Remote Training Service - 201

Kemp Remote Training Service

Kemp Training (SRV-TRAINING-201) services are remote English-speaking technical engagements designed to train the end user audience to be effective administrators of Kemp products. The Service includes training on LoadMaster specific feature outlined below, Kemp 360 Central, and Kemp 360 Vision products. Each topic can be scheduled separately and can be recorded upon request for future use.

Training Agenda
Training Service Overview
Review Client training requirements and Training Service agenda. Capture this to detail the scope of work to be carried out.
Introduction to Kemp
What we do and offer Architecture Positioning What is important to our customers
Networking
Interfacing VLANS Link Aggregation Advanced Routing High Availability and Clustering
Security
Certificates Content Rules Ciphers and Protocols Best Practices LoadMaster Hardening
Administration
Reporting and Statistics Logging Licensing Troubleshooting
Edge Security Pack
What is ESP? ESP Flow. Authentication Protocols. Client side and Server side SSO configuration. Client side and Server side SSO options. Virtual Service Configuration and ESP. ESP Troubleshooting.
Kemp 360 Central
What is Kemp 360 Central? Kemp 360 Central prerequisites. Kemp 360 Central setup, monitoring, and configuration.
Kemp 360 Vision
What is Kemp 360 Vision? Kemp 360 Vision prerequisites and requirements. Kemp 360 Vision Agent setup and configuration. Check Cluster Statistics.

Starting the service

Once an order has been received and processed by Kemp, a Service Voucher will be issued electronically. The voucher includes a unique reference number and an email address to contact to when ready to schedule the Training Service overview. During the first remote meeting, Client training requirements and Training Service agenda will be discussed and relevant details captured to detail the scope of work to be carried out.

The Services shall commence on the date(s) selected by the Client for the Remote Training.

Kemp Professional Services team will engage with the Client to perform the Training Services. The dedicated professional services engineer assigned to the Client will handle the entire training through to completion at which point with the agreement of the Client will sign off the professional services engagement.

The maximum amount of time to be allotted by Kemp to perform this service is seven (7) hours.

Important

Any additional integration tasks not stated in this doc shall be regarded as out of scope. If additional services are required, please contact your Kemp representative and you will be recommended alternative suitable service packages.

Areas out of scope:

- **Any configuration of Kemp products.**
- **Training topics not specified within the Training Service agenda.**

Deliverable Materials

The deliverables for this project are to provide the Client with Remote Training covering all topics which will be agreed upon based on the Training Service overview outlined in the Scope of Work.

Completion Criteria

Vendor shall have fulfilled its obligations when any one of the following first occurs:

- Vendor accomplishes the Vendor activities described within this service description, including delivery to Client of the materials listed in the Section entitled "Training Agenda," and Client accepts such activities and materials without unreasonable objections. No response from Client within 14 days of deliverables being delivered by Vendor is deemed acceptance.

- Vendor and/or Client has the right to cancel services or deliverables not yet provided with 90 business days of purchase with advance written notice to the other party.

Schedule of Work Pre-requisites

Customer Pre-Requisites

- The Client must attend the Remote session provided by the Vendor and join the sessions on time. Please make sure attendees have technical knowledge around area of expertise concerning application workflows and networking.
- Check compatibility of the meeting tool provided from the Vendor, installing any eventual required plugin and testing audio/video functionality in advance.

Kemp Commitments

- It is the Vendor responsibility to provide a Training Service that will cover the topics mentioned in the Training Service agenda on the dates specified by the Client.