



## KACE Remote Administration Services

KACE Remote Administration Services are designed to provide KACE customers with simple, cost-effective way to manage, maintain, and enhance their KACE solution daily without the need to hire additional resources or re-allocate existing personnel resources that are focused on other tasks.

With this offering, LightSpeed PM provides a remote KACE administrator whose primary tasks are to remotely manage and maintain your KACE environment and engage with Quest Support as needed to ensure smooth, incident-free operation of the KACE Management Server.

Customers can use this offering to support their environment either as the primary resource and administration team on a full-time basis, or for coverage during organizational changes, supporting new hires, or just coverage during absences due to illness or planned vacations. The Remote KACE Administrator will securely login to your KACE Management Server for a pre-defined number of hours per day or per week to manage, configure, tune, and maintain KACE.

This KACE specific Remote Administration package covers use for SMA, SDA, or both. Service Desk may also be included, to a limited degree without specific Services Agreements becoming necessary. The following services and activities are included in the scope of the KACE Remote Administration Services:

- Review and tune configuration of KACE Management Server and KACE Management Server Database Repository
- Review and tune configuration of KACE Server components
- Review and tune configuration of KACE agents
- Review and tune configuration of custom reports and dashboards
- Provide services for ad hoc reports generation
- Review any open Support Issues and work with Quest internal staff escalate as required
- Collaborate and perform as the main point of contact to work with Quest Support to reach resolution
- Act as a primary contact during support issue resolution
- Perform periodic Health Checks to ensure optimal operation of KACE
- Perform planning, installation, and validation of patches, updates, and upgrades
- Assist Customer with license related needs
- Provide weekly status reports to stakeholders



## PSO Offering Specifics and Prerequisites

This program requires secure remote login to the customer's KACE environment, which may require additional set-up.

The typical Remote Administration program includes options for three, six or twelve months of service delivery, with the following breakdown:

- Initial month at 20 hours per week
- Subsequent months at 10 hours per week
- Minimum 14 days advanced booking required subject to availability.

This is a fixed-term time-based contract. This is not a fixed-deliverables contract. This service offering is based upon an "average" level of effort for a packaged offering. This offering can be purchased in multiple quantities. Additional discounts may apply.

This offer is for North America or EMEA only. Contact your regional sales management for program information.

*NOTE- the above defined durations and allocation hours are provided as a guideline for establishing your agreement but please speak with your LightSpeed PM Sales/Account Manager to customize an offering that works for you!*

## Assumptions

- Services are only performed during regular business hours, 8am – 5pm, Monday through Friday in the time zone of the Consultant
  - Services will not be provided during weekend or holidays
  - Any exceptions to normal duty hours must be agreed in email between the Consultant and the Customer, and will be subject to time-and-a-half billing for work that occurs outside of normal hours of operation, and will be billed at double-time for Holidays
  - Variations to the standard schedule will be billed via a monthly true-up invoice
- Customer must be licensed for the products being administered, and possessing of a current maintenance agreement
- Custom work is not included. No Custom dashboard, integrations, custom rules, or custom SQL will be performed under the terms of this agreement
- Services do not include any Project Management resources allocation. All scheduling of services will be coordinated between the Customer and the Consultant
- Hours are established as a standard amount weekly to enable reservation without impacting the Consultant. Customer may use less hours than allocated, but the standard number of hours will be deducted against the prepaid budget regardless of utilization. Customers who schedule more hours than allocated will be subject to billing for Monthly true-up on weeks that exceed the allocation specified herein.
- Customers will typically provide access to the Remote Administrator via VPN or a dedicated VDI session.

## Performance Details

While some activities may vary according to the customer's needs and/ desires, the following two sections on Potential SMA Activities and Potential SDA Activities comprise list of many of the activities that can be undertaken specifically related to Remote Administration.

