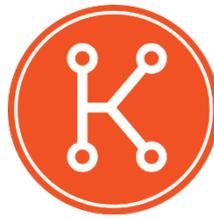


## KACE SMA ADVANCED PREPAID PACKAGE



KACE<sup>®</sup> TRAINING  
by Quest

### Course Description

KACE Academy Advanced is a two-day live online course, which approaches best practices and ideas for using the KACE SMA in your organization to its fullest potential. During this course, the KACE SMA will be used to secure endpoints, gain insight to the environment, and leverage automation to save time and effort and achieve comprehensive endpoint management. Academy is designed specifically for KACE Administrators with foundational knowledge of the KACE SMA looking for the next steps in expanding their knowledge. Attendees will have the opportunity to learn in a non-production environment and collaborate with KACE Experts and peers.

The **Academy Advanced** course delivers to the following competencies:

- Custom Inventory – Expand the SMA’s visibility into endpoints to suit your needs.
- Smart Labels – Organize your endpoints, patches, and more as a foundation to automating with the KACE SMA.
- Managed Installations – Deploy more advanced software titles to save your time.
- Scripting – Leverage scripts to configure your endpoints with the greatest amount of flexibility.
- Reporting – Harness the data in your SMA to gain insights and actionable information about your IT landscape.
- Agentless Inventory – Gain additional visibility into your environment by adding your network devices, printers, and infrastructure to the inventory.
- Patch Management – Secure endpoints by applying the latest security updates using our best practices.
- Windows Feature Updates – Deploy the latest Windows Feature Updates to your endpoints.
- SMA Deployment Best Practices – Configure your SMA to best practices to ensure the best experience and security possible.

At the end of each day, there will be Q&A sessions with our KACE Professional Services experts to discuss your questions.

### Benefits

The main benefits of **KACE Academy Advanced** are:

- Learning the latest tips and best practices from KACE Experts.
- Enhance your skill set to save time, money, and effort managing your environment.
- Ask questions and get advice related to your environment’s specific needs.
- Practice what you’ve learned in a non-production environment.
- Leverage a combination of presentations, demonstrations, and hands-on activities to provide an immersive experience.
- Limited class size to allow the opportunity to interact, ask questions, and discuss ideas.
- Learning materials will be provided for your reference outside of class.
- Recordings can be made available upon request.

### Activities Description

KACE Experts will deliver course content in a collaborative and immersive environment with your peers. Discussion with KACE Experts and peers is strongly encouraged to get the most out of Academy. The course will be given in a live online environment to allow maximum flexibility in attendance. Class length is 2 days. Agenda is as follows:

## Day 1 – Enhanced Visibility

The first day of Academy will focus on data collection with and without the KACE Agent installed, expansion of data collected, and using this data to sort items in KACE more effectively and efficiently. Database familiarization will focus on the structure of data on the appliance to configure advanced Smart Labels and Custom Reports.

- Agentless Inventory
- Custom Inventory
- Smart Labels
- Database Familiarization
- Reporting
- Q&A

## Day 2 – Secure and Configure

Day 2 builds upon Day 1 activities by leveraging Managed Installations, Scripting, Patch Management, and Windows Feature Updates to bring your environment to cohesive management with compliance to your organization's desired security posture. Day 2 will also discuss secure deployment of the SMA using best practices.

- Scripting
- Patch Management
- Windows Feature Updates
- Secure SMA Deployment
- Q&A

## Conditions and Limitations

### Conditions

Customer must already have an internet connected device capable of running Teams and multiple browser tabs to access labs and additional content provided by KACE Experts. Where possible, attend from an environment where you are least likely to be interrupted from attending the course.

Course is delivered between the hours of 9 AM (CST) and 5 PM (CST).

## Prerequisites and Assumptions

KACE Professional Services will provide an introductory email the week before Academy is to be delivered. This details requirements for attending via Teams and means of contacting instructors. This information must be reviewed, and any prerequisites completed before the course start time. Failure to do so will result in delays which may mean that the above deliverables cannot be met. KACE is not responsible for any delay in schedule or topic delivery that may result from the below assumptions not being met.

- Basic knowledge of the SMA features, settings, and navigation. For information about introductory training, please consider enrolling in [KACE Academy](#).
- Access to support.quest.com for viewing any KB articles or technical documentation issued by course instructors.
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by the Customer and will be invoiced at cost. All travel must be preplanned through project management.
- Customer will ensure appropriate access to the KACE environment.
- Customer is responsible for the attending the Academy as scheduled. Communicated with Professional Services if any changes need to be made ahead of the course start date.

For additional information, please reach out to us at [KACEAcademy@quest.com](mailto:KACEAcademy@quest.com)

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