

Services Offering Description QSP-KCE-PP

KACE Remote Quickstart - Premium For KACE Systems Deployment Appliances

The KACE Remote Quickstart – Premium for KACE Systems Deployment Appliances Services Offering consists of all the “Core Feature Deliverables” and three (3) of the “Optional Deliverables”.

Core Feature Deliverables:

Deliverable	Description
Product Overview	<ul style="list-style-type: none"> • An overview of the KACE SDA user interface and the following general features: <ul style="list-style-type: none"> ○ Deployment Library ○ SDA Toolkits ○ Scripted Installations ○ System Imaging ○ Boot Environments ○ Boot Actions ○ Task Engine ○ PXE Imaging • The Project Overview will be delivered during the first session (up to 30 minutes)
Initial Setup Configuration	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Initial setup configuration of the KACE SDA for the following general settings: <ul style="list-style-type: none"> ○ PXE Boot Environment pre-requisite configuration ○ Technician device pre-requisite configuration ○ Reference device preparation
Boot Environment	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Recommendations based upon best practices regarding imaging strategy within your network • We will assist in the build of one (1) Boot Environment
Deployment Library	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Approximately five (5) pre-configured installation items that are useful for most environments
Scripted Installations	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • A review of current imaging practices and provide implementation support based on best practices (up to 30 minutes)
System Imaging	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • A review of current imaging practices and provide implementation support based on best practices (up to 30 minutes)
Driver Feeds	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • A review of current supported hardware models and assist with configuring: <ul style="list-style-type: none"> ○ Up to three (3) driver feeds for supported Dell hardware ○ One (1) custom driver feed for hardware not found in the driver feed library
Introduction to Self-Paced Training Library	<ul style="list-style-type: none"> • An introduction of how to access the online library (up to 15 minutes), including instruction on how to: <ul style="list-style-type: none"> ○ Learn and receive training on any ‘optional’ features not selected under this Services Offering Description ○ Refresh and expand your knowledge on any ‘core’ or ‘optional’ features selected under this under this Services Offering Description

Optional Feature Deliverables:

Services Offering Description

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Deliverable	Description
Mac Imaging	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • A review of your software deployment objectives and implementation support based on best-practices (up to 15 minutes) • Assistance with the implementation of each of the following: <ul style="list-style-type: none"> ○ Netboot environment requirements ○ How to build a netboot environment using OS X ○ How to build software deployment tasks for OS X ○ How to capture and deploy a Mac image using the Mac KBE (netboot)
KACE Product Integration	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Review current imaging practices and provide implementation support based on best practices (up to 30 minutes) • Assistance with the implementation of each of the following: <ul style="list-style-type: none"> ○ Handling newly deployed PCs in KACE SMA ○ Linking KACE Appliances ○ Using K1000 Labels in the KACE SDA ○ Using the SDA/SMA database for computer naming ○ Leveraging SMA Objects in SDA for deployments
User State Migration Tools (USMT)	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Review of current scripting practices and provide implementation support based on best practices (up to 30 minutes) • Assistance with the creation and configuration of up to two (2) USMT policies • Assistance with the capture of up to five (5) user states
USB Imaging	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Assistance with the configuration of up to two (2) USB deployable images
Boot Environment Customization	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Demonstrate one (1) custom boot environment configuration
Remote Site Appliance	<ul style="list-style-type: none"> • An introduction to the feature (up to 15 minutes) • Assistance with the configuration of up to three (3) Remote Site Appliances • Assistance with the configuration of KACE Appliance linking and synchronization policies to support client needs (up to 15 minutes) • Advice on network adjustments/requirements to support remote site imaging (up to 15 minutes)

Prerequisites and Assumptions

- The Deliverables assume only one (1) KACE SDA implementation
- No Services shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager
- 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 SDA webpage (found on <http://www.quest.com/products/kace-systems-deployment-appliance/>)
 - Provide remote access to the KACE SDA via WebEx, 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 activities under this Services Offering.