

Services Offering Description

KRK-KCE-PP

KACE APPLIANCE FEATURE PREPAID REMOTE EXPERT ASSIST

The KACE APPLIANCE FEATURE PREPAID REMOTE EXPERT ASSIST consists of one of the Activities below:

Planned Activities

The Planned Activities are applicable to one KACE appliance. KACE appliance are:

- KACE Systems Management Appliance
- KACE Asset Management Appliance
- KACE Systems Deployment Appliance

This service offering includes only 1 option from below. Customer will confirm which option they have selected on first contact with the Quest consultant.

KACE System Management Appliance (SMA) / KACE Asset Management Appliance (AMA) Features

Software Distribution (Applies to SMA Only)	<ol style="list-style-type: none">1. We will provide an introduction to the Software Distribution feature2. We will review your software deployment objectives and provide implementation support based on best practices3. 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:<ol style="list-style-type: none">a. Techsmith Camtasia Studio™b. Oracle Java 7/8 Updatec. Microsoft Silverlightd. Microsoft Visual C++ Redistributablese. Microsoft Office 2010/2013/2016f. Mozilla Firefox™g. Adobe Flash Player™h. Adobe Acrobat Reader™i. Adobe Acrobat™j. SonicWALL VPN Clientk. Cisco VPN Clientl. Autodesk Revit™m. (Other applications as determined)4. We will demonstrate/provide knowledge transfer to your SMEs about managed installs that support:<ol style="list-style-type: none">a. Windows™ installerb. Installers supporting scriptingc. Installers supporting command-line switchesd. Multi-file installers (ZIP)5. We will assist with the creation and configuration of one (1) file synchronization6. We will assist with the creation and configuration of one (1) software update processes7. We will assist with the creation and configuration of up to two (2) software uninstallers for software that supports command line uninstalls8. We will explain how Task Chains work and assist with identifying scenarios where this feature might be leveraged
---	---

Services Offering Description

KRK-KCE-PP

<i>Planned Activities</i>	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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 4. Provide an As-Built document for the Software Distribution deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Software Distribution needs 2. Access to desired 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 (Applies to SMA Only)	<ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 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 (3) patch management schedules 4. We will explain how Task Chains work and assist with identifying scenarios where this feature might be leveraged
<i>Planned Activities</i>	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> a. Patch Download b. Patch Subscription c. Up to ten (10) patch labels d. Up to three (3) patching management schedules 4. Provide an As-Built document for the Patch Management deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Patch Management needs
Scripting (Applies to SMA Only)	<ol style="list-style-type: none"> 1. We will provide an introduction to the Scripting feature

Services Offering Description

KRK-KCE-PP

	<ol style="list-style-type: none"> 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) script leveraging the configuration/security policy feature. 4. We will assist with the creation and configuration of up to two (2) custom script with up to three (3) tasks, making use of: <ol style="list-style-type: none"> 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
<i>Planned Activities</i>	<ol style="list-style-type: none"> 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 to scale moving forward while following best practices 3. Complete the creation, configuration, and testing of: <ol style="list-style-type: none"> a. Up to three (3) configuration/security policy feature scripts b. Up to two (2) custom script each with up to 3 tasks 4. Provide an As-Built document Provide an As-Built document for the Scripting deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Scripting needs
Software Management (Applies to SMA Only)	<ol style="list-style-type: none"> 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
<i>Planned Activities</i>	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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 4. Provide an As-Built document Provide an As-Built document for the Software Management deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Software Management needs 2. Software entitlement data (i.e., proof of purchase)

Services Offering Description

KRK-KCE-PP

Assets (Applies to SMA or AMA)	<ol style="list-style-type: none"> 1. We will provide an introduction to the Assets feature 2. We will assist with designing and documenting a lifecycle management process which includes: <ol style="list-style-type: none"> 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.
<i>Planned Activities</i>	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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 4. Provide an As-Built document for the Asset deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> 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 (Applies to SMA or AMA)	<ol style="list-style-type: none"> 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.
<i>Planned Activities</i>	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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 4. Provide an As-Built document Provide an As-Built document for the Asset deliverables listed

Services Offering Description

KRK-KCE-PP

<i>Dependencies</i>	<ol style="list-style-type: none"> 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 (Applies to SMA or AMA)	<ol style="list-style-type: none"> 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
<i>Planned Activities</i>	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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 4. Provide an As-Built document Provide an As-Built document for the Reporting deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Reporting needs
User Portal (Applies to SMA Only)	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> a. Download b. Script c. Software Installer
<i>Planned Activities</i>	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> a. Up to five (5) Knowledge Base (KB) articles b. One (1) of each type of Portal Application: <ol style="list-style-type: none"> i. Download ii. Script iii. Software Installer 4. Provide an As-Built document Provide an As-Built document for the User Portal deliverables listed
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your User Portal needs

Services Offering Description

KRK-KCE-PP

KACE Systems Deployment Appliance (SDA) Features

Mac Imaging (Applies to SDA Only)
KACE Product Integration (Applies to SDA Only)
User State Migration Tools (USMT) (Applies to SDA Only)
USB Imaging (Applies to SDA Only)
Boot Environment Customization (Applies to SDA Only)

Services Offering Description

KRK-KCE-PP

<i>Dependencies</i>
Remote Site Appliance (RSA) (Applies to SDA Only)

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 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.
- Customer/s KACE Administrator shall participate during engagement.
- Customer/s environment will meet or exceed the hardware and operating environment software minimum requirement outlined in the KACE Systems Requirements Guide found on www.quest.com
- KACE Software installed must be a supported version listed in the Quest's Product Lifecycle table for KACE.
- Configuration/Software/Data Backup. It is the Customer/s responsibility to complete a backup of all existing data, software, and programs on Supported Products 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 12 months. The service expires 12 months after date of Quest order receipt without right to refund.

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.