Quest™

KACE Remote QuickStart
(for KACE Systems Deployment Appliances)

Description
The KACE Remote QuickStart service is a custom-tailored implementation solution designed to assist you with the initial implementation and configuration of your KACE Systems Deployment Appliance ("SDA"). The service focuses on ensuring KACE is configured optimally for both your environment and your priority administrative needs. It also includes knowledge transfer on how best to manage the core processes and features of your KACE appliance. It is available for purchase in one of two convenient options[†]:
- Remote QuickStart **Essentials**
- Remote QuickStart **Premium**

Outcomes
Our KACE Subject Matter Experts ("SMEs") ensure all the core features and configurations of your KACE SDA such as initial setup, boot environment, scripted installation, and more are quickly and efficiently implemented. Our SMEs also work closely with you in identifying and implementing one or more of your top priority administrative features such as KACE product integration, imaging, remote site appliance policies and more. By leveraging our time-tested methodologies and expert guidance through the entire implementation processes, your IT teams will be ready to administer KACE for best serving your environment demands.

Benefits
- Ensure your KACE solution is set up quickly and properly
- Save valuable time with help from experts to implement your new solution
- Receive expert and custom configurations designed for your specific scenario
- Learn best practices to ensure you are using the solution to its fullest potential

Approach and activities
With either selection of the KACE Remote QuickStart service options (*"Essentials"* or *"Premium"*), you will receive support on all of the 'core' designated features. Selection of the *"Essentials"* service option includes configuration and knowledge transfer of up to (1) 'optional' feature, while selection of the *"Premium"* service option includes configuration and knowledge transfer of up to three (3) 'optional' features. The activities supported within each 'core' and 'optional' feature are listed in 'Appendix A'.

KACE SDA QuickStart – <u>Core</u> Features	
Product Overview	●
Initial Setup Configuration	●
Boot Environment	●
Deployment Library	●
Scripted Installations	●
System Imaging	●
Driver Feeds	●
Intro to Self-Paced Training Library	●

KACE SDA QuickStart – <u>Optional</u> Features	
Mac Imaging	○
KACE Product Integration	○
User State Migration Tools (USMT)	○
USB Imaging	○
Boot Environment Customization	○
Remote Site Appliance	○

● = **core**   ○ = **optional**

[†]   'Remote QuickStart' Premium is mandatory for deployments over 1,000 nodes

The Remote QuickStart "Essentials" option includes the following activities which are typically delivered between two (2) to three (3) sessions:

- **Discovery / Architecture / Design & Documentation**
    - Review implementation business objectives, confirm the expected scope, and identify key personnel
    - Validate service prerequisites are fulfilled
    - Define a proposed architecture of the KACE solution for the environment
    - Identify and confirm the 'optional' feature(s) selected for configuration
    - Define the project timeline with scheduling details on the specifics and duration for each needed session required to deliver all the features included/selected
    - Produce a KACE Architecture Specification document to use as the implementation blueprint and standard for evaluation of the ongoing implementation
    - Provide knowledge transfer on the Self-Paced Training Library

- **Deployment**
    - Deploy and configure one (1) KACE SDA
    - Perform all 'core' feature activities
    - Review KACE SDA user base and deployment use cases
    - Configure up to one (1) 'optional' feature

- **Knowledge Transfer**
    - Discuss operational use of the KACE SDA, its configuration and best practices
    - Provide knowledge transfer on key administration activities for the 'optional' feature

The Remote QuickStart "Premium" option includes all the earlier activities listed under Remote QuickStart "Essentials" as well as the following activities which are typically delivered between one (1) to two (2) additional sessions:

- **Deployment & Knowledge Transfer**
    - Configure up to two (2) additional 'optional' features
    - Provide knowledge transfer on key administration activities for the 'optional' feature(s) selected

Prerequisites and assumptions
- Scope of services assume just one (1) KACE SDA implementation
- All service activities are to be completed within a two (2) business week period
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager
- Customer will:
    - Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Hardware Specifications" section of the KACE SDA webpage (found on http://www.quest.com/products/kace-systems-deployment-appliance/)
    - Provide remote access to the KACE SDA via WebEx, and if required, a support tether.
    - Ensure all networking related setup for the server is completed prior to engagement
    - Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents

- Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, etc.)
- Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

Additional notes
For more information, please contact your Account Manager.

