KACE FEATURE PREPAID REMOTE EXPERT ASSIST

Description

This remote expert assist service includes implementation and consulting services with respect to a single KACE Appliance feature. The delivery of this configuration service is to be delivered via both online (WebEx) and offline (KACE Tether).

Outcomes

The KACE Feature Remote Expert Assist is designed for both the new and existing customer in mind. Whether your team lacks the technical expertise or may not have time to deploy and configure an additional feature to meet your business needs, our Subject Matter Experts (SMEs) help you through this process using our tested implementation methodology. Our team helps you quickly drive your solution into production ensuring your IT team is ready to utilize all that your KACE Appliance has to offer.

Benefits

- Opportunity to review and define your goals and objectives with a KACE SME
- Ensure your KACE Feature is set up quickly and properly
- Overcome internal resource constraints
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and Activities

A Quest representative will contact the customer to schedule this Service, allowing for at least a ten (10) business-day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This service will be provided during normal Quest business hours Monday through Friday (8:00am to 5:00pm engineer local time). No service activities shall take place during local, state and/or country holidays unless other arrangements have been made as Quest's approval discretion.

This services offering is a fixed-deliverable set of activities. Changes to the activities cannot be made without a fully executed amendment – an amendment may change the pricing of the offering.

Planned activities are applicable to one KACE software solution. Applicable KACE solutions:

- KACE Systems Management Appliance (SMA) *
- KACE Asset Management Appliance (AMA) *
- KACE as a Service (KaaS) *
- KACE Systems Deployment Appliance (SDA)
- KACE Desktop Authority (DA)
- KACE Privilege Manager (PM)
- KACE Cloud Mobile Device Manager (MDM)

Planning

- Once the order is received by the services team, we will arrange scheduling, remote access requirements and web conferencing needs via e-mail with the point of contact indicated on the order.
- Where necessary, information/documentation specific to completing the defined task will be collected from the customer via questionnaire or WebEx

*Activities limited to a single organization (ORG)
** MDM Supports Mac configuration deployment; SDA single image assist can be USB Image, Windows Scripted Install, Windows Image, or Linux Deployment.

Implementation

- Some work may be completed offline for the customer, either on the customer environment, or a development environment and later imported into the customer environment. Example- Software deployment configurations may be prepared outside of the customer environment and then imported.
- Work may be performed interactively with the customer via WebEx, or via direct appliance access. This shall be determined by the task and technician.
- The item that was scoped for light customization will be configured as outlined in the planning discussion and then tested for basic functionality in the customer environment.

Knowledge Transfer
- The subject matter expert will provide you with up to one (1) hour of knowledge transfer as it relates to the item that was scoped for light implantation. This knowledge transfer with include specifics on item best practices, how to leverage what was implemented, as well as how to scale moving forward.

This service offering includes only 1 option from below; Product eligibility as indicated.

	SMA/AMA/KaaS	SDA	MDM	DA	PM
Software Deployment/Installation	✓	✓	✓	✓	
Patching & Security	✓			✓	
Scripting	✓			✓	
Software/License Management	✓				
Server Monitoring & Agentless Inventory	✓				
Reporting	✓	✓	✓	✓	✓
Asset Management	✓				
Remote Site Config	✓	✓		✓	
User State Migration		✓			
Single Image Assist **		✓	✓		
KACE Product Integration	✓	✓	✓		
User Portal Configuration	✓				
Profile/Policy Configuration	✓		✓	✓	✓
LDAP Authentication Assist	✓	✓	✓	✓	✓
Product Overview	✓	✓	✓	✓	✓
Client Deployment Assistance	✓	✓	✓	✓	✓

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Software Distribution (AMA Excluded)	1. We will provide an introduction to the Software Distribution feature
	2. We will review your software deployment objectives and provide implementation support based on best practices
	3. We will assist with the creation, configuration, and testing of the managed install process for up to five (5) standard applications that support enterprise deployment, such as:
	   a. Techsmith Camtasia Studio™
	   b. Oracle Java 7/8 Update
	   c. Microsoft Silverlight
	   d. Microsoft Visual C++ Redistributables
	   e. Microsoft Office 2010/2013/2016
	   f. Mozilla Firefox™
	   g. Adobe Flash Player™
	   h. Adobe Acrobat Reader™
	   i. Adobe Acrobat™
	   j. SonicWALL VPN Client
	   k. Cisco VPN Client
	   l. Autodesk Revit™
	   m. (Other applications as determined)
	4. We will demonstrate/provide knowledge transfer to your SMEs about managed installs that support:
	   a. Windows™ installer
	   b. Installers supporting scripting
	   c. Installers supporting command-line switches
	   d. Multi-file installers (ZIP)
	5. We will assist with the creation and configuration of one (1) file synchronization
	6. We will assist with the creation and configuration of one (1) software update processes
	7. We will assist with the creation and configuration of up to two (2) software uninstallers for software that supports command line uninstalls
	8. We will explain how Task Chains work and assist with identifying scenarios where this feature might be leveraged