## Potential SMA Administration Activities

### System Performance Checks

- Munin graphs (requires a non-default setting)
  - Load Average vs. Task Throughput
  - RAM usage
  - Processor usage
- Evaluate any existing Ticket Rules
- Review Appliance Logs
- SMA Configuration Report

### Inventory

- Agents and Agentless
  - Evaluate number and types of devices Connected
  - Identify devices offline for extended periods
  - Identify Agent issues
  - Do they have Duplicate Devices?
- Discovery
  - Assess how devices are they configured, and whether or not they "make sense" for the environment
  - Are the schedules running?
  - Are new items being discovered?
- Quarantine
  - Are any devices languishing in Quarantine? If so, why?
- Settings - Communication Intervals
  - What durations are currently established?
  - Are established durations appropriate for the environment?
- Custom Inventory
  - Is the Custom familiar with and/or using custom inventory?
    - If so, are they working as intended?
- MIA Settings
  - Are they enabled, and should they be?

### Security

- Patch Management
  - Patch Subscriptions
    - Do they match the environmental needs?
  - Patch Download Settings
    - Are patches downloaded in a timely manner?
  - Patch Catalog
    - At-a-glance review for patch detection/deployment effectiveness
  - Patch Schedules

- Are they completing on a significant percentage of "online" devices?
- Are they configured optimally for the target devices and run-times?

### Asset Management

- How is Inventory linked to Assets?
  - Device Asset Type | Mapped Inventory Field > Matching Asset Field
- Efficient use of Asset Types, Subtypes?
  - Is "manual" data being tracked?
  - Is data being curated?
  - Are retired computers that aren't Archived yet?

### Distribution

- Replication Shares
  - Are Replication Shares in use, and should they be?
  - Are Replication Shares healthy?
    - Are they staying online?
    - Are they keep up-to-date on synchronization?
- Managed Installations
  - Are they using this feature (as opposed to Scripting) according to best-practice?
    - If not, what is the impact on efficiency?
    - If so, are they successfully installing what they want on the right computers?

### Label Management

- Do Labels conform to the established naming convention, and is it effective?
- Are notes/descriptions populated and helpful?
- Are the Smart Label criteria appropriate for the environment?
  - Does the criteria account for exceptions
  - Does the criteria account for SQL query resource-use level
- Label Ordering (Nested Labels)

### Settings

- Roles
- LDAP/SAML
- Appliance Updates
- Device Issues

## Potential SDA Administration Activities

### System Performance Checks

- Munin graphs
  - Load Average vs. Task Throughput
  - RAM usage
  - Processor usage
- Evaluate Deployment Success Rates and tune the process
- Review Appliance Logs
- SDA Status Overview (Audit Log > Reports)



- Remote Site Appliances
  - Evaluate use and suitability
  - Ensure synchronization is fully functional
- Review modes
  - PXE boot, CD/DVD/ISO boot, and/or USB boot

### Deployments

- Evaluate System Imaging and/or Scripted Install processes
  - Images
    - OS versions in use
    - Quantity of images and whether thick or thin
      - Identify duplicates of single-captures
      - Assess builds and captures of multiple images
      - Evaluate drivers for specific departmental images versus duplication for mass deployments
    - Evaluate modes in use (Unicast vs. Multicast)
  - Scripted Installations
    - Evaluate how effectiveness and currentness of ISO(s), in terms of OS version
  - Tasks Quantity, Quality, and Ordering
    - Do they have all that they need, and do they work?
      - Computer-naming, domain joins, "standard" *and* "departmental" apps?
    - Are they configured well?
      - Best-practice installers
      - Command-line operators
    - Are they optimally ordered on the deployment(s)?

### Boot Environments

- Quantity and Quality
  - Do they have "old" ones that can be deleted?
  - Do they contain the right PE version?
  - Do they have any custom KBEs?
    - Standard with non-default settings
    - Completely custom KBEs, not based on WinPE

### Driver Feeds

- Are feeds implemented?
  - If yes, are they updated?
  - Automatically or manually?
  - Do they still have old models downloaded that they no longer need?

