KACE SMA ADVANCED PREPAID TRAINING PACKAGE

Course Description

KACE SMA ADVANCED PREPAID TRAINING PACKAGE is a two-day live online course that approaches best practices and ideas for using the KACE SMA in your organization to its fullest potential. During this course, the KACE SMA will secure endpoints, gain insight into the environment, and leverage automation to save time and effort and achieve comprehensive endpoint management. **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** is designed specifically for KACE administrators with foundational knowledge of the KACE SMA who are looking for the next steps in expanding their knowledge. Attendees can learn in a non-production environment and collaborate with KACE experts and peers.

The **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** course delivers the following competencies:

- Custom Inventory – Expand the SMA's visibility into endpoints to suit your needs.
- Smart Labels – Organize your endpoints, patches, and more as a foundation for automating with the KACE SMA.
- Managed Installations – Deploy more advanced software titles to save you time.
- Scripting – Leverage scripts to configure your endpoints with the greatest flexibility.
- Reporting – Harness the data in your SMA to gain insights and actionable information about your IT landscape.
- Agentless Inventory—Add your network devices, printers, and infrastructure to the inventory to gain additional visibility into your environment.
- Patch Management – We use our best practices to secure endpoints by applying the latest security updates.
- Windows Feature Updates – Deploy the latest Windows Feature Updates to your endpoints.
- SMA Deployment Best Practices—Configure your SMA according to best practices to ensure the best experience and security possible.

At the end of each day, there will be Q&A sessions with our KACE Professional Services experts to discuss your questions.

Benefits

The main benefits of the **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** are:

- Learning the latest tips and best practices from KACE Experts.
- Enhance your skill set to save time, money, and effort managing your environment.
- Ask questions and get advice related to your environment's specific needs.
- Practice what you have learned in a non-production environment.
- Leverage a combination of presentations, demonstrations, and hands-on activities to provide an immersive experience.
- Limited class size to allow the opportunity to interact, ask questions, and discuss ideas.

- Learning materials will be provided for your reference outside of class.
- Recordings can be made available upon request.

Activities Description

KACE Experts will deliver course content in a collaborative and immersive environment with your peers. Discussion with KACE Experts and peers is strongly encouraged to get the most out of the Academy. The course will be given in a live online environment to allow maximum flexibility in attendance. The class length is two days. The agenda is as follows:

Day 1 – Enhanced Visibility

The first day of the **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** will focus on data collection with and without the KACE Agent installed, the expansion of data collected, and the use of this data to sort items in KACE more effectively and efficiently. Database familiarization will focus on the structure of data on the appliance to configure advanced Smart Labels and Custom Reports.

- Agentless Inventory
- Custom Inventory
- Smart Labels
- Database Familiarization
- Reporting
- Q&A

Day 2 – Secure and Configure

Day 2 builds upon Day 1 activities by leveraging Managed Installations, Scripting, Patch Management, and Windows Feature Updates to bring your environment to cohesive management with compliance to your organization's desired security posture. Day 2 will also discuss the secure deployment of the SMA using best practices.

- Scripting
- Patch Management
- Windows Feature Updates
- Secure SMA Deployment
- Q&A

Conditions and Limitations

Conditions

Customers must already have an internet-connected device capable of running Teams and multiple browser tabs to access labs and additional content provided by KACE Experts. Where possible, attend from an environment where you are least likely to be interrupted from attending the course.

The course is delivered between 9 AM (CST) and 5 PM (CST).

Prerequisites and Assumptions

KACE Professional Services will provide an introductory email the week before the Academy is delivered. This email details the requirements for attending via Teams and means of contacting instructors. This information must be reviewed, and any requisites must be completed before the course start time. Failure

to do so will result in delays, which may mean that the above deliverables cannot be met. KACE is not responsible for any delay in schedule or topic delivery that may result from the assumptions below not being met.

- Basic knowledge of the SMA features, settings, and navigation. For information about introductory training, please consider enrolling in KACE Academy.
- Access to support.quest.com to view any KB articles or technical documentation issued by course instructors.
- Services do not include Travel and expenses. Travel and expenses will be invoiced at cost if incurred solely at the customer's request.
- All travel must be preplanned through project management.
- Customer will ensure appropriate access to the KACE environment.
- The customer is responsible for attending the Academy as scheduled. If any changes need to be made before the course start date, the customer should contact Professional Services.
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For additional information, please reach out to us at KACEAcademy@quest.com.

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