Planned Activities	1. Identify the goal and objectives of how your company plans to leverage the Software Distribution feature
	2. Provide the needed knowledge transfer for how to use the Software Distribution feature both now as well as how to scale moving forward while following best practices
	3. Complete the creation, configuration, and testing of:
	   a. Up to five (5) industry standard application that supports enterprise deployment via the managed install process
	   b. One file synchronization task
	   c. One software update process
	   d. Up to two (2) software uninstall task for software that supports command line uninstalls

Dependencies	1. Resource(s) with decision-making capabilities as it pertains to your Software Distribution needs

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	2. Access to desire software media and/or download portal 3. License keys and registration information for software titles selected that have said requirement 4. Access to either physical or virtual machines for testing purposes

Patch Management (AMA Excluded)	1. We will provide an introduction to the Patch Management feature
	2. We will review current patching practices with your SMEs and provide implementation support based on best practices
	    a. We will assist with configuration of your Patch subscription
	    b. We will assist with the creation of up to ten (10) Patch labels
	3. We will assist with the creation and configuration of up to two (2) Patch Management Schedules
	4. We will assist with the creation and configuration of up to one (1) Windows Feature Update Schedule
	5. We will explain how Task Chains work and assist with identifying scenarios where this feature might be leveraged

Planned Activities	1. Identify the goal and objectives of how your company plans to leverage the Assets feature
	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
	3. Complete the creation, configuration, and testing of:
	    a. Patch Download
	    b. Patch Subscription
	    c. Up to ten (10) patch labels
	    d. Up to three (2) patch management schedules
	    e. Up to one (1) Windows Feature Update Schedule

Dependencies	1. Resource(s) with decision-making capabilities as it pertains to your Patch Management needs

Scripting (AMA Excluded)	1. We will provide an introduction to the Scripting feature
	2. We will review current scripting practices with your SME's and provide an implementation based on best practices.
	3. We will assist with the creation and configuration of up to three (3) scripts leveraging the configuration/security policy feature.
	4. We will assist with the creation and configuration of up to two (2) custom scripts with up to three (3) tasks, making use of:
	    a. Verify
	    b. Success
	    c. Remediation
	    d. On Remediation Success
	    e. On Remediation Failure
	5. We will explain how Task Chains work and assist with identifying scenarios where this feature might be leveraged

Planned Activities	1. Identify the goal and objectives of how your company plans to leverage the Scripting feature 2. Provide the needed knowledge transfer for how to use the Scripting feature both now as well as how

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		to scale moving forward while following best practices
		3. Complete the creation, configuration, and testing of:
		   a. Up to three (3) configuration/security policy feature scripts
		   b. Up to two (2) custom script each with up to 3 tasks

	Dependencies	1. Resource(s) with decision-making capabilities as it pertains to your Scripting needs
Software Management (AMA Excluded)		1. We will provide an introduction to the Software Management feature 2. We will assist with the configuration of up to five (5) metering titles 3. We will assist with configuration of up to ten (10) software titles for typical licensing 4. We will assist with the configuration of up to five (5) software titles for application control

	Planned Activities	1. Identify the goal and objectives of how your company plans to leverage the Software Management feature
		2. Provide the needed knowledge transfer for how to use the Software Management feature both now as well as how to scale moving forward while following best practices.
		3. Complete the creation, configuration, and testing of:
		   a. Up to five (5) meter software titles
		   b. Up to ten (10) software titles for license compliance
		   c. Up to ten (10) patch labels
		   d. Up to five (5) software titles for application control

	Dependencies	1. Resource(s) with decision-making capabilities as it pertains to your Software Management needs 2. Software entitlement data (i.e., proof of purchase)

Asset Management		1. We will provide an introduction to the Assets feature
		2. We will assist with designing and documenting a lifecycle management process which includes:
		   a. Criteria to justify asset tracking
		   b. When the lifecycle begins (i.e., cradle)
		   c. When the lifecycle ends (i.e., grave)
		   d. What are the require states to support the asset lifecycle
		   e. What/when are the required touch points
		3. We will assist with the creation of up to three (3) custom Asset Types each with up to ten (10) custom fields
		4. We will demonstrate one (1) import asset function from an existing CSV spreadsheet using the Asset import wizard containing up to two thousand (2000) rows of data
		5. We will review asset import practices with your SME's and provide support during the engagement based on best practices.

