



## KACE Knowledge Transfer Per Feature

### Description

This Remote Knowledge Transfer service is targeted to the customers learning goals and available at a per-feature rate.

### Outcomes

- Ensure Staff can effectively use the KACE appliances they are responsible for administering
- Shorten Ramp-up time(s) for new hires
- Learn how to utilize KACE features and stay current with updates and best practices

### Approach and Activities

A Quest representative will contact the customer to schedule this Service, allowing for at least a ten (10) business-day lead time prior to the start of the Service, based upon a mutually agreed to resource availability. This service will be provided during normal Quest business hours Monday through Friday (8:00am to 5:00pm engineer local time). No service activities shall take place during local, state and/or country holidays unless other arrangements have been made as Quest's approval discretion.

This services offering is a per-feature sharing or disseminating of Knowledge from our SMEs to the customers team. The Service team uses remote knowledge transfer with an expert directly connected to the attendee via screen-sharing tools such as WebEx™. All instructor-led knowledge transfer is conducted on the attendee environment, by the attendee(s), with guidance from the KACE expert.

Planned activities are applicable to one KACE software solution. Applicable KACE solutions:

- KACE Systems Management Appliance (SMA) \*
- KACE Asset Management Appliance (AMA) \*
- KACE as a Service (KaaS) \*
- KACE Systems Deployment Appliance (SDA)
- KACE Desktop Authority (DA)
- KACE Privilege Manager (PM)
- KACE Cloud Mobile Device Manager (MDM)

### Planning

- Once the order is received by the services team, we will arrange scheduling, remote access requirements and web conferencing needs via e-mail with the point of contact indicated on the order.
- Where necessary, information/documentation specific to completing the defined task will be collected from the customer via questionnaire or WebEx
- Customer and KACE SME will work to define the customers learning objectives for the purchased time.

\*Activities limited to a single organization (ORG)

\*\* MDM Supports Mac configuration deployment; SDA single image assist can be USB Image, Windows Scripted Install, Windows Image, or Linux Deployment.



### Knowledge Transfer

- The subject matter expert will provide you with up to one (1) session per feature(s) selected from the table below. This knowledge transfer will include specifics on item best practices, how to leverage what was implemented, as well as how to scale moving forward.

This service offering includes only 1 option from below; Product eligibility as indicated.

	SMA/KAAS	AMA	SDA	MDM	DA	PM
Software Deployment/Installation	✓		✓	✓	✓	
Patching & Security	✓				✓	
Scripting	✓				✓	
Software/License Management	✓	✓				
Server Monitoring & Agentless Inventory Reporting	✓	✓				
Reporting	✓	✓	✓	✓	✓	✓
Asset Management	✓	✓				
Remote Site Config	✓		✓		✓	
User State Migration			✓			
Single Image Assist **			✓	✓		
KACE Product Integration	✓		✓	✓		
User Portal Configuration	✓					
Profile/Policy Configuration	✓			✓	✓	✓
LDAP Authentication Assist	✓	✓	✓	✓	✓	✓
Product Overview	✓	✓	✓	✓	✓	✓
Client Deployment Assistance	✓	✓	✓	✓	✓	✓
Service Desk Basics	✓					
Sysprep and Boot Environment			✓			
USB Imaging			✓			

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## Prerequisites and assumptions

We have made the following specific assumptions while specifying the services detailed in this service description:

- Each Session will be scheduled for up to two (2) hours.
- KACE environment is operating correctly and accessible via a web browser
- Customer will provide remote access to the KACE appliance via WebEx, and if required, a support tether
- Customer will assign appropriate technical and business resources to participate in the project that have necessary administrator privileges to the connected network (such as Active Directory) and the KACE software and supported hosting environment, such as vSphere, or Hyper-V.
- The delivery language will be English.
- Customer must have valid licenses for the applicable software product(s) and be current on support services for such products.
- The Customer's KACE Administrator with system administration responsibilities will be available and provide appropriate remote access privileges required for Quest during the performance of this service.
- The Customer's KACE Administrator shall participate during engagement.
- The Customer's environment will meet or exceed the hardware and operating environment software minimum requirement outlined in the KACE Systems Requirements Guide found on support.quest.com
- KACE Software installed must be a supported version in the Quest's Product Lifecycle table for KACE.
- Configuration/Software/Data Backup is the Customer's responsibility to complete prior to Quest performing any Services.
- All services associated with this service description will be available to the customer upon Quest receipt of order for 13 months. The service expires 13 months after date of Quest order receipt without right to refund or extension.

### Excluded Services

- Installation of any software or operating system ("OS") on any host(s).
- Physical installation of any hardware.
- Installation, set-up or configuration of Active Directory®, mail servers, network devices and other third-party applications.
- Use of KACE products in conjunction with unsupported versions of operating systems, service packs, web browsers and other third-party products.
- Configuration and administration of third-party virtual infrastructure servers running a V-KBOX.
- We will not provide the SSL certificate.
- IP and Hostname routing to the KACE Appliance.
- Any activities other than those specifically noted in this Service Description.

### Additional notes

For more information, contact your Account Manager  
Available in NAM and EMEA

Contact [remoteconfig@quest.com](mailto:remoteconfig@quest.com) for more information

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KACE

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