

Services Offering Description

QSE-KCE-PP

KACE KNOWLEDGE TRANSFER PER HOUR

The KACE KNOWLEDGE TRANSFER PER HOUR consists of all the Activities below:

Knowledge transfer refers to sharing or disseminating of knowledge and providing inputs to problem solving. KACE uses remote knowledge transfer with an expert directly connected to the attendee via screen-sharing tools such as WebEx™. All instructor-led knowledge transfer is conducted on the attendee environment, by the attendee(s), with guidance from the KACE expert.

The number of hours will be determined based on the customer's learning goals and the number of topics selected. Topics of choice may include*:

| KACE SMA | KACE SDA | KACE AMA |
|---|--|--|
| <ul style="list-style-type: none"> • Product Overview • Agent/Agentless Provisioning • Inventory • Label Management • Reporting Basics • User Management • Software Distribution Basics • Service Desk Basics • Patch Management • Dell Updates • Scripting Basics • Asset Management • License Compliance | <ul style="list-style-type: none"> • Product Overview • Boot Environment Management • Library Management • Scripted Installs • System Images • Custom Driver Feeds • User State Migration (USMT) • USB Imaging • Remote Site Appliances • Boot Environment Customization • Advanced Sysprep | <ul style="list-style-type: none"> • Product Overview • Agent/Agentless Provisioning • Inventory • Label Management • Reporting Basics • User Management • Asset Management • License Compliance |

** Note that some topics may be pre-requisites for others if the target audience is not familiar with them. Example- Label management may be required learning before Patch Management.*

Planned Activities

| Phase | Activities |
|---------------------------|---|
| Planning | <ul style="list-style-type: none"> • Quest will reach out to the customer to define the learning objectives. • Customer will define the learning objectives. • Quest will provide acceptance of learning objectives within any time/product constraints. |
| Scheduling | <ul style="list-style-type: none"> • Customer provides availability • Quest confirms availability with the assigned instructor • Quest schedules sessions at times identified |
| Knowledge Transfer | <ul style="list-style-type: none"> • During the scheduled sessions, the instructor will guide the attendee(s) through the prescribed topics. • If applicable, the instructor will provide additional reference materials and resources to the attendee(s). |

Prerequisites and Assumptions

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- Customer should consult with KACE Professional Services prior to placing an order for Knowledge Transfer, to ensure that adequate time is procured to support the knowledge transfer engagement.
- Knowledge Transfer is limited to KACE product features, behaviors, and options. KACE Professional Services will not speak to technologies, configurations, solutions, etc. outside of the bounds of the KACE product(s) purchased.