### Settings

- LDAP
  - Are they using these features for effective user management?
    - Do the right people have Admin access?
- Appliance Updates
  - Versions
  - Is it GA, or how far behind are they?
  - What new features, defect-fixes, and vulnerability-fixes are missing?
- Appliance Linking



- If they have an SMA/K1000, is it linked?
- General Settings
  - Is Boot Manager Authentication enabled?
  - Which KBEs are set as default?

#### Other SDA Focus Areas

- Custom Deployments
  - Do they use this feature?
- Offline Deployments
  - Do they use this feature?
- File Shares
  - First, drivers\_postinstall
    - Do they have custom feeds?

### KACE Remote Administration Services – Q&A

**Q:** Can I just buy a block of hours that get used as needed without the timeframe specified, i.e. if my system needs tuning badly or the Remote Administrator (**RA**) is involved in a priority Support issue and his weekly hours have already been used, how do I ensure that they stay engaged?

**A:** In this situation this package wouldn't apply because it doesn't allow us to plan the engagement accordingly and instead of a scheduled engagement becomes an ad-hoc and on-demand one, thereby increasing the costs because additional coordination is required. In that scenario, a services agreement should be based on specific Customer needs.

**Q:** If we use hours more quickly than described in this SOD, can I buy supplementary hours, or how will I be charged for extra weekly hours?

**A:** Yes, we can merge this content into a services agreement rather than the SOD

**Q:** Will I always have the same RA involved in my account?

**A:** We will make every effort to have the same RA involved throughout an engagement; however, circumstances can always occur that result in needs for coverage due to availability gaps resulting from personal or professional commitments. Lightspeed PM has an ample staff to provide coverage with well trained and experienced team members.

**Q:** If I have a Support crisis or a performance issue needing attention outside of regular business hours, can I call my RA 7X24?

**A:** We are considering introducing **Premier KACE Remote Administration Services** at a later point in time. If coverage for non-business hours is required, a services agreement should be used.

**Q:** Can I hire the Remote Administrator if I like them?

**A:** No, these are also resources of Quest and LightSpeed PM who are considered critical to organizational success. Any customer purchasing services will be subject to the terms in the TSA which explicitly precludes hiring of our employees. The only exception is under a services agreement wherein



all parties agree to use a non-primary resource such as has been hired only for purposes of the term of the agreement, and language stating the terms of release would be included in the document.

**Q:** Will my Remote Administrator potentially also supporting any of my competitors?

**A:** Lightspeed PM is an independent entity with strict policies for safeguarding customers' information. We service numerous customers without regard to any customer competitive scenarios. If the customer requires a dedicated resource with no other customers and the customer signs a contract for fulltime coverage, a resource will be assigned on a committed basis; otherwise, Customer accepts that LightSpeed PM resources are free agents who may work with any customer in any industry.

**Q:** Will my Remote Administrator be situated in North America?

**A:** If that's a customer requirement we will meet it and provide an RA based in North America; however, it is possible to secure an agreement for resources in the United Kingdom as well.

**Q:** Will my Remote Administrator ever come on-site?

**A:** We don't anticipate that there will be a need for onsite services, and they are not covered by the terms of this SOD, but this can be added through an amendment to the base agreement.

**Q:** Are your Remote Administrators security cleared?

**A:** We run background and drug tests for all of our RAs. If a resource with security clearance is required, please contact your Sales Rep to discuss the options available.

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***All services associated with package delivery are on a time and materials basis, under a Per-Day or Per-Hour SKU. Packages are defined with a broad range of applicable activities which are not fixed in nature or considered specific deliverables. As such, changes may be made be as agreed upon by both Consultant and Customer in writing (email is acceptable). This SOD is governed by the terms and conditions stated above and the Transaction Services Agreement ("TSA") at <https://www.lightspeedpm.com/legal.html> as of the date this SOD is executed by Customer. Capitalized terms not defined herein shall have the meaning stated in the TSA. The TSA is hereby incorporated into this SOD instrument.***