SKU / Price

SKU Part #	Description
QSA-KCE-PP	KACE REMOTE QUICKSTART ESSENTIALS
QSP-KCE-PP	KACE REMOTE QUICKSTART PREMIUM

Appendix A

Feature	Included / Optional	Service Includes

Product overview	Core (Included)	• We will provide an overview of the KACE SDA user interface and the following general features:
		  ○ Deployment Library
		  ○ SDA Toolkits
		  ○ Scripted Installations
		  ○ System Imaging
		  ○ Boot Environments
		  ○ Boot Actions
		  ○ Task Engine
		  ○ PXE Imaging

Initial Setup Configuration	Core (Included)	• We will provide an introduction to the feature
		• We will assist with initial setup configuration of the KACE SDA for the following general settings:
		  ○ PXE Boot Environment pre-requisite configuration
		  ○ Technician device pre-requisite configuration
		  ○ Reference device preparation

Boot Environment	Core (Included)	• We will provide an introduction to the feature • We will provide recommendations based upon best practices regarding imaging strategy within your network • We will assist in the build of up to one (1) Boot Environment.
Deployment Library	Core (Included)	• We will provide an introduction to the feature • We will provide up to five (5) pre-configured installation items that are useful for most environments
Scripted Installations	Core (Included)	• We will provide an introduction to the feature • We will review current imaging practices with your SMEs and provide implementation support based on best practices
System Imaging	Core (Included)	• We will provide an introduction to the feature

		• We will review current imaging practices with your SMEs and provide implementation support based on best practices

Driver Feeds	Core (Included)	• We will provide an introduction to the feature
		• We will review current supported hardware models and assist with configuring:
		  o Up to three (3) driver feeds for supported Dell hardware.
		  o Up to one (1) custom driver feed for hardware not found in the driver feed library.

Intro to Self-Paced Training Library	Core (Included)	• Access to the Self-Paced Training Library is included as part of your ongoing support subscription
		• We will provide an introduction of how to access the online library
		• With library content including training materials for all 'core' and 'optional' features listed within this QuickStart service offering, you will be able to:
		  o Learn and receive training on any 'optional' features not selected with your service
		  o Refresh and expand your knowledge on any 'core' or 'optional' features selected within your service

Mac Imaging	Optional	• We will provide an introduction to the feature
		• We will review your software deployment objectives and provide implementation support based on best-practices
		• We will assist in implementation of up to one (1) instance for each of the following:
		  o Netboot environment requirements
		  o How to build a netboot environment using OS X
		  o How to build software deployment tasks for OS X
		  o How to capture and deploy a Mac image using the Mac KBE (netboot)

KACE Product Integration	Optional	• We will provide an introduction to the feature
		• We will review current imaging practices with your SMEs and provide implementation support based on best practices
		• We will assist in implementation of up to one (1) instance of each of the following:
		  o Handling newly deployed PCs in KACE SMA
		  o Linking KACE Appliances
		  o Using K1000 Labels in the KACE SDA
		  o Using the SDA/SMA database for computer naming
		  o Leveraging SMA Objects in SDA for deployments

User State Migration Tools (USMT)	Optional	• We will provide an introduction to the feature • We will review current scripting practices with your SMEs and provide implementation support based on best practices • We will assist with the creation and configuration of up to two (2) USMT policies

		• We will assist with the capture of up to five (5) user states
USB Imaging	Optional	• We will provide an introduction to the feature • We will assist with the configuration of up to two (2) USB deployable images
Boot Environment Customization	Optional	• We will provide an introduction to the feature • We will demonstrate one (1) custom boot environment configuration
Remote Site Appliance	Optional	• We will provide an introduction to the feature • We will assist in the configuration of up to three (3) Remote Site Appliances • We will configure KACE appliance linking and synchronization policies to support client needs • We will advise on network adjustments/requirements to support remote site imaging.