	Planned Activities	1. Identify the goal and objectives of how your company plans to leverage the Assets feature 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.

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	3.	Complete the creation, configuration, and testing of:
		a. Asset lifecycle statuses
		b. Up to three (3) custom asset types each with up to ten (10) custom fields
		c. Upload of up to two thousand (2000) rows of customer-provided asset info for one (1) Asset Type
Dependencies	1.	Resource(s) with decision-making capabilities as it pertains to your Software Distribution needs
	2.	CSV file containing asset information
Server Monitoring & Agentless Inventory	1.	We will provide an introduction to the Server Monitoring and Agentless Inventory feature
	2.	We will assist with the configuration of up to five (5) supported Operating Systems for monitoring using standard Log Enablement Packages (LEPs)
	3.	We will assist with the configuration of up to three (3) devices for agentless inventory.
Planned Activities	1.	Identify the goal and objectives of how your company plans to leverage the Server Monitoring and Agentless feature
	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
	3.	Complete the creation, configuration, and testing of:
		a. Up to five (5) supported Operating Systems for monitoring using standard Log Enablement Packages (LEPs)
		b. Up to three (3) devices for agentless inventory
Dependencies	1.	Resource(s) with decision-making capabilities as it pertains to your Server Monitoring & Agentless Inventory needs
	2.	Authentication information for devices you wish to inventory Agentless
	3.	Authentication information and server details for devices you wish to monitor
Reporting	1.	We will provide an introduction to the Reporting feature
	2.	We will assist with building up to ten (10) custom reports using the SMA reporting wizard
	3.	We will assist with configuring up to five (5) report email delivery schedules
	4.	We will provide up to five (5) email notifications
Planned Activities	1.	Identify the goal and objectives of how your company plans to leverage the Reporting feature
	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.
	3.	Complete the creation, configuration, and testing of:
		a. Up to ten (10) custom reports using the SMA reporting wizard
		b. Up to five (5) report email delivery schedules
		c. Up to five (5) email notification
Dependencies	1.	Resource(s) with decision-making capabilities as it pertains to your Reporting needs

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User Portal (AMA Excluded)	1. We will provide an introduction to the User Portal feature
	2. We will assist with the creation and configuration of up to five (5) Knowledge Base (KB) articles
	3. We will assist with the creation and configuration of one (1) of each type of Portal Application:
	    a. Download
	    b. Script
	    c. Software Installer

Planned Activities	1. Identify the goal and objectives of how your company plans to leverage the User Portal feature
	2. Provide the needed knowledge transfer for how to use the User Portal feature both now as well as how to scale moving forward while following best practices.
	3. Complete the creation, configuration, and testing of:
	    a. Up to five (5) Knowledge Base (KB) articles
	    b. One (1) of each type of Portal Application:
	        i. Download
	        ii. Script
	        iii. Software Installer

Dependencies	1. Resource(s) with decision-making capabilities as it pertains to your User Portal needs

KACE Systems Deployment Appliance (SDA) Features

KACE Product Integration	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.

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USB Imaging	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 images
	   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 (Applies to SDA Only)	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. Resource(s) that will be acting as KACE admin 2. Technicians' device that will host the files needed to create the Custom Boot Environment.
Remote Site Appliance (RSA) (Applies to SDA Only)	1. We will assist in the configuration of up to three (3) Remote Site Appliances 2. We will configure KACE appliance linking and synchronization policies to support client needs. 3. 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. Resource(s) that will be acting as KACE admin 2. A supported Virtual Environment (Hyper-V or VMware). 3. Resource(s) as it relates to importing the Virtual RSA into a supported Virtual Environment (Hyper-V or VMware)

KACE Mobile Device Management (KACE MDM)

Mobile Device Management	1. Product Overview 2. Getting Started with Self-Paced Training Library 3. Link applicable device enrollment programs 4. Configuration of applicable settings

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		5. Device Policy Management 6. Setup Default Policies and Optional Configurations 7. Knowledge Transfer

Planned Activities		1. Product Overview
		   a) Verify access to KACE Cloud Tenant
		   b) Discussion of device management needs
		   c) Test enroll tech devices of all platforms
		   d) Discuss Virtual Device options for testing
		   e) Setup Device Users and Admins
		   f) Setup LDAP/SSO Authentication
		   g) Intro to Self-Paced Training Library
		   h) Confirm: Apple Business Manager
		   i) Confirm: Android Zero-Touch
		
