



KACE Knowledge Transfer per Hour - Prepaid

Description

This Knowledge Transfer service is targeted to the customers' learning goals and is available at a per-hour 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

This service offering involves sharing or disseminating Knowledge from our SMEs to the customer team per feature. The service team uses remote knowledge transfer, with an expert directly connecting with the attendee via screen-sharing tools. The engineer-led knowledge transfer is conducted in the attendee (s) 's environment by the attendee(s), with guidance from the KACE expert.

Planned activities apply 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 Cloud (KC)

Planning

- Once the services team receives the order, we will email the point of contact indicated on the order to arrange scheduling, remote access requirements, and web conferencing needs.
- 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 customer's learning objectives for the purchased time.

Knowledge Transfer

- The subject matter expert will provide 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, and how to scale moving forward.
- This service offering includes only one option from below: Product eligibility as indicated.

	SMA/KAAS	AMA	SDA	KC	DA
Software	✓		✓	✓	✓
Deployment/Installation	✓				✓
Patching & Security	✓				✓
Scripting	✓				✓
Software/License Management	✓	✓			
Server Monitoring & Agentless Inventory	✓	✓			
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			✓		

Prerequisites and assumptions

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

- Services will be delivered remotely.
- Services will be scheduled in one to two hours sessions.
- The target timeframe for completing all service activities is approximately 60 days from the start of the project.

- No service activities shall occur during local, state, and country holidays unless other arrangements have been coordinated through the Quest.
- All services expire twelve (12) months from the date of purchase.

Customer will:

- Provide remote access to the KACE appliance via WebEx and, if required, a support tether
- Assign appropriate technical and business resources to participate in the project, with necessary administrator privileges to the connected network (such as Active Directory), the KACE software, and the 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, who has system administration responsibilities, will be available and will provide appropriate remote access privileges required for Quest during the performance of this service.
- The Customer's KACE Administrator shall participate during the 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 before Quest performs 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, who is available in NAM and EMEA.

SKU

SKU Part #	Description
QSE-KCE-PP	KACE Knowledge Transfer per Hour - Prepaid