Services Offering Description
FPC-KCE-PP

KACE SYSTEM DEPLOYMENT APPLIANCE (SDA) ONSITE QUICKSTART (5 DAYS)

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

Planned Activities

The QuickStart Onsite service includes the core features plus four (4) optional features

KACE SMA QuickStart – Core Features	
Initial Setup Configuration	●
Product overview	●
Boot Environment	●
Deployment Library	●
Scripted Installations	●
System Imaging	●
Driver Feeds	●
Intro to Self-Paced Training Library	●

KACE SMA QuickStart – Optional Features	
Mac Imaging	○
KACE Product Integration	○
User State Migration Tools (USMT)	○
USB Imaging	○
Boot Environment Customization	○
Remote Site Appliance (RSA)	○

● = core ○ = optional

Activity	Contains

Pre-Onsite On-Boarding session	1. Quest will conduct one (1) onboarding session to:
	   a. Plan and schedule the onsite week.
	   b. Verify pre-requisites are completed before the onsite week begins.

Planned Activities	To complete Pre-Onsite On-Boarding session, Quest anticipates that it will:
	
	1. Schedule and Preform a 1-hour WebEx meeting covering the following items:
	   a. Appliance License Key available
	   b. Windows ADK Downloaded and Installed
	   c. Windows VL ISO/Key Downloaded
	   d. Ability to download from Support site
	   e. Define the up to four (4) optional features of interest and prioritize them in order of importance.
	   f. Review the dependencies to complete the activities of both the core features as well as the optional features selected by the customer.
	   g. Identify and schedule an agreed upon on-site week.

	h. Validation that the virtual KACE Appliance is powered up and accessible via a web browser
	i. Validation of the Devices that will be used for testing during the engagement.
	i. At least one supported hardware device
	ii. Supported virtual device to be used for scripted install deployment and image capture.
Dependencies	1. Virtual KACE Appliance imported and powered up using a supported virtual host such as VMWare or Hyper-V
	2. Resource(s) with decision-making capabilities to define agreed upon onsite week and optional feature.

Feature	Contains
Initial Setup Configuration (Core Feature)	1. We will provide an introduction to the feature
	2. We will assist with the initial setup configuration of the KACE SDA for the following general settings:
	a. PXE Boot Environment pre-requisite configuration
	b. Technician device pre-requisite configuration
	c. Reference Device preparation
Planned Activities	1. To complete Initial Setup Configuration activity, Quest anticipates that it will:
	a. Assist with completing the initial setup wizard
	b. Assist with configuring the KACE Appliance to meet the security needs while following KACE best practices such as:
	i. Enabling LDAP Authentication
	c. We will review PXE Boot Environment pre-requisites.
Dependencies	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:
	a. LDAP Credentials
	2. Resource(s) with the decision-making capabilities as it relates the DHCP settings for PXE boot
Product overview (Core Feature)	1. We will provide an overview of the KACE SDA user
	a. interface and the following general features:
	b. Deployment Library
	c. SDA Toolkits
	d. Scripted Installations
	e. System Imaging
	f. Boot Environments
	g. Boot Actions
	h. Task Engine

	i. PXE Imaging

Planned Activities	1. To complete the Product Overview and Discovery activity, Quest anticipates that it will:
	    a. Provide a general overview of all the capabilities of the KACE SMA
	    b. Validate the desired Optional Features and complete initial discover for each feature

Dependencies	1. Resource(s) that will be acting as KACE admin
Boot Environment (Core Feature)	1. We will provide an introduction to the feature 2. We will provide recommendations based on best practices regarding imaging strategy within your network 3. We will assist in the build of up to two (2) Boot Environments.

Planned Activities	1. To complete the Boot Environment activity, Quest anticipates that it will:
	    a. Download KBE Driver Pack from Quest downloads to technicians' device.
	    b. Install SDA Media Manager on an technicians device local to the SDA.
	    c. We will create up to two (2) KBE's
	    d. We will verify we can Boot to at least one (1) KBE via PXE boot, USB, or CD boot.

Dependencies	1. Resource(s) that will be acting as KACE admin 2. Technicians' device that will host the files needed to create the boot environment. 3. DHCP settings for PXE boot have been configured.

Driver Feeds (Core Feature)	1. We will provide an introduction to the feature
	2. We will review currently supported hardware models and assist with configuring:
	    a. Up to three (3) driver feeds for supported Dell hardware.
	    b. Up to one (1) custom driver feed for hardware not found in the driver feed library.

