom fields</li> <li>4. We will demonstrate up to five (5) import asset function from an existing CSV spreadsheet using the Asset import wizard containing up to two thousand (2000) rows of data each</li> <li>5. We will review asset import practices with your SME's and provide support during the engagement based on best practices.</li> </ul>
<i>Planned Activities</i>	<ul style="list-style-type: none"> <li>1. Identify the goal and objectives of how your company plans to leverage the Assets feature</li> <li>2. Provide the needed knowledge transfer for how to use the Assets feature both now as well as how to scale moving forward while following best practices.</li> <li>3. Complete the creation, configuration, and testing of: <ul style="list-style-type: none"> <li>a. Asset lifecycle statuses</li> <li>b. Up to six (6) custom asset types each with up to ten (10) custom fields</li> <li>c. Upload of up to two thousand (2000) rows of customer-provided asset info for one (1) Asset Type</li> </ul> </li> <li>4. Provide an As-Built document for the Asset deliverables listed</li> </ul>
<i>Dependencies</i>	<ul style="list-style-type: none"> <li>1. Resource(s) with decision-making capabilities as it pertains to your Software Distribution needs</li> <li>2. CSV file containing asset information</li> </ul>
<b>Agentless Inventory</b>	<ul style="list-style-type: none"> <li>1. We will provide an introduction to the Inventory feature</li> <li>2. We will assist with the configuration of up to five (5) devices for agentless inventory.</li> </ul>
<i>Planned Activities</i>	<ul style="list-style-type: none"> <li>1. Identify the goal and objectives of how your company plans to leverage the Server Monitoring and Agentless feature</li> <li>2. Provide the needed knowledge transfer for how to use the Server Monitoring and Agentless feature both now as well as how to scale moving forward while following best practices</li> <li>3. Complete the creation, configuration, and testing of: <ul style="list-style-type: none"> <li>a. Up to five (6) devices for agentless inventory</li> </ul> </li> </ul>

## Services Offering Description

### FPC-KCE-PP

	4. Provide an As-Built document Provide an As-Built document for the Asset deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> <li>1. Resource(s) with decision-making capabilities as it pertains to your Agentless Inventory needs</li> <li>2. Authentication information for devices you wish to inventory Agentless</li> </ol>
Reporting	<ol style="list-style-type: none"> <li>1. We will provide an introduction to the Reporting feature</li> <li>2. We will assist with building up to ten (10) custom reports using the AMA reporting wizard</li> <li>3. We will assist with configuring up to five (5) report email delivery schedules</li> <li>4. We will provide up to five (5) email notifications</li> </ol>
<i>Planned Activities</i>	<ol style="list-style-type: none"> <li>1. Identify the goal and objectives of how your company plans to leverage the Reporting feature</li> <li>2. Provide the needed knowledge transfer for how to use the Reporting feature both now as well as how to scale moving forward while following best practices.</li> <li>3. Complete the creation, configuration, and testing of:             <ol style="list-style-type: none"> <li>a. Up to ten (10) custom reports using the AMA reporting wizard</li> <li>b. Up to five (5) report email delivery schedules</li> <li>c. Up to five (5) email notification</li> </ol> </li> <li>4. Provide an As-Built document Provide an As-Built document for the Reporting deliverables listed</li> </ol>
<i>Dependencies</i>	1. Resource(s) with decision-making capabilities as it pertains to your Reporting needs

### Prerequisites and Assumptions

We have made the following specific assumptions while specifying the services detailed in this service description:

- This service description is available in certain countries. Please speak to your account manager for selected countries.
- We consider additional travel to other locations out of scope and such travel will require your approval via the change control process detailed herein.
- We are not responsible for resolving compatibility or other types of issues that cannot be resolved by the manufacturer, or for configuring hardware or software in contradiction to the settings supported by the manufacturer.
- We are not responsible for project or service delivery delays caused by your facility or personnel challenges.
- Completing transition within the agreed timeframe is contingent upon us receiving your necessary information and gaining access to your necessary resources, personnel, and facilities promptly.
- Any timescales or plans presented in this service description assume that you provide any required information and fulfill its other obligations as described herein promptly.
- Your network infrastructure is stable and is the same across all its sites.

Excluded services:

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

# Services Offering Description

## FPC-KCE-PP

- Any services or activities other than those specifically noted in this service description
- Complete or 100% configuration of all modules associated with system management and/or deployment
- The configuration of a scripted operating system installation (KACE Systems Deployment Optimized Deployment Consulting Service is available separately)
- Structured query language (SQL) coding to create custom ticket rules
- Complete implementation of a service desk solution
- Complete client agent provisioning
- Installation, set-up, or configuration of Active Directory, mail servers, network devices or other third party applications
- Use of KACE products in conjunction with an unsupported version of operating systems, service packs, web browsers, or other third party products
- Configuration and administration of third-party virtual infrastructure servers running a virtual KACE appliance
- We are not responsible for application malfunctions or conflicts between your applications

### Customer responsibilities:

- You generally agree to cooperate with us in its delivery of these services, and agrees specifically to the following responsibilities:
- According to the project plan and before our engagement, you will designate in writing a single point of contact to ensure that all tasks are completed within the specified time. All services communications will be addressed to a Customer Contact.
- Failure to indicate a customer contact may increase in 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.