

ADISTEC PROFESSIONAL SERVICES

KACE® SDA QuickStart (Premium)

Description

The "KACE SDA QuickStart (Premium)" 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 Deployment Appliance ("KACE SDA"). 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 three)
Product Overview	Mac Imaging
Initial Setup Configuration	KACE Product Integration
Boot Environment	User State Migration Tools (USMT)
Deployment Library	USB Imaging
Scripted Installations	Boot Environment Customization
System Imaging	Remote Site Appliance
Driver Feeds	

NOTE: Refer to "details of activities" for detailed information on the content of each feature.

Service Scope

Discovery / Architecture / Design & Documentation

- Review implementation business objectives, confirm the expected scope, and identify key personnel
- Validate service prerequisites are fulfilled
- Define a proposed architecture of the KACE solution for the environment
- Identify and confirm the "optional" (up to three) feature selected for configuration
- Produce a KACE architecture specification document to use as the implementation blueprint and standard for evaluation of the ongoing implementation

Deployment

- Deploy and configure one (1) KACE SDA
- Perform all "core" features activities
- Configure the selected optional features

Knowledge Transfer

- Discuss operational use of the KACE SDA, its configuration and best practices
- Duration: up to two hours
- Assistants: up to 2 assistants

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

By submitting the purchase order for contracting services, you accept the scope of the service offered in this document, as well as the general and specific terms and conditions governing them.

Details of Activities

Core Feature	Activities
Product Overview	<p>We will provide an overview of the KACE SDA user interface and the following general features:</p> <ul style="list-style-type: none"> • Deployment Library • SDA Toolkits • Scripted Installations • System Imaging • Boot Environments • Boot Actions • Task Engine • PXE Imaging
Initial Setup Configuration	<p>We will help in the initial configuration of KACE SDA for the following items:</p> <ul style="list-style-type: none"> • PXE Boot Environment Pre-requisite Configuration • Technician Device Pre-requisite configuration • Reference Device Preparation
Boot Environment	<p>We will provide recommendations based on Imaging Strategy best practices.</p> <p>We will help you to create one (1) Boot Environment.</p>
Deployment Library	<p>We will provide up to five (5) preconfigured installation items useful to most environments.</p>
Scripted Installations	<p>We will review current imaging practices and support implementation based on best practices.</p>
System Imaging	<p>We will review current imaging practices and support implementation based on best practices.</p>
Driver Feeds	<p>We will review the supported hardware models and assist in the configuration of:</p> <ul style="list-style-type: none"> • Up to three (3) driver feeds • Up to one (1) custom driver feed for hardware not found in the driver feed library

Optional Features	Activities
Mac Imaging	<p>We will assist in the implementation of up to one (1) instance for each of the following:</p> <ul style="list-style-type: none"> • Netboot environment requirements • How to create a Netboot environment using OS X • How to create software deployment tasks using OS X • How to create and generate a Mac Image using Mac KBE (Netboot)
KACE Product Integration	<p>We will assist in the implementation of up to one (1) instance for each of the following:</p> <ul style="list-style-type: none"> • Handling of newly deployed PCs in KACE SMA • Linking KACE appliances • Use of KACE SMA labels in KACE SDA

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Optional Features	Activities
	<ul style="list-style-type: none"> • Use of the SMA/SDA database for computer naming • Use of SMA objects in SDA for deployments
User State Migration Tools (USMT)	<p>We will assist in the creation and configuration of up to two (2) USMT policies.</p> <p>We will help capture up to five (5) user states.</p>
USB Imaging	We will assist in setting up to two (2) USB images.
Boot Environment Customization	We will demonstrate one (1) customized boot environment configuration.
Remote Site Appliance	<p>We will assist in setting up to three (3) remote site appliances.</p> <p>We will configure KACE device pairing and synchronization policies to support customer needs.</p> <p>We will advise on network settings/requirements to support images from remote sites.</p>

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Service Details:

Mode: Remote

Estimated Duration: Up to 12 hours

Part Number:

<u>P/N</u>	<u>Description</u>
APS-QST-KSDAQS-PR	Quest® KACE SDA QuickStart (Premium)

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.

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