# Services Offering Description
## ABA-DMX-PP

# KACE PRIVILEGE MANAGEMENT QUICKSTART ESSENTIALS

The KACE Privilege Management QuickStart consists of all the "Core Feature" Activities listed below and two (2) "Optional Feature" Activities.

**Core Feature Activities**

| Feature | Core / Optional | Planned Activities |
|---|---|---|
| **Product overview** | Core | • Overview of the KACE Privilege Management Admin Console interface and the following general features:<br>   ○ Policy configuration<br>   ○ Email Settings<br>   ○ Application Discovery<br>   ○ Self-Service Elevation |
| **Initial Setup Configuration** | Core | • Assistance with initial setup configuration of the KACE PM for the following general settings:<br>   ○ Console Installation<br>   ○ Server Installation (up to 1 domain)<br>   ○ Client Deployment (up to 3 OU's) |
| **Client Deployment** | Core | • Recommendations based upon best practices regarding agent provisioning strategy within your network<br>• Assistance in the deployment of up to three (3) organizational units (OU's) via the PM Console's integrated GPO method. |
| **Inventory Data** | Core | • Configure up to five (5) pre-configured rule objects useful for most environments |
| **Knowledge Transfer** | Core | • General administration tasks<br>• Logic, Core Reports, Basic Policy Configuration<br>• Best Practices |
| **Intro to Self-Paced Training Library** | Core | • Introduction on how to access Quest's online self-paced training library for all training material associated with KACE Privilege Management. |

**Optional Feature Activities**

| Feature | Core/ Optional | Service Includes |
|---|---|---|
| **Multiple Domain Configuration** | Optional | • Recommendations based upon best practices regarding agent provisioning strategy within your network<br>• Assistance in connecting KACE Privilege Management to up to five (5) Active Directory domains across no more than one (1) forests. |
| **Alternate-Method Client Deployment** | Optional | • Assistance with configuring deployment using one of the following tools:<br>  • KACE SMA<br>  • Native Group Policy<br>  • Microsoft SCCM<br>• It is assumed that the participant has prior experience and knowledge of how to use the implemented tool. |
| **Logging Review** | Optional | • Review of the Logging Review feature. |
| **Custom Policy Configuration Assistance** | Optional | • Review of the Custom Policy Configuration Assistance feature.<br>• Assistance in the creation and configuration of up to two (2) privilege elevation rules<br>• Assistance in the creation and configuration of up to two (2) blacklist rules<br>• Assistance in the creation and configuration of up to two (2) advanced policy settings |
| **Offline Temporary Session Elevation** | Optional | • Review of the Offline Temporary Session Elevation (TSE) function.<br>• Assistance in the creation and configuration of up to two (2) TSE use cases |

**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

• 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