Planned Activities	1. To complete the Driver Feeds activity, Quest anticipates that it will:
	    a. Have a technical discussion with your KACE admin on how the driver feed works.
	    b. Demonstrate how to configure up to three (3) driver feeds for the supported Dell hardware
	    c. Demonstrate how to configure one (1) customer driver for hardware not supported in the driver feed.

Dependencies	1. Resource(s) that will be acting as KACE admin
Deployment Library (Core Feature)	1. We will provide an introduction to the feature 2. We will provide up to five (5) pre-configured installation items that are useful for most environments
Planned Activities	1. To complete the Deployment Library activity, Quest anticipates that it will:

		a. Have a technical conversation on what the pre-configured installation items do and how they work.
Dependencies	1.	Resource(s) that will be acting as KACE admin
Scripted Installation (Core Feature)	1.	We will provide an introduction to the feature
	2.	We will review current imaging practices with your SMEs and provide implementation support based on best practices
Planned Activities	1.	To complete the Scripted Installation activity, Quest anticipates that it will:
		a. Install SDA Media Manager on an technicians device local to the SDA.
		b. Upload the Operating System (OS) Media to the SDA
		c. Review Scripted Installation settings
		d. Demonstrate how to deploy (1) Scripted Installation to a supported test device.
Dependencies	1.	Resource(s) that will be acting as KACE admin
	2.	Volume License OS Media downloaded to technicians device where the SDA Media Manager is installed
	3.	A Volume License Key will be required (OEM and Retail media and keys are not designed for standardized images)
	4.	Customer will provide a Device for testing the deployment of the scripted installation, this can be supported hardware device or a supported virtual device (virtual is recommended)
System Imaging (Core Feature)	1.	We will provide an introduction to the feature
	2.	We will review current imaging practices with your SMEs and provide implementation support based on best practices
Planned Activities	1.	To complete the System Imaging activity, Quest anticipates that it will:
		a. Verify the Core Feature "Scripted Installation" has been completed.
		b. Capture one (1) System Image using the previously deployed Scripted Installation following System Imaging best practices.
		c. Deploy the one (1) captured image back a second test device.
Dependencies	1.	Resource(s) that will be acting as KACE admin
	2.	Volume License OS Media and Key (OEM and Retail media and keys are not designed for standardized images)
	3.	Customer will provide a second Device for testing the deployment of the captured image, this can be supported hardware device or a supported virtual device.
Intro to Self-Paced Training Library (Core Feature)	1.	Access to the Self-Paced Training Library is included as part of your ongoing support subscription
	2.	We will provide an introduction of how to access the online library
	3.	With library content including training materials for all 'core' and 'optional' features

	listed within this QuickStart service offering, you will be able to:
	   a. Learn and receive training on any 'optional' features not selected with your service
	   b. Refresh and expand your knowledge on any 'core' or optional' features selected within your service

Planned Activities	1. We will demonstrate the following to at least one resource who will be acting as a KACE admin
	   a. How to find/access the training library
	   b. How to launch/consume the training content

Dependencies	1. Resource(s) with Quest support credentials 2. Computer with internet access

Mac Imaging (Optional Feature)	1. We will provide an introduction to the feature
	2. We will review your software deployment objectives and
	3. provide implementation support based on best practices
	4. We will assist in the implementation of up to one (1) instance
	5. for each of the following:
	   a. Netboot environment requirements
	   b. How to build a Netboot environment using OS X
	   c. How to build up to two (2) software deployment tasks for OS X
	   d. How to capture and deploy one (1) Mac image using the Mac KBE (netboot)

Planned Activities	1. To complete the Mac Imaging activity, Quest anticipates that it will: a. Demonstrate how to capture and deploy one (1) Supported Mac image to a Supported Mac device.
Dependencies	1. Resource(s) that will be acting as KACE admin 2. Customer will have a supported OS X device where we can capture the OS X dmg from and uploaded to the SDA. 3. Customer will have an OS X device for image deployment testing.

