KACE Systems Management Appliances QuickStart - Prepaid

Description

The KACE Remote Systems Management Appliances (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 both your environment and your priority administrative needs. It also includes knowledge transfer on how best to manage the core processes and features of your KACE appliance.

NOTE: All services expire twelve (12) months from date of purchase.

Outcomes

Our KACE Subject Matter Experts ("SMEs") ensure 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 in identifying and implementing one or more of your top priority administrative features such as patch management, scripting, software management and more. By leveraging our time-tested methodologies and expert guidance through the entire implementation processes, your IT teams will be ready to administer KACE for best serving your environment demands.

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 are using 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 and configuration and knowledge transfer of up to three (3) additional features. The activities supported within each core and additional feature are listed in 'Appendix A'.

KACE SMA QuickStart – Core Features	
Product Overview	●
Initial Setup Configuration	●
Agent Provisioning	●
Inventory Data	●
Custom Inventory	●
Intro to Self-Paced Training Library	●

KACE SMA QuickStart – Additional Features	
Software Distribution	○
Patch Management	○
Scripting	○
Software Management	○
Assets	○
Server Monitoring & Agentless Inventory	○
Reporting (includes email notifications)	○
User Portal	○

● = core   ○ = additional

NOTE: '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 six (6) sessions:

- **Discovery / Architecture / Design & Documentation**
  - Review implementation business objectives, confirm the expected scope, and identify key personnel
  - Validate service prerequisites are fulfilled
  - Define a proposed architecture of the KACE solution for the environment
  - Identify and confirm the 'additional 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 KACE SMA user base and monitoring and reporting use cases
  - Configure up to three (3) additional features

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

Prerequisites and assumptions

- Scope of services assume just one (1) KACE SMA implementation
- All service activities are to be completed within 60 days
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Quest

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 video conferencing solution, and if required, a support tether.
- Ensure all networking related setup for the server is completed prior to engagement
- Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents
- Ensure an active user account is already 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 / Additional	Service Includes

Product overview	Core	• Provide an overview of the KACE SMA user interface and the following general features:
		  o Organizations (if applicable) Security/Patching Reporting
		  o Service Desk
		  o Scripting
		  o Distribution
		  o Asset Management
		  o Monitoring
		  o Inventory
		  o Labels

Initial Setup Configuration	Core	• Provide an overview of the feature
		• Assist with initial setup configuration of the KACE SMA for the following general settings:
		  o Appliance settings
		  o System maintenance
		  o Existing configuration settings and system log files
		  o User Roles (up to 3)
		  o Basic LDAP authentication (up to 3)
		  o Device Labels (up to 10)
		  o Organizations (up to 2, as applicable)

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

Custom Inventory	Core	• Provide an overview of the feature • Provide up to ten (10) 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 as part of your ongoing support subscription
		• Provide an introduction of how to access the online library
		• With library content including training materials for all 'core' and 'additional' features listed within this QuickStart service offering, you will be able to:
		  o Learn and receive training on any 'additional' features not selected with your service
		  o Refresh and expand your knowledge on any 'core' or 'additional' features selected within your service

Software Distribution	Additional	• 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 five (5) standard applications, such as:
		    ○ Techsmith Camtasia Studio™
		    ○ Oracle Java 7/8 Update
		    ○ Microsoft Silverlight
		    ○ Microsoft Visual C++ Redistributable
		    ○ Microsoft Office 2010/2013/2016
		    ○ Mozilla Firefox™
		    ○ Adobe Flash Player™
		    ○ Adobe Acrobat Reader™
		    ○ Adobe Acrobat™
		    ○ SonicWALL VPN Client
		    ○ Cisco VPN Client
		    ○ Autodesk Revit™
		    ○ *(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 the creation and configuration of one (1) file synchronization to your SMEs
		• Assist with the creation and configuration of one (1) software update processes to your SMEs
		• Assist with the creation and configuration of up to two (2) software uninstallers

Patch Management	Additional	• Introduce the feature

Scripting	Additional	• Review current patching practices with your SMEs and provide implementation support based on best practices
		• Assist with configuration of your Patch subscription
		• Assist with creation of up to ten (10) Patch labels
		• Assist with the creation and configuration of **up to** two (2) patch management schedules
		• Assist with the enablement and configuration up to two (2) predefined reports
		• Introduce the feature
		• Review current scripting practices with your SMEs and provide implementation support based on best practices
		• Assist with the creation and configuration of up to one (1) script leveraging the configuration/security policy feature
		• Assist with the creation and configuration of up to one (1) custom script with up to two (2) tasks, making use of:
		    ○ Verify
		    ○ On Success
		    ○ Remediation
		    ○ On Remediation Success
		    ○ On Remediation Failure

Software Management	Additional	• Provide an overview of the feature • Assist with the configuration of up to three (3) metering titles • Assist with the configuration of up to three (3) software title for typical licensing • Assist with the configuration of up to three (3) software title for application control
Assets	Additional	• Provide an overview of the feature • Review asset import practices with your SMEs and provide support during the engagement based on best practices • Demonstrate one (1) import asset function from an existing CSV spreadsheet using the import wizard (you must provide CSV file)
Server Monitoring & Agentless Inventory	Additional	• Provide an overview of the feature • Assist with the configuration of up to five (5) 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)	Additional	• Provide an overview of the feature • Assist with building up to three (3) custom reports • Assist with configuring up to five (5) email delivery schedules • Provide up to ten (10) examples of email notifications

User Portal	Additional	• Provide an overview of the feature
		• Assist with the creation and configuration of 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