



KACE Remote Service Desk Appliance QuickStart - Prepaid

Description

The KACE Remote Service Desk Appliance QuickStart Premium service is an implementation solution designed to assist you with the initial implementation and configuration of your KACE Service Desk software (“KSD”). The service focuses on ensuring KACE software 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.

NOTE: All services expire twelve (12) months from date of purchase.

Outcomes

Our KACE Subject Matter Experts (“SMEs”) ensure all the required core features and configurations of your KACE software such as initial setup, agent/agentless provisioning, Service Desk, and more are quickly and efficiently implemented. Whether your team lacks the technical expertise or may not have time to configure your solution, our subject matter experts help you through this process using our tested configuration methodology. Our team helps you quickly build or modify one (1) Service Desk queue, create reports, and implement the user portal to maximize your return on investment.

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

KACE Remote Service Desk Appliance QuickStart Premium – Core Features	
<i>Planned Activities</i>	<ol style="list-style-type: none"> 1. We will provide Knowledge Transfer on key Administrative Features <ol style="list-style-type: none"> a. Product Overview b. Software Global Settings <ol style="list-style-type: none"> i. Network settings Best Practices ii. User Authentication Best Practices (Up to two [2] LDAP authentication configs; SSO/SAML Excluded) iii. User Roles Best Practices (Up to two [2] roles) iv. User Label Best Practices (Up to four [4] LDAP or Manual Labels) v. Backup Best Practices vi. General Settings c. Support Options <ol style="list-style-type: none"> i. Quest Support ii. Self-Service Knowledgebase iii. Self-Paced Training Library iv. Additional Training Options d. Agent/Agentless Deployment <ol style="list-style-type: none"> i. We will assist in deploying one (1) SMA Agent and one (1) Agentless scan into the customer's environment.
Service Desk knowledge transfer	
<i>Planned Activities</i>	<ol style="list-style-type: none"> 2. We will provide Knowledge Transfer on key Service Desk Features <ol style="list-style-type: none"> e. Service Desk Global Settings <ol style="list-style-type: none"> i. Email settings ii. Queue response templates iii. Business hours and Holidays iv. User Console Home Page Settings f. Service Desk Queue Settings <ol style="list-style-type: none"> i. Ticket fields and permissions ii. Service Level Agreements (SLA's) iii. Built-in Ticket Rules iv. Service Desk Queue email notifications v. Ticket Templates g. Processes <ol style="list-style-type: none"> i. Process Templates approval process ii. Parent vs Child tickets iii. Parent Tickets as a request (single ticket) h. User Portal i. Ticketing ii. Knowledge Base
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Service Desk needs.
Service Desk IT Support Queue	
<i>Planned Activities</i>	<ol style="list-style-type: none"> 1. We will import one (1) pre-built IT support Queue into the customer's KSD

	<ol style="list-style-type: none"> 2. We will assist with making the following changes: <ol style="list-style-type: none"> a. We will add up to 6 additional custom fields. b. Will modify up to ten (10) ticket fields to meet the customer's needs. c. We will demonstrate how to modify existing field permissions, such as user-create, user-modify, owners only, etc. d. We will demonstrate how to create a category and if needed we will assist with creating up to ten (10) additional categories e. Existing fields can be removed upon request. 3. We will review supported email configuration requirements with supporting documentation: Examples: Exchange, O-365, Gmail <ol style="list-style-type: none"> a. We will review email on events with customer 4. We will review how to submit a new ticket in the queue and how to manage existing tickets.
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Service Desk needs. 2. Any change request will first require the approval of the KACE engineer.
Service Desk reports	
<i>Planned Activities</i>	<ol style="list-style-type: none"> 1. Provide the needed knowledge transfer for how to use the reporting feature both now as well as how to scale moving forward while following best practices. 2. We will provide up to three (3) examples of scheduled email reports. 3. We will provide up to five (5) reports from the list below. <ol style="list-style-type: none"> a. Average days to close ticket per category per month b. Count of open tickets grouped by queue and owner c. Count of tickets closed within date ranges per priority using case statements d. Count of tickets opened by month via email or not e. Count of tickets opened per day and location in the past week f. Count of tickets per category per month current year g. Count of tickets per category h. Work hours for pervious seven days grouped by category and owner i. Work hours performed per owner per tickets closed in the past 30 days j. Tickets by month and priority not closed within two days with an average time to close