		2. Primary Configuration
		   a) Understanding Vendor Auto-Enrollment vs. Self-Enrollment
		   b) Connecting Auto Enrollment Services (Microsoft, Apple, Google)
		   c) Device Modes- Understanding Supervised vs. BYOD
		   d) Understanding Location Rules
		   e) Understanding & Creating filters
		   f) Policy configuration assistance. Choose 2 from the following:
		     o Apps
		     o Location Sets
		     o Options Sets
		     o Passcode Rules
		     o Wifi Profiles

Dependencies		1. Provide remote access to the KACE Cloud MDM Tenant via WebEx, and if required, a support tether. 2. Ensure all provided pre-requisite related setup for the environment or supporting services (such as Apple/Google Auto-enrollment provider programs) is completed prior to engagement 3. Ensure connectivity is configured and available between the software and devices 4. Ensure an active user account is already established within the desired integration application (such as SAML Provider, KACE SMA, etc.) 5. Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

KACE Desktop Authority (KACE DA)

Desktop Authority	1. Product Overview
	2. Client and Script Deployment

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	3.	Knowledge Transfer
	4.	USB Device Control
Planned Activities	1.	Product Overview
		a. Overview of the KACE DA Admin Console
		b. Policy Configuration Overview
		c. Email Settings Overview
		d. Application Discovery Overview
		e. Self Service Elevation Overview
		f. Instant Elevation Overview
	2.	Client and Script Deployment
		a. Introduction to the Feature
		b. Recommendation on best practices regarding agent provisioning strategy
		c. Assist with Deployment of DA Client for up to three (3) OUs via the DA console
	3.	Data Collection Settings
		a. Introduction to the feature
		b. Configuration of up to two (2) preconfigured rule objects
	4.	Knowledge Transfer
		a. Validation Logic
		b. Core Reports
		c. Basic Computer Policy Configuration
		d. Basic User Policy Configuration
	5.	USB Device Control and Configuration
		a. Introduction to the feature
		b. Assist with deployment of a DA Device Control object
Dependencies	1.	Access to Desktop Authority Console
	2.	Access to test client for policy deployment and testing

KACE Privilege Manager (KACE PM)

Privilege Manager		
	1.	Product Overview
	2.	Client Deployment
	3.	Inventory Data
	4.	Knowledge Transfer
Planned Activities	1.	Product Overview
		a. Overview of the KACE PM admin console
		b. Policy Configuration Overview
		c. Email Settings Overview
		d. Application Discovery Overview
		e. Self-Service Elevation Overview
	2.	Client Deployment
		a. Provide an overview of the feature
		b. Assist in the deployment of up to three (3) organizational units via the PM console
	3.	Inventory Data
		a. Provide an overview of the feature
		b. Configure up to five (5) pre-configured rule objects for customers environment
	4.	Knowledge Transfer
		a. Validation Logic

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		b. Core Reports
		c. Basic Policy Configuration
Dependencies	1. Access to Desktop Authority Console
	2. Access to test client for policy deployment and testing

Prerequisites and assumptions

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

- KACE environment is operating correctly and accessible via a web browser
- Customer will provide remote access to the KACE appliance via WebEx, and if required, a support tether
- Customer will assign appropriate technical and business resources to participate in the project that have necessary administrator privileges to the connected network (such as Active Directory) and the KACE software and supported hosting environment, such as vSphere, or Hyper-V.
- The delivery language will be English.
- Customer must have valid licenses for the applicable software product(s) and be current on support services for such products.
- The Customer's KACE Administrator with system administration responsibilities will be available and provide appropriate remote access privileges required for Quest during the performance of this service.
- The Customer's KACE Administrator shall participate during engagement.
- The Customer's environment will meet or exceed the hardware and operating environment software minimum requirement outlined in the KACE Systems Requirements Guide found on support.quest.com
- KACE Software installed must be a supported version in the Quest's Product Lifecycle table for KACE.
- Configuration/Software/Data Backup is the Customer's responsibility to complete prior to Quest performing any Services.
- All services associated with this service description will be available to the customer upon Quest receipt of order for 13 months. The service expires 13 months after date of Quest order receipt without right to refund or extension.

Excluded Services

- Installation of any software or operating system ("OS") on any host(s).
- Physical installation of any hardware.
- Installation, set-up or configuration of Active Directory®, mail servers, network devices and other third-party applications.
- Use of KACE products in conjunction with unsupported versions of operating systems, service packs, web browsers and other third-party products.
- Configuration and administration of third party virtual infrastructure servers running a V-KBOX.
- We will not provide the SSL certificate.
- IP and Hostname routing to the KACE Appliance.
- Any activities other than those specifically noted in this Service Description.

Additional notes

For more information, contact your Account Manager
Available in NAM and EMEA Contact remoteconfig@quest.com for more information

SKU

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