KACE Product Integration (Optional Feature)	1. We will provide an introduction to the feature
	2. We will review current imaging practices with your SMEs
	3. and provide implementation support based on best practices
	4. We will assist in the implementation of up to one (1) instance of each of the following:
	   a. Handling 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

Planned Activities	1. To complete the KACE Product Integration, Quest anticipates that it will: a. Link the SMA to the SDA

		b. Demonstrate how labels from the SMA can be leveraged in the SDA for image deployment. c. Demonstrate how SMA objects can be leveraged in the SDA for Image 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.
User State Migration Tools (USMT) (Optional Feature)		1. We will provide an introduction to the feature 2. We will review current scripting practices with your SMEs and provide implementation support based on best practices 3. We will assist with the creation and configuration of up to two (2) USMT policies 4. We will assist with the capture of up to five (5) user states
Planned Activities		1. To complete the User State Migration Tools (USMT) activity, Quest anticipates that it will: a. Assist with downloading and running the USMT Advisor from Quest downloads b. Demonstrate how to capture up to five (5) user states. c. Demonstrate how to deploy one (1) User state during one (1) image deployment of a supported Operating System (OS)
Dependencies		1. Resource(s) that will be acting as KACE admin 2. Customer will provide a supported test device to be used in capturing one User State 3. Test device must have a supported Operating System and be able to make the required changes listed in the UMST advisor tool.
USB Imaging (Optional Feature)		1. We will provide an introduction to the feature 2. We will assist with the configuration of up to two (2) USB deployable images
Planned Activities		1. To complete the USB Imaging activity, Quest anticipates that it will: a. Have completed a successful image deployment. b. Assist with downloading the SDA image and configuring up to two (2) supported USB stick. c. Assist with deploying one (1) USB image to a test device.
Dependencies		1. Resource(s) that will be acting as KACE admin 2. Customer will provide a supported USB stick with the proper amount of storage. 3. Customer will provide a supported Device for testing.
Boot Environment Customization (Optional Feature)		1. We will provide an introduction to the feature 2. We will demonstrate one (1) custom boot environment configuration

Planned Activities	1.	To complete the Boot Environment Customization activity, Quest anticipates that it will:
		   a. Assist with downloading KBE Manipulator from Quest downloads
		   b. Install SDA Media Manager on an technicians device local to the SDA
		   c. Demonstrate how to create one (1) custom Boot Environment

Dependencies	1. 2.	Resource(s) that will be acting as KACE admin Technicians' device that will host the files needed to create the Custom Boot Environment.
Remote Site Appliance (RSA) (Optional Feature)	1. 2. 3.	We will assist in the configuration of up to three (3) Remote Site Appliances We will configure KACE appliance linking and synchronization policies to support client needs. We will advise on network adjustments and requirements to support remote site imaging.

Planned Activities	1.	To complete the Remote Site Appliance (RSA) activity, Quest anticipates that it will:
		   a. Assist with the downloading of one (1) RSA.
		   b. Assist with the importing of the Virtual RSA to a supported host.
		   c. Assist with appliance linking to the SDA.
		   d. Demonstrate how to synchronize one (1) image or scripted install to one (1) RSA.

Dependencies	1. 2. 3.	Resource(s) that will be acting as KACE admin A supported Virtual Environment (Hyper-V or VMware). Resource(s) as it relates to importing the Virtual RSA into a supported Virtual Environment (Hyper-V or VMware)

Prerequisites and Assumptions

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

- This service description is available is 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 in a timely manner.
- Any timescales or plans presented in this service description assume that you provide any required information and fulfills its other obligations as described herein in a timely manner.
- Your network infrastructure is stable and is the same across all its sites.

Excluded services:

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- 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
- Complete or 100% configuration of all modules associated with system management and/or deployment
- 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 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 agree generally to cooperate with us in its delivery of these services, and agrees specifically to the following responsibilities:
- According to the project plan and prior to 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 result in an increase in project hours and/or length in 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 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 deliverables 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 a different response time, and you agree that you are responsible for 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 agrees to do so in a timely manner. We are not be responsible for any delays in completing its assigned tasks to the extent that they result from your failure to provide such timely documentation, materials and assistance.
- You will ensure the services personnel have reasonable and safe access to the project site, a safe working environment, an 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 the successful completion of the services. Facilities and power must meet our requirements for the products and services purchased.
- Prior to our engagement, the following activities must be completed:
  - The Virtual KACE Appliance has been downloaded in imported into a Supported host "Hyper-V or VMware.
  - Your SMEs identified and available to work with the Quest engineer on the start date of the onsite engagement
  - Your SMEs have reviewed KACE administration guides, and taken guided tour of the KACE appliances

- – You have tested PXE and DHCP setup
- – You have procured OS media and product keys
- If you fail to meet its obligations as set forth in this service description, we may adjust the timeline or costs with notice to you to address such delays or failure to meet obligations.