



KACE Remote Systems Deployment Appliance QuickStart – Prepaid

Description

The KACE Remote Systems Deployment Appliance QuickStart service is a custom-tailored implementation solution designed to assist you with the initial implementation and configuration of your KACE SDA. The service focuses on ensuring KACE is configured optimally for both your environment and your priority administrative needs. It also includes knowledge transfer on how best to manage the core processes and features of your KACE appliance.

NOTE: All services expire twelve (12) months from date of purchase.

Outcomes

Our KACE Subject Matter Experts (“SMEs”) ensure all the core features and configurations of your KACE SDA such as initial setup, boot environment, scripted installation, and more are quickly and efficiently implemented. Our SMEs also work closely with you in identifying and implementing one or more of your top priority administrative features such as KACE product integration, imaging, remote site appliance policies and more. By leveraging our time-tested methodologies and expert guidance through the entire implementation processes, your IT teams will be ready to administer KACE for best serving your environment demands.

Benefits

- Ensure your KACE solution is set up quickly and properly
- Save valuable time with help from experts to implement your new solution
- Receive expert and custom configurations designed for your specific scenario
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and activities

With the KACE SDA QuickStart service you will receive support on all the ‘core’ designated features and configuration and knowledge transfer of up to three (3) ‘additional’ features. The activities supported within each ‘core’ and ‘additional’ feature are listed in ‘Appendix A’.

KACE SDA QuickStart – <u>Core</u> Features	
Product Overview	●
Initial Setup Configuration	●
Boot Environment	●
Deployment Library	●
Scripted Installations	●
System Imaging	●
Driver Feeds	●
Intro to Self-Paced Training Library	●

KACE SDA QuickStart – <u>Additional</u> Features	
KACE Product Integration	○
User State Migration Tools (USMT)	○
USB Imaging	○
Boot Environment Customization	○
Remote Site Appliance	○

● = core ○ = additional

The SDA QuickStart includes the following activities which are typically delivered between five (5) to six (6) sessions:

- **Discovery / Architecture / Design & Documentation**
 - Review implementation business objectives, confirm the expected scope, and identify key personnel
 - Validate service prerequisites are fulfilled
 - Define a proposed architecture of the KACE solution for the environment
 - Identify and confirm the 'additional' feature(s) selected for configuration
 - Define the project timeline with scheduling details on the specifics and duration for each needed session required to deliver all the features included/selected
 - Produce a KACE Architecture Specification document to use as the implementation blueprint and standard for evaluation of the ongoing implementation
 - Provide knowledge transfer on the Self-Paced Training Library

- **Deployment**
 - Deploy and configure one (1) KACE SDA
 - Perform all core feature activities
 - Review KACE SDA user base and deployment use cases
 - Configure up to three (3) additional features
 - Provide knowledge transfer on key administration activities for the 'additional' feature(s) selected

- **Knowledge Transfer**
 - Discuss operational use of the KACE SDA, its configuration, and best practices
 - Provide knowledge transfer on key administration activities for the 'additional' feature

Prerequisites and assumptions

- Scope of services assume just one (1) KACE SDA implementation
- All service activities are to be completed within 60 days
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Quest

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, etc.)
- Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
QSD-KCE-PP	KACE Systems Deployment Appliance QuickStart - Prepaid

Appendix A

Feature	Core / Additional	Service Includes
Product overview	Core	<ul style="list-style-type: none"> • Provide 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
Initial Setup Configuration	Core	<ul style="list-style-type: none"> • Provide an overview to the feature • Assist with 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	Core	<ul style="list-style-type: none"> • Provide an overview to the feature • Provide recommendations based upon best practices regarding imaging strategy within your network • Assist in the build of up to one (1) Boot Environment.
Deployment Library	Core	<ul style="list-style-type: none"> • Provide an overview to the feature • Provide up to five (5) pre-configured installation items that are useful for most environments
Scripted Installations	Core	<ul style="list-style-type: none"> • Provide an overview to the feature • Review current imaging practices with your SMEs and provide implementation support based on best practices
System Imaging	Core	<ul style="list-style-type: none"> • Provide an overview to the feature • Review current imaging practices with your SMEs and provide implementation support based on best practices
Driver Feeds	Core	<ul style="list-style-type: none"> • Provide an overview to the feature • Review current supported hardware models and assist with configuring: <ul style="list-style-type: none"> • Up to three (3) driver feeds for supported Dell hardware. • Up to one (1) custom driver feed for hardware not found in the driver feed library.
Intro to Self-Paced Training Library	Core	<ul style="list-style-type: none"> • Access to the Self-Paced Training Library is included as part of your ongoing support subscription • Provide an introduction of how to access the online library • With library content including training materials for all 'core' and 'additional' features listed within this QuickStart service offering, you will be able to: <ul style="list-style-type: none"> ○ Learn and receive training on any 'additional' features not selected with your service ○ Refresh and expand your knowledge on any 'core' or 'additional' features selected within your service

KACE Product Integration	Additional	<ul style="list-style-type: none"> • Provide an overview to the feature • Review current imaging practices with your SMEs and provide implementation support based on best practices • Assist in implementation of up to one (1) instance 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)	Additional	<ul style="list-style-type: none"> • Provide an overview to the feature • Review current scripting practices with your SMEs and provide implementation support based on best practices • Assist with the creation and configuration of up to two (2) USMT policies • Assist with the capture of up to five (5) user states
USB Imaging	Additional	<ul style="list-style-type: none"> • Provide an overview to the feature • Assist with the configuration of up to two (2) USB deployable images
Boot Environment Customization	Additional	<ul style="list-style-type: none"> • Provide an overview to the feature • Demonstrate one (1) custom boot environment configuration
Remote Site Appliance	Additional	<ul style="list-style-type: none"> • Provide an overview to the feature • Assist in the configuration of up to three (3) Remote Site Appliances • Configure KACE appliance linking and synchronization policies to support client needs • Advise on network adjustments/requirements to support remote site imaging.