

**Services Offering Description**  
**HAH-KCE-PP**

## **KACE SYSTEMS APPLIANCE HEALTH CHECK**

---

This document states the planned activities and other terms for the Services Offering stated above.

### **PLANNED ACTIVITIES**

---

Quest plans to perform the following services (“Activities”) in connection with the Software product stated above (the “Software”),

#### **PROJECT INITIATION MEETING & DOCUMENTATION**

---

The project initiation meeting is conducted first and is intended to introduce Customer’s and Quest key project members and to review the project objectives, scope, requirements, and timelines.

The project initiation meeting includes things such as:

Verify and validate environment readiness

- Finalize logistics including scheduling, remote access requirements and web conferencing needs
- Confirm specific use cases that we would want to collaborate on during the deployment assurance engagement.

#### **HEALTH CHECK**

---

The Health Check phase typically includes:

Joint engagement with the customer and consultant.

- Assess the current implementation of the KACE appliance.
- Review configuration items for optimal appliance functionality

#### **HEALTH CHECK REVIEW**

---

The Health Check Review typically includes:

- Formal report on critical and non-critical items identified during the health check.

#### **KNOWLEDGE TRANSFER**

---

A Knowledge Transfer phase typically includes:

- Review and explanation on finding and recommendations of the health check
- Open Q&A on implementation and health of the KACE deployment.

### **OTHER TERMS**

---

You agree to cooperate with Quest in its delivery of the Services and to the following responsibilities:

- Ensure that the existing infrastructure and hardware configuration of your environment is sufficient to support the products to be implemented
- Commit a technical resource on a full time basis to provide us with the assistance required

## **Services Offering Description**

### **HAH-KCE-PP**

- Provide project team members with suitable business expertise, technical expertise, and decision making authority to ensure efficient project progress
- All activities will be performed remotely utilizing Quest provided web and voice conferencing
- Some activities may be performed during a “pre call” that could be required prior to the beginning of the scheduled engagement

The information above is a general description of software consulting services that Quest may provide during the services engagement. The actual services to be provided will be as stated in the order for such services.