



## KACE System Management Appliances Essentials QuickStart - Prepaid

### Description

The KACE Systems Management Appliances (SMA) Essentials QuickStart service is a custom-tailored implementation solution designed to assist you with the initial implementation and configuration of your KACE SMA. 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 SMA such as initial setup, agent provisioning, custom inventorying, and more are quickly and efficiently implemented. 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
- Learn best practices to ensure you are using the solution to its fullest potential

### Approach and activities

With the KACE Systems Management Appliance Essentials QuickStart service, you will receive support on all the core features. The activities supported within each core feature are listed in ‘Appendix A’.

KACE SMA QuickStart – <u>Core</u> Features	
Product Overview	●
Initial Setup Configuration	●
Agent Provisioning	●
Inventory Data	●
Custom Inventory	●
Intro to Self-Paced Training Library	●

● = core

**NOTE:** ‘Service Desk’ feature configuration is not available under this service, but is available through a separately purchased service

The SMA Essentials QuickStart includes the following activities which are typically delivered in three (3) 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
  - 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 SMA
  - Perform all core feature activities
  - Review KACE SMA user base and monitoring and reporting use cases
  
- **Knowledge Transfer**
  - Discuss operational use of the KACE SMA, its configuration, and best practices
  - Provide knowledge transfer on key admiration activities for the core features

## Prerequisites and assumptions

- Scope of services assume just one (1) KACE SMA implementation
- All service activities are to be completed within 30 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 SMA webpage (found on [www.quest.com/products/kace-systems-management-appliance/](http://www.quest.com/products/kace-systems-management-appliance/))
- Provide remote access to the KACE SMA 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 engagement

## Additional notes

For more information, please contact your Account Manager.

## SKU

SKU Part #	Description
QSA-KCE-PP	KACE Systems Management Appliance Essentials QuickStart - Prepaid

## Appendix A

Feature	Core	Service Includes
Product overview	Core	<ul style="list-style-type: none"> <li>• Provide an overview of the KACE SMA user interface and the following general features:               <ul style="list-style-type: none"> <li>○ Organizations (if applicable)</li> <li>○ Security/Patching</li> <li>○ Reporting</li> <li>○ Service Desk</li> <li>○ Scripting</li> <li>○ Distribution</li> <li>○ Asset Management</li> <li>○ Monitoring</li> <li>○ Inventory</li> <li>○ Labels</li> </ul> </li> </ul>
Initial Setup Configuration	Core	<ul style="list-style-type: none"> <li>• Provide an overview to the feature</li> <li>• Assist with initial setup configuration of the KACE SMA for the following general settings:               <ul style="list-style-type: none"> <li>○ Appliance settings</li> <li>○ System maintenance</li> <li>○ Existing configuration settings and system log files</li> <li>○ User Roles (up to 3)</li> <li>○ Basic LDAP authentication (up to 3)</li> <li>○ Device Labels (up to 10)</li> <li>○ Organizations (up to 2, as applicable)</li> </ul> </li> </ul>
Agent provisioning	Core	<ul style="list-style-type: none"> <li>• Provide an overview to the feature</li> <li>• Provide recommendations based upon best practices regarding agent provisioning strategy within your network</li> <li>• Assist in the deployment of up to twenty-five (25) agents.</li> <li>• The task can be completed via:               <ul style="list-style-type: none"> <li>○ IP range</li> <li>○ GPO</li> <li>○ Scripted agent installer</li> </ul> </li> </ul>
Custom Inventory	Core	<ul style="list-style-type: none"> <li>• Provide an overview to the feature</li> <li>• Provide up to ten (10) pre-configured custom inventory objects useful for most environments</li> </ul>
Intro to Self-Paced Training Library	Core	<ul style="list-style-type: none"> <li>• Access to the Self-Paced Training Library is included as part of your ongoing support subscription</li> <li>• Provide an introduction of how to access the online library</li> <li>• With library content including training materials for all 'core' features listed within this QuickStart service offering, you will be able to:               <ul style="list-style-type: none"> <li>○ Refresh and expand your knowledge on any 'core' or features selected within your service</li> </ul> </li> </ul>