Services Offering Description
AAQ-KCE-PP

KACE AMA Remote Quickstart - Essentials
For KACE Asset Management Appliances

The KACE AMA Remote Quickstart – Essentials for KACE Asset Management Appliances Services Offering consists of all the "Core Feature Deliverables".

Core Feature Deliverables:

Deliverable	Description
Product Overview	- An overview of the KACE AMA user interface and the following general features: - Organizations (if applicable) - Security/Patching - Reporting - Service Desk - Scripting - Distribution - Asset Management - Monitoring - Inventory - Labels - The Project Overview will be delivered during the first session (up to 30 minutes)
Initial Setup Configuration	- An introduction to the feature (up to 15 minutes) - Initial setup configuration of the KACE AMA for the following general settings: - Appliance settings - System maintenance - Existing configuration settings and system log files - User Roles (up to 3) - Basic LDAP authentication (up to 3) - Device Labels (up to 10) - Organizations (up to 2, as applicable)
Agent provisioning	- An introduction to the feature (up to 15 minutes) - Recommendations based upon best practices regarding agent provisioning strategy within your network - Assistance in the deployment of approximately twenty-five (25) agents. The task can be completed via: - IP range - GPO - Scripted agent installer
Custom Inventory	- An introduction to the feature (up to 15 minutes) - Approximately ten (10) pre-configured custom inventory objects useable in most environments
Introduction to Self-Paced Training Library	- An introduction of how to access the online library (up to 15 minutes), including instruction on how to: - Learn and receive training on any 'optional' features not selected under this Services Offering Description - Refresh and expand your knowledge on any 'core' or 'optional' features selected under this under this Services Offering Description

Optional Feature Deliverables:

Deliverable	Description
Assets	• An introduction to the feature (up to 15 minutes) • Review asset import practices and provide support during the engagement based on best practices (up to 30 minutes) • Demonstrate one (1) import asset function from an existing CSV spreadsheet using the import wizard (you must provide CSV file)
Agentless Inventory	• An introduction to the feature (up to 15 minutes) • Assistance with the configuration of one (1) devices for agentless monitoring

Prerequisites and Assumptions

- The Deliverables assume only one (1) KACE AMA implementation
- No Services shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Project Manager
- Customer will:
  - Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Hardware Specifications" section of the KACE AMA webpage (found on www.quest.com/products/kace-asset-management-appliance/)
  - Provide remote access to the KACE AMA via WebEx, and if required, a support tether.
  - Ensure all networking related setup for the server is completed prior to engagement
  - Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents
  - Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, ChargeBack, etc.)
  - Ensure other technical and business resources, as needed, will be able to participate throughout the activities under this Services Offering.