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Services Offering Description
QPK-CAL-PP

KACE DESKTOP AUTHORITY

QUICKSTART PREMIUM

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The KACE Desktop Authority QuickStart consists of all the "Core Feature" Activities listed below and up to three (3) "Optional Feature" Activities.

Core Feature Activities

Feature	Core / Optional	Planned Activities

Product overview	Core	• Overview of the KACE Desktop Authority Admin Console interface and the following general features:
		  ○ Policy configuration
		  ○ Email Settings
		  ○ Application Discovery
		  ○ Self-Service Elevation

Initial Setup Configuration	Core	• Assistance with initial setup configuration of KACE Desktop Authority for the following general settings:
		  ○ Console Installation
		  ○ Server Installation, up to 1 domain
		  ○ Client Deployment, up to 3 Organization Units (OU)

Client Deployment	Core	• Recommendations based upon best practices regarding agent provisioning strategy within your network • Assistance in the deployment of up to three (3) OU's via the Desktop Authority Console's integrated GPO method. • Assistance in the assignment of Desktop Authority Logon script for up to ten (10) users
Inventory Data	Core	• Configure up to five (5) pre-configured rule objects useful for most environments
Data Collection Settings	Core	• Introduction to the Data Collection Settings • Configure up to two (2) pre-configured rule objects useful for most environments
Knowledge Transfer	Core	• General administration tasks • Logic, Core Reports, Basic Policy Configuration • Best Practices
Console Access Configuration - Basic	Core	• Configure up to two (2) pre-configured access groups objects useful for most environments • Configure up to one (1) pre-configured access groups objects useful for most environments
Intro to Self-Paced Training Library	Core	• Introduction on how to access Quest's online self-paced training library for all training material associated with Desktop Authority

Optional Feature Activities

Feature	Core/ Optional	Service Includes
Multiple Domain Configuration and/or Multiple Replication Target Configuration	Optional	• Recommendations based upon best practices regarding agent provisioning strategy within your network • Assistance in connecting KACE Desktop Authority to up to five (5) Active Directory domains across no more than one (1) Active Directory forest
Multiple Profile Configuration	Optional	• Configure up to three (3) additional policies, consisting of: • Computer Policy Configuration, up to five (5) objects configured, per profile, including validation logic. • User Policy Configuration, up to five (5) objects configured, per profile, including validation logic.
Logging & Custom Report	Optional	• Review of Logging and Custom Reports.
Multiple Access Group Configuration	Optional	• Introduction to Multiple Access Groups • We will assist with the creation and configuration of up to two (2) Console access privilege groups
USB Device Control Configuration & Deployment	Optional	• Introduction to USB Device Control Configuration. • Assistance in the deployment of Desktop Authority Device Control Client, for up to three (3) organizational units (OU's) via the Desktop Authority Console's integrated GPO method, or KACE SMA. • Assistance with the creation and configuration of up to two (2) USB Device Policies
Remote Gateway Configuration Assistance	Optional	• Introduction to Remote Gateway Configuration. • Assistance with the creation and configuration of up to one (1) Remote Gateway for use with the Expert Assist function.

OTHER TERMS

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration of your environment is sufficient to support the products to be implemented
- Commit a technical resource on a full-time basis to provide us with the assistance required
- Provide project team members with suitable business expertise, technical expertise, and decision-making authority to ensure efficient project progress
- All activities will be performed remotely utilizing Quest provided web and voice conferencing
- Some activities may be performed during a "pre call" that could be required prior to the beginning of the scheduled engagement
- All service activities are to be completed within two (2) consecutive business weeks.
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager