# KACE Academy

## Description

Is KACE Academy right for you?
KACE Academy is a classroom course, which approaches best practices and ideas for using KACE products to their full utilization.

- During this course we will use KACE SMA and SDA Appliances and KACE Cloud to achieve objectives such as optimizing security, deployment, user experience, End-to-End management.
- Each day will cover broad topics designed to make your job easier by focusing on key features of multiple products.
- KACE Academy is a virtual classroom offering.

KACE Academy is a new take on classroom training. Designed specifically for new users or those desiring a skills refresh, KACE Academy training is usually best attended by:

- New team members who did not attend their company's initial training.
- Customers seeking overall KACE product knowledge.
- Customers that prefer to practice and learn in a non-production environment.
- Customers preparing to implement new products or features that were previously not in use.
- Customers seeking to gain new knowledge and experience.

## What to Expect

- Learn the latest tips and tricks from KACE experts.
- Refresh your skill set and learn to save even more time and money with your KACE solutions.
- Share and discuss best practices with KACE experts and KACE users.
- Ask questions and get advice related to your environment.
- KACE Academy is instructor-led training delivered in a virtual environment.
- Lab virtual machines and documents will be provided ahead of time for you to set up.
- Use your own device (laptop) to follow along with the labs and instructors.
- With a fast-paced environment, there may be some preparation required on your machine prior to attendance- we'll provide documentation and assistance as needed.
- The KACE Academy offering is a four-day virtual training, and each class day begins at 9:00 am and concludes as late as 5:00 pm (local venue time).
- All classes run Tuesday-Friday, no exceptions.
- Each classroom is limited in size, to allow you the opportunity to interact, ask questions, and discuss ideas in a small environment.
- Each course combines hands-on labs, demonstrations, and presentations, providing an immersive training experience.
- Learning materials and lab documents are provided for your reference outside of class and to prepare your environment prior to arrival.

## Schedule of Events

To see the dates and location, please go to:

https://support.quest.com/kace-systems-management-appliance/training/147/kace-academy

## Course Agenda

Note that the following agenda may change; and the then-most current agenda is as described at https://support.quest.com/kace-systems-management-appliance/training/147/kace-academy at the time of purchase.

| Tuesday: Security | Wednesday: Deployment | Thursday: User Experience | Friday: Lifecycle Management |
|---|---|---|---|
| Lab Preparation Patch Management Scripting for Security Endpoint Security Perimeter Security Device Control Application Control Vulnerability Assessment | Imaging Best Practices Understanding the components of imaging Software Distribution Scripting Deployments File Distribution Task Chaining Windows Feature Updates | Service Desk Basics Process Management Software Metering Remote Sites & Staff Endpoint Assistance End User Self-Service | Asset Management User Management Agentless Data Collection License Compliance Metrics & Reporting Mobile Device Management Reporting & Compliance |

## Terms and Conditions

- KACE Academy should not be considered a replacement for QuickStart purchased with your software.
- You may order directly through this site or contact your Quest sales team to place an order.
- After placing an order, you MUST register for the event you're planning to attend. A registration link will be provided after your order is processed.
- If you order via this site, the registration link is on the confirmation page.
- If you order via sales, your link will be sent after the order is processed.
- Your order number is required for registration.
- Learning materials, lab documents, and anything provided as part of KACE Academy should only be used and accessed by the registered attendee. Attendees are not permitted to share these materials with any other person or group, whether internal or external to their organization, and the materials cannot be saved in a location that can be accessed by any other person or group.
- For additional information or assistance, please email KACEAcademy@quest.com

## Attendee Eligibility:

- KACE Events are available only to Quest customers with a current KACE support contract.
- KACE will review all registrations submitted and deny entry to any organizations that are not current KACE customers in good standing.
- If you have any questions about the registration process, please send an email to KACEAcademy@quest.com.

## Cancellation and Substitution Policy:

- The registration fee for the event covers organizational costs and the specific class for which you have been registered.
- Registration for the event will be closed 5 Business Days prior to the session taking place. No late registrations accepted.
- If you must cancel a registration, please submit your request in writing to the KACE Events team at KACEAcademy@quest.com.
- Registrations canceled 30 calendar days prior to the event start date will be processed according to the terms and conditions of the order.
- There are no refunds for registration cancellations within four weeks of the event date or for no-shows.
- Attendee substitutions from the same organization will be accepted up to 24 hours prior to the event start date. Please submit all changes in writing at KACEAcademy@quest.com.
- Substitute attendees are not permitted within 24 hours of the event start date.
- Event cancellations have occurred in rare cases due to unforeseen circumstances. Quest makes every reasonable effort to avoid this inconvenience. If the event is canceled for any reason, registrants will be offered priority registration to another event at the attendee/organization's preference.
- Attendees are responsible for providing the device, equipment, and software that will be used and trained on during the event.

## Additional Notes

*Events start Tuesday at 9:00 a.m. and conclude as late as 5:00 on Friday.
For more information, please contact your Account Manager.

## SKU

| SKU Part # | Description |
|---|---|
| PBC-KCE-PP | KACE Academy - Prepaid |