



KACE SMA ADVANCED PREPAID TRAINING PACKAGE

Course Description

KACE SMA ADVANCED PREPAID TRAINING PACKAGE This 16-hour online course for up to ten (10) attendees covers best practices and ideas for using the KACE SMA in your organization to its fullest potential. During this course, the KACE SMA will secure endpoints, gain insight into the environment, and leverage automation to save time and effort and achieve comprehensive endpoint management. **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** is designed specifically for KACE administrators with foundational knowledge of the KACE SMA who are looking for the next steps in expanding their knowledge.

The **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** course delivers the following competencies:

- Custom Inventory – Expand the SMA’s visibility into endpoints to suit your needs.
- Smart Labels – Organize your endpoints, patches, and more as a foundation for automating with the KACE SMA.
- Managed Installations – Deploy more advanced software titles to save you time.
- Scripting – Leverage scripts to configure your endpoints with the greatest flexibility.
- Reporting – Harness the data in your SMA to gain insights and actionable information about your IT landscape.
- Agentless Inventory—Add your network devices, printers, and infrastructure to the inventory to gain additional visibility into your environment.
- Patch Management – We use our best practices to secure endpoints by applying the latest security updates.
- Windows Feature Updates – Deploy the latest Windows Feature Updates to your endpoints.
- SMA Deployment Best Practices—Configure your SMA according to best practices to ensure the best experience and security possible.

At the end of each session, there will be a Q&A session with our KACE Professional Services experts to address your questions.

Benefits

The main benefits of the **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** are:

- Learning the latest tips and best practices from KACE Experts.
- Enhance your skill set to save time, money, and effort managing your environment.
- Ask questions and get advice related to your environment’s specific needs.
- Practice what you have learned in a non-production environment.
- Leverage a combination of presentations, demonstrations, and hands-on activities to provide an immersive experience.
- Limited session size for Customer attendees only to allow the opportunity to interact, ask questions, and discuss ideas.



- Learning materials will be provided for your reference outside of session.
- Recordings can be made available upon request.

Activities Description

KACE Experts will lead the course in a collaborative screen share , encouraging active participation and discussion with both instructors and peers. This live, instructor-led format is designed to foster engagement and maximize learning outcomes.

To provide flexibility and accommodate varying schedules, the course will be delivered in multiple live online sessions. The exact number and timing of sessions will be coordinated and agreed upon with the Subject Matter Expert (SME).

The agenda is as follows:

Sessions 1 & 2 – Enhanced Visibility

The sessions of the **KACE SMA ADVANCED PREPAID TRAINING PACKAGE** will focus on data collection with and without the KACE Agent installed, the expansion of data collected, and the use of this data to sort items in KACE more effectively and efficiently. Database familiarization will focus on the structure of data on the appliance to configure advanced Smart Labels and Custom Reports.

- Agentless Inventory
- Custom Inventory
- Smart Labels
- Database Familiarization
- Reporting
- Q&A

Sessions 3 & 4 – Secure and Configure

We build on the first session's activities by leveraging Managed Installations, Scripting, Patch Management, and Windows Feature Updates to bring your environment to cohesive management with compliance to your organization's desired security posture. We also discuss the secure deployment of the SMA using best practices.

- Scripting
- Patch Management
- Windows Feature Updates
- Secure SMA Deployment
- Demo Loaner Device Ticket Template
- Q&A

Conditions and Limitations

Conditions

Customers must already have an internet-connected device capable of running Teams and multiple browser tabs to access labs and additional content provided by KACE Experts. Where possible, attend from an environment where you are least likely to be interrupted from attending the course.

Prerequisites and Assumptions

KACE Professional Services will provide an introductory email before services are scheduled. This email details the requirements for attending via Teams and the means of contacting the instructor. This



information must be reviewed, and any prerequisites must be completed before the course start time. Failure to do so will result in delays, which may mean that the above deliverables cannot be met. KACE is not responsible for any delay in schedule or topic delivery that may result from the assumptions below not being met.

- Basic knowledge of the SMA features, settings, and navigation. For information about introductory training, please consider enrolling in [KACE Academy](#).
- Access to support.quest.com to view any KB articles or technical documentation issued by course instructors.
- Services do not include Travel and expenses. The course will be delivered remotely.
- Any separately agreed upon travel must be preplanned through project management.
- Customer will ensure appropriate access to the KACE environment.
- The sessions are available for up to ten (10) attendees joining either individually or by shared device(s)/conferencing.
- Customer is responsible for attending the sessions as scheduled. If any changes need to be made before the course start date, Customer should contact Professional Services. Customer may not separately record the sessions, but should request recordings to be made by Quest prior to the start of the sessions.
- In the event that learning materials and/or recordings (the “Training Materials”) are provided to Customer, the following shall apply to the Training Materials:
 - Customer will not modify the Training Materials or create derivative works of the Training Materials, other than edits for time and relevance;
 - Customer may use the Training Materials exclusively for internal purposes such as re-training or reference guides for those individuals who attended the paid-for sessions;
 - Customer may share the Training Materials with third parties solely to assist with its permitted internal use, as described above;
 - Quest retains all intellectual property rights to the elements and information in the Training Materials; and
 - Customer acknowledges that the content of the Training Materials will not remain relevant and/or accurate indefinitely as the content is specific to particular versions and use cases of the KACE SMA product(s) that may later be updated, modified, or deprecated.

For additional information, please reach out to us at KACEAcademy@quest.com.

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