	<ul style="list-style-type: none"> k. Tickets by month with an average time to close l. Tickets closed per month this year that were open for more than seven days m. Tickets closed within 48 hours previous quarter n. Tickets from past 30 days showing the number and average time open grouped by owner o. Tickets opened and still opened and unassigned p. Tickets per priority with an average time to first owner change q. Tickets reopened multiple times r. Tickets with new status for over one hour in the previous 30 days. s. Ticket count per Queue t. Unassigned ticket (Not Closed) u. Tickets changed from one Queue to another
<i>Dependencies</i>	<ol style="list-style-type: none"> 1. Resource(s) with decision-making capabilities as it pertains to your Service Desk needs. 2. We will allow up to three (3) basic report changes to any of the selected reports. 3. Any change request will first require the approval of the KACE engineer.

Prerequisites and assumptions

- Scope of services assume just one (1) KACE KSD implementation
- All service activities are to be completed within 30 days
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Quest

Customer will:

You agree generally to cooperate with us in its delivery of these services, and agrees specifically to the following responsibilities:

- Provide a single point of contact to ensure that all tasks are completed within the specified time. All services communications will be addressed to Customer Contact.
- Failure to indicate a customer contact may result in an increase in project hours and/or length in the schedule.
- You shall provide technical points-of-contact (Technical Contacts) who have a working knowledge of the enterprise components to be considered during the services. We may request meetings with Technical Contacts
- The Customer Contact will have the authority to act for a customer in all aspects of the service including bringing issues to the attention of the appropriate persons within your organization and resolving conflicting requirements.
- The Customer Contact will send any communication between Customer and Quest, including any scope-related questions or requests, through the appropriate Project Manager.
- The Customer Contact will provide timely access to technical and business points of contact and required data/information for matters related to the scope of service.
- Key customer contacts will attend meetings and deliverables presentations.
- The Customer Contact will obtain and provide project requirements, information, data, decisions, and approvals within one working day of a request unless both parties agree in writing to different response time, and you agree that you are responsible for timeline and cost implications presented by any delays in this regard.
- You may be responsible for developing or providing documentation, materials, and assistance to us, and agrees to do so promptly. We are not responsible for any delays in completing its assigned tasks to the extent that they result from your failure to provide such timely documentation, materials, and assistance.

- You will ensure the services personnel have reasonable and safe access to the project site, a safe working environment, adequate office space, and parking as required.
- You will inform us of all access issues and security measures and provide access to all necessary hardware and facilities.
- You are responsible for providing all hardware, software, internet access, and facilities for the successful completion of the services. Facilities and power must meet our requirements for the products and services purchased.
- You agree to complete a customer satisfaction survey.
- We will have no liability for loss or recovery of data or programs or loss of use of the system(s) arising from the service or support or any act or omission, including negligence, by Quest.

Excluded services:

Both Quest and you acknowledge that the following activities are not included in the scope of this service description.

- Any services or activities are other than those specifically noted in this service description.
- The complete or 100% configuration of all modules associated with the System Management Appliance.
- The structured query language (SQL) coding to create custom ticket rules (unless approved by Quest)
- The complete implementation of a Service Desk solution
- The complete client agent provisioning
- Installation of any software or operating system on any host(s)
- Physical installation of any hardware or software
- Installation, set up or configuration of any third-party tools/services/applications
- Use of KACE products in conjunction with unsupported versions of operating systems, service packs, web browsers, and other third-party products
- Services will only be done for implementations in a currently supported configuration
- Importing of external data, such as tickets from a legacy helpdesk.
- Any activities, other than those specifically noted in this service description.

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
HDA-KCE-PP	KACE Service Desk Appliance QuickStart - Prepaid