KACE SMA® QuickStart (Essentials)

Description:

The "KACE SMA QuickStart (Essentials)" service offered by Adistec Professional Services, following the Quest® consulting methodology and ITAM (IT Asset Management) best practices, minimizes installation and startup times through a series of activities and procedures to maximize your ability to reduce costs, reduce risk, and improve performance. This service is implementation solution designed to assist you with the initial implementation and configuration of your KACE Systems Management Appliance ("KACE SMA"). The service focuses on ensuring KACE is configured optimally for both your environment and your priority administrative needs.

Core Features	Optional Features (select up to one)
Product Overview	Software Distribution
Initial Setup Configuration	Patch Management
Agent Provisioning	Scripting
Custom Inventory	Software Management
	Assets
	Server Monitoring & Agentless Inventory
	Reporting (includes e-mail notification)
	User Portal

NOTE: Refer to "service details" for detailed information on the content of reach feature.

Service Scope

• **Discovery / Architecture / Design & Documentation**

o Review implementation business objectives, confirm the expected scope, and identify key personnel

o Validate service prerequisites are fulfilled

o Define a proposed architecture of the KACE solution for the environment

o Identify and confirm the "optional" (up to three) features selected for configuration

o Produce a KACE architecture specification document to use as the implementation blueprint and standard for evaluation of the ongoing implementation

• **Deployment**

o Deploy and configure one (1) KACE SMA

o Perform all "core" and selected feature activities

o Configure the selected optional feature

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Service Scope (continuation)

• **Knowledge Transfer**

 o Discuss operational use of the KACE SMA, its configuration and best practices

 o Duration: up to one hour

 o Assistants: up to 2 assistants

Service Details

Core Features	Activities
Product Overview	Overview of the KACE SMA interface and the following general features: • Organization (if applicable) • Security / patching • Reporting • Service desk • Scripting • Distribution • Asset management • Monitoring • Inventory • Labels
Initial Setup Configuration	Initial configuration of KACE SMA: • Appliance configurations • System maintenance • Existing configurations and system log files • User roles (up to 3) • Basic LDAP authentication (up to 3) • Device labels (up to 10) • Organizations (up to 2 if applicable)
Agent Provisioning	Implementation of up to twenty-five (25) agents. The task can be completed through: • IP Range • GPO • Scripted agent installer
Custom Inventory	Up to ten (10) preconfigured custom inventory objects, useful for most environments.

Optional Features	Activities
Software Distribution	We will assist in creating and configuring the managed installation process for up to five (5) standard applications. We will provide knowledge transfer to your SMEs about managed installations that support: • Windows ™ installer • Installers supporting scripting • Installers supporting command-line switches • Multi-file installers (ZIP) We will help you create and configure one (1) file synchronization for your SME. We will assist in the creation and configuration of one (1) software update process for your SME. We will assist in creating and configuring up to two (2) software uninstallers

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Optional Features	Activities
Patch Management	We will analyze current correction practices with your SMEs and provide implementation support based on best practices. We will help you in setting up your Patch Subscription. We will assist in creating up to ten (10) Patch Labels. We will assist in creating and configuring up to two (2) patch management schedules. We will help with enabling and configuring up to two (2) predefined reports.
Scripting	We will assist in creating and configuring up to one (1) script that takes advantage of the configuration / security policy feature. We will assist in creating and configuring up to one (1) custom script with up to two (2) tasks, using: • Verify • Remediation • On remediation failure • On success • On remediation success
Software Management	We will help with setting up to three (3) measurement titles. We will help with the setup of up to three (3) software licenses for typical licensing. We will help with setting up to three (3) software titles for application control.
Assets	We will look at asset import practices with your SMEs and provide support during engagement based on best practices. We will demonstrate one (1) asset import function from an existing CSV worksheet using the import wizard (you must provide the CSV file).
Server Monitoring & Agentless Inventory	We will assist in configuring up to five (5) operating systems (OS) for monitoring using standard log-enable (LEP) packages. We will assist in setting up to three (3) devices for agentless monitoring.
Reporting (includes e-mail notification)	We will assist in building up to three (3) customized reports. We will assist in setting up to five (5) email delivery schedules. We will provide up to ten (10) examples of email notifications.
User Portal	We will assist in the creation and configuration of up to three (3) Knowledge Base (KB). We will assist with the creation and configuration of one (1) of each type of portal application: • Download • Script • Software installer

Service Details: Mode: Remote. - Estimated Duration: Up to 6 hours.

Part Number:

P/N	Description
APS-QST-KSMARD-ES	Quest® KACE SMA QuickStart (Essentials)

Limitations:
• According to the licensing and / or requirements, it may not be necessary to perform all the detailed activities of this service, in this situation, this does not generate any right for the customer to demand a refund, change or application in the services.
• Adistec cannot guarantee the level of performance. These metrics may be related to hardware components, and the customer must analyze these behaviors with their hardware vendors and the manufacturer as such.
• Adistec does not guarantee the correct deployment of the agents in their entirety, in the event of a failure Adistec will provide support only for the resolution of the problem.
• Activities such as (but not limited to) scripts, custom reports, database configuration, or any other task not defined in this service are not included in this service.
• The contracted service only includes the capture of the image and not the construction of the image.

Terms and Conditions:
Our services are governed by the general terms and conditions specified in our website:
http://www.adistec.com/aps/terms_and_conditions.pdf

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