

**Services Offering Description**  
**DAL-CAP-PP**

**KACE DESKTOP AUTHORITY**  
**QUICKSTART ESSENTIALS**

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The KACE Desktop Authority QuickStart consists of all the “Core Feature” Activities listed below.

**Core Feature Activities**

Feature	Core / Optional	Planned Activities
<b>Product overview</b>	Core	<ul style="list-style-type: none"><li>• Overview of the KACE Desktop Authority Admin Console interface and the following general features:<ul style="list-style-type: none"><li>○ Policy configuration</li><li>○ Email Settings</li><li>○ Application Discovery</li><li>○ Self-Service Elevation</li></ul></li></ul>
<b>Initial Setup Configuration</b>	Core	<ul style="list-style-type: none"><li>• Assistance with initial setup configuration of the KACE Desktop Authority for the following general settings:<ul style="list-style-type: none"><li>○ Console Installation</li><li>○ Server Installation, up to 1 domain</li><li>○ Client Deployment, up to 3 Organization Units (OU)</li></ul></li></ul>
<b>Client Deployment</b>	Core	<ul style="list-style-type: none"><li>• Recommendations based upon best practices regarding agent provisioning strategy within your network</li><li>• Assistance in the deployment of up to three (3) OU's via the Desktop Authority Console's integrated GPO method.</li><li>• We will assist in the assignment of Desktop Authority Logon script for up to ten (10) users</li></ul>
<b>Inventory Data</b>	Core	<ul style="list-style-type: none"><li>• Configure up to five (5) pre-configured rule objects useful for most environments</li></ul>
<b>Data Collection Settings</b>	Core	<ul style="list-style-type: none"><li>• Introduction to the Data Collection Settings</li><li>• Configure up to two (2) pre-configured rule objects useful for most environments</li></ul>
<b>Knowledge Transfer</b>	Core	<ul style="list-style-type: none"><li>• General administration tasks</li><li>• Logic, Core Reports, Basic Policy Configuration</li><li>• Best Practices</li></ul>
<b>Console Access Configuration - Basic</b>	Core	<ul style="list-style-type: none"><li>• Configure up to two (2) pre-configured access groups objects useful for most environments</li><li>• Configure up to one (1) pre-configured access groups objects useful for most environments</li></ul>
<b>Intro to Self-Paced Training Library</b>	Core	<ul style="list-style-type: none"><li>• Introduction on how to access Quest's online self-paced training library for all training material associated with Desktop Authority</li></ul>

## Services Offering Description

### DAL-CAP-PP

#### OTHER TERMS

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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
- 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
- All service activities are to be completed within two (2) consecutive business weeks.
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager