KACE Remote Implementation of a KACE Appliance

Description

This service provides for the remote implementation of a single KACE K-Series Appliance (the "Supported Product" or "Supported Products"), as set forth more specifically in this Service Description (the "Service" or "Services").

Outcomes

The KACE Remote Implementation Service helps get your solution up and running quickly and properly to begin provisioning, managing, securing, and servicing your network-connected devices. Whether your team lacks the technical expertise or may not have time to deploy and configure your solution, our subject matter experts help you through this process using our tested implementation methodology. Our team helps you quickly drive your new solution into production ensuring your IT team is ready to utilize all the features like inventorying your software and hardware, automating patch management, automating imaging and deployments, and more in order to maximize your return on investment.

Benefits:
• Ensure your KACE solution is set up quickly and properly
• Overcome internal resource constraints
• 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

This Service allows those who have completed the physical installation of their KACE Appliance or installation of their virtual appliance, to work remotely with Quest by phone and secure internet access (except where prohibited by law).

The KACE Remote Implementation Services (RIS) offering is designed to aid in the quick deployment of commonly needed configuration tasks of a KACE appliance. This service offering consist of 4 hours of remote consulting. Each 4-hour service consists of up to 2 of the solutions outlined below. This offer may be for a single 4-hour purchase or may be combined in increments of 4 hours by purchasing additional solution modules.

This Service Description is entered among you the customer ("you" or "Customer") and the Quest entity identified on your invoice for the purchase of this Service. This Service is provided in connection with Customer's separate signed master services agreement with Quest that explicitly authorizes the sale of this Service (as defined herein) or, in the absence of such agreement, Quest's terms of sale applicable to commercial customers, which is available at www.quest.com/legal in the United States, or your local Quest.com website and incorporated by reference in its entirety herein.

By placing your order for the Services, utilizing the Services or associated software, or by clicking/checking the "I Agree" button or box on the Quest.com website in connection with your purchase or within a Quest software interface you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity you represent that you have authority to bind such entity to this Service Description, which case "you" or "Customer" shall refer to such entity.

A Quest representative will contact the Customer to schedule this Service, allowing for at least a ten 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 6:00pm Customer local time) unless specified otherwise in Appendix B. Any services beyond normal Quest business hours will be reflected on the Customer's invoice. No service activities shall take place during local, state and/or country holidays unless other arrangements have been made through the sales team and the Quest project coordinator.

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.

Activities

This services offering is a fixed set of activities as time permits. Changes to the activities cannot be made without a fully executed amendment – an amendment may change the pricing of the offering.

The Planned Activities consist of:
Services Effort – Product Components:
• For KACE Systems Management Appliance or KACE Systems Deployment Appliance
• Physical, On-Premise Virtual, or Hosted environment

Define key service steps and list key activates for each step:
• Planning
    o 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.
    o Where necessary, information/documentation specific to completing the defined tasks will be collected from the customer via questionnaire.
• Installation
    o Some work may be completed offline for the customer, and later imported into the customer environment. Example- popular software deployment configurations may be prepared outside of the customer environment and imported.
    o Work may be performed interactively with the customer via WebEx, or via direct appliance access. This shall be determined by the task and technician.
• Configuration
    o Items that were scoped for light customization will be configured as outlined in the planning discussion.
• Post Implementation
    o Items that were scoped for light customization will be tested for basic functionality in the customer environment.
    o A request for quote on additional services, training, licenses, or other salable items may be made if customer wishes.
• Exclusions (what's not in scope)
    o Support related (Break/Fix) items may be deferred to the proper team.
    o Topics falling outside the scope of the defined service will need to be quoted via sales. Examples include: Additional product training exceeding the allotted time; Customization of a service desk.

Service Solution Modules

Solution	Target Appliance	What it includes
Patch Schedule Best Practices (2 Hours)	KACE Systems Management Appliance	1. Build 5 best-practice patch schedules. 2. Build Test/Production Schedules/Labels 3. Customize schedule per customer needs

Patch & Security Reporting (2 Hours)	KACE Systems Management Appliance	1. Complete environment patch scan initiation
		2. OVAL/SCAP scan configuration
		3. Create and schedule commonly requested reports, from a list of available reports. Examples:
		   a. Desktop & Server failed active critical patches
		   b. Critical Patch deployment total and percent by Vendor
		   c. Machines Not in a Patch Schedule
		   d. Patch completion rate by patch
		   e. Patch completion rate by machine
		   f. Patch completion total and percent by Vendor

Service Desk Reporting (2 Hours)	KACE Systems Management Appliance	1. Create commonly requested reports, from a list of available reports. Examples:
		   a. List Hours Worked (from Work Info entries) for each Owner (Technician), for tickets created in the last 30 days
		   b. List Hours Worked (from Work Info entries) for each Category, for tickets created in the last 30 days
		   c. List Average Time to Close (time between ticket creation and ticket closed timestamps) for each Owner (Technician), for tickets created in the last 30 days
		   d. List all tickets not in a "closed" state that have breached SLA (Due Date was yesterday). Send report at 7:00 am every day to manager
		2. Create up to 2 custom reports
		3. Schedule up to 5 reports

Common Asset Type Creation (2 Hours)	KACE Systems Management Appliance	1. Create up to 5 common asset types and associated fields, from a list of available types. Examples:
		   a. Cell Phones/Mobile Device
		   b. Network Equipment
		   c. Vehicle
		   d. Printer
		   e. Monitor
		   f. Projector
		   g. Scanner
		   h. Copier
		   i. Purchase Order
		   j. Office Equipment (Non-IT)

		k. Furniture l. Servers m. Service Agreement 2. Adjust/create 1 asset type to fit customer requests 3. Generate and Import 1 CSV of existing assets to 1 of the common asset types
Discovery & Agentless Configuration (2 Hours)	KACE Systems Management Appliance	two (2): 1. Assist with Chromebook configuration 2. Assist with Server Monitoring configuration, agentless or agent based 3. Provision Agentless to up to 20 devices (Not counting Chrome Devices)

Popular Software Deployment Configurations (2 Hours)	KACE Systems Management Appliance	1. Customer selects up to 5 software applications to add to the appliance, from a list of available applications. Examples:
		    a. Techsmith Camtasia Studio™
		    b. Oracle Java 7/8 Update
		    c. Microsoft Silverlight
		    d. Microsoft Visual C++ Redistributables
		    e. Microsoft Office 2010/2013/2016
		    f. Mozilla Firefox™
		    g. Adobe Flash Player™
		    h. Adobe Acrobat Reader™
		    i. Adobe Acrobat™
		    j. SonicWALL VPN Client
		    k. Cisco VPN Client
		    l. Autodesk Revit™
		    m. AutoDesk AutoCAD™
		2. Modify up to 3 packages to fit vendor-supported options for customer environment.

Basic Ticket Rules (2 Hours)	KACE Systems Management Appliance	1. Implement KACE's commonly requested ticket rules. Examples:
		    a. Automated Software Install based on an approved request in Service Desk
		    b. Summary email for new ticket "followers"
		    c. Email to queue owners when new ticket is created but unassigned
		    d. Upcoming Due Date notification
		    e. Manually closed ticket
		    f. Change owner if SLA breached, and add previous owner to CC for high/critical priority
		    g. Managed Installs - In Progress and Failed Deployments
		2. Configure rules to fit customer queue configurations
		3. Provide further documentation of behaviors and how to adjust the rules.

Appliance Updates (4 Hours)	KACE Systems Management	1. Perform all required appliance updates according to best practices. (Limit of 3 version upgrades per selection.)

	Appliance KACE Systems Deployment Appliance	
Database Maintenance (4 Hours)	KACE Systems Management Appliance KACE Systems Deployment Appliance	1. UI Cleanup- Remove unused records for software, devices, labels, reports, ticket archival, images, KBE's old source media, etc. 2. Backend optimization 3. Settings optimization
KBE Preparation (2 Hours)	KACE Systems Deployment Appliance	1. Build 2 Windows KBE's 2. Build 1 Mac KBE 3. Validate Boot success for up to 2 device models 4. Provide further documentation of behaviors and how to adjust the KBE
Remote Control Implementation (2 Hours)	KACE Systems Management Appliance	1. Configure up to 5 common device actions against IP and HOST (10 total). Examples include: Ping, Registry, 2. Configure up to 2 Remote Access solutions from Microsoft RDP/RA, UltraVNC, Dameware*, Bomgar*, iDRAC* nsing *Licerequired
KACE Systems Deployment Appliance RSA Implementation (2 Hours)	KACE Systems Deployment Appliance	1. Create up to 1 RSA 2. Link to KACE Systems Deployment Appliance 3. Configure sync schedule 4. Ensure sync and connectivity
Popular Task Configurations (2 Hours)	KACE Systems Deployment Appliance	1. Customer selects up to 5 software applications to add to the appliance from a list of available applications, from a list of available applications. Examples: a. Techsmith Camtasia Studio™ b. Oracle Java 7/8 Update c. Microsoft Silverlight d. Microsoft Visual C++ Redistributables e. Microsoft Office 2010/2013/2016 f. Mozilla Firefox™ g. Adobe Flash Player™ h. Adobe Acrobat Reader™ i. Adobe Acrobat™ j. SonicWALL VPN Client k. Cisco VPN Client l. Autodesk Revit™

		m. AutoDesk AutoCAD™
		2. Import commonly used Pre/Post install tasks for configurations, from a list of available tasks. Includes- Multiple Partitioning tasks, secure booting (TPM), Pre and post tasks for drive encryption (Bitlocker, DDPe), CCTK tasks.
		3. Modify up to 3 packages to fit vendor-supported options for customer environment.
Custom Survey (2 Hours)	KACE Systems Management Appliance	1. Create up to 1 customized survey/form queue 2. Define up to 3 workflows 3. Create up to 2 custom reports.
Appliance Initial Setup & Configuration (2 Hours)	KACE Systems Management Appliance KACE Systems Deployment Appliance	1. 2. Download and configure VM in existing VM infrastructure Lead customer through preparing the network for JumpStart training as required 3. 4. Prepare the appliance to accept JumpStart training 5. Implement LDAP Authentication Link Appliances if multiples exist Prepare external feeds such as patching, updates, drivers

Prerequisites and assumptions

- 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 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.
- Customer/s KACE Administrator shall participate during engagement.
- Customer/s environment will meet or exceed the hardware and operating environment software minimum requirement outlined in the KACE Systems Requirements Guide found on www. quest.com
- KACE Software installed must be a supported version listed in the Quest's Product Lifecycle table for KACE.
- Configuration/Software/Data Backup. It is the Customer/s responsibility to complete a backup of all existing data, software, and programs on Supported Products prior to Quest performing any Services.

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 for more information

Price / SKU

US SKU	Description
KRK-KCE-PP	Remote Implementation of a KACE Appliance