

# KACE UserKon Europe 2018

The only conference devoted exclusively to KACE users.



## MONDAY, NOVEMBER 12

14:00-18:00	Registration Opens
18:00-20:00	Welcome Reception

## Day One

## TUESDAY, NOVEMBER 13

Time	SMA K1 Sessions			Cloud MDM/IoT/Endpoint/SDA K2		Instructor Led Labs	Self-Paced Lab (no registration required)
8:00-9:00	Registration/Expo/Breakfast*	Registration/Expo/Breakfast*	Registration/Expo/Breakfast*	Registration/Expo/Breakfast*	Registration/Expo/Breakfast*	Registration/Expo/Breakfast*	Registration/Expo/Breakfast*
	<b>Session 1</b>	<b>Session 2</b>	<b>Session 3</b>	<b>Session 4</b>	<b>Session 5 - ILL</b>	<b>Session 6</b>	
9:00-10:30	General Session - Welcome	General Session - Welcome	General Session - Welcome	General Session - Welcome	General Session - Welcome	General Session - Welcome	General Session - Welcome
10:30-11:30	50 minute Session 2	Learning the power of the SMA	Dashboards, Advanced Reporting, and SQL	Cloud MDM	Learning the power of the SDA	Supercharging Your SMA	Self-Paced Lab (Tech Training)
11:30-13:00	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**
13:00-14:00	50 minute Session 3	Software Distribution	Take the Next Step with Scripting	Desktop Authority	SDA (K2) Setup and Config, Best Practices (Backup, Security)	Getting Smart with Labels	Self-Paced Lab (Tech Training)
14:00-15:00	50 minute Session 4	SMA (K1) Performance and Tuning	Using the Reporting Wizard	Patching & Security (OVAL, SCAP)	Optimizing SDA (K2000) Workflow	Let's Dive Deeper into the World of Assets	Self-Paced Lab (Tech Training)
15:00-15:30	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***
15:30-16:30	50 minute Session 5	SMA (K1) Setup and Config (include LDAP), Best Practices (Backup, Security)	Service Desk & KACE GO	Managing Assets with the SMA (K1)	K2 Performance and Tuning	Automating Your Patch Scheduling	Self-Paced Lab (Tech Training)
18:00	Evening Reception/Expo	Evening Reception/Expo	Evening Reception/Expo	Evening Reception/Expo	Evening Reception/Expo	Evening Reception/Expo	Evening Reception/Expo

Self paced Labs (2 Staff) - PSO provides 15 laptops - Tech docs to run sessions and provide training sessions

\*Breakfast Provided

\*\*Lunch Provided

\*\*\*Snack/Refreshments Provided

## Day Two

WEDNESDAY, NOVEMBER 14

Time		SMA K1 Sessions		Cloud MDM/IoT/Endpoint/SDA K2		Instructor Led Labs	Self-Paced Lab (no registration required)
8:00-9:00	Expo/Breakfast*	Expo/Breakfast*	Expo/Breakfast*	Expo/Breakfast*	Expo/Breakfast*	Expo/Breakfast*	Expo/Breakfast*
		<b>Session 1</b>	<b>Session 2</b>	<b>Session 3</b>	<b>Session 4</b>	<b>Session 5 - ILL</b>	<b>Session 6</b>
9:00 - 10:00	50 minute Session 1	Learning the power of the SMA	Dashboards, Advanced Reporting, and SQL	Cloud MDM	Learning the power of the SDA	Supercharging Your SMA	Self-Paced Lab (Tech Training)
10:00-11:00	50 minute Session 2	Software Distribution	Take the Next Step with Scripting	Desktop Authority	SDA (K2) Setup and Config, Best Practices (Backup, Security)	Getting Smart with Labels	Self-Paced Lab (Tech Training)
11:00-11:30	Expo/Meetings/Geek Bar	Expo/Meetings/Geek Bar	Expo/Meetings/Geek Bar	Expo/Meetings/Geek Bar	Expo/Meetings/Geek Bar	Expo/Meetings/Geek Bar	Expo/Meetings/Geek Bar
11:30-12:30	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**	Lunch/Expo/Geek Bar**
12:30-13:30	50 minute Session 3	SMA (K1) Performance and Tuning	Using the Reporting Wizard	Patching & Security (OVAL, SCAP)	Optimizing SDA (K2000) Workflow	Let's Dive Deeper into the World of Assets	Self-Paced Lab (Tech Training)
13:30-14:30	50 minute Session 4	SMA (K1) Setup and Config (include LDAP), Best Practices (Backup, Security)	Service Desk & KACE GO	Managing Assets with the SMA (K1)	K2 Performance and Tuning	Automating Your Patch Scheduling	Self-Paced Lab (Tech Training)
14:30-15:00	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***	Break/Expo/Geek Bar***
15:00-16:00	50 minute Session 5	Software Distribution	Dashboards, Advanced Reporting, and SQL	Take the Next Step with Scripting	SMA (K1) Performance and Tuning	Improving End-User Support with the SMA (K1000) Service Desk	Self-Paced Lab (Tech Training)
16:00-16:30	50 minute Session 6	General Session - Closing	General Session - Closing	General Session - Closing	General Session - Closing	General Session - Closing	General Session - Closing

Self paced Labs (2 Staff) - PSO provides 15 laptops - Tech docs to run sessions and provide training sessions

\*Breakfast Provided

\*\*Lunch Provided

\*\*\*Snack/Refreshments Provided

## Presenters

Title	Presenters	Description
<b>Learning the power of the SMA</b>	<b>Ian Sewell</b>	We've done the research so you don't have to. We will demonstrate how to leverage the SMA to automate tasks big and small in your environment. We will also briefly touch on future (9.0) features and how they will turn the dial up to 11. Some examples include cleaning out old versions of Java, only patching protected servers, or sending desktop alerts if exchange is down.
<b>SMA (K1) Setup and Config (include LDAP), Best Practices (Backup, Security)</b>	<b>Kevin Gerhke</b>	Get up and running with your SMA, we'll discuss integrating your existing services like LDAP, E-mail, etc. and how to secure your appliance.
<b>SMA (K1) Performance and Tuning</b>	<b>Craig Thatcher</b>	Squeeze the most out of your SMA, we'll discuss tips and tricks to locate performance bottlenecks and how to solve them and take a deep dive into how the SMA works.
<b>Software Distribution</b>	<b>Bruce Johnson</b>	Software installs can get complicated, but with the SMA we make it easy. In this session, we will show different ways you can leverage the SMA to deploy out software jobs, whether it's a simple single software install, or more complicated software. We will also show various examples and methodologies for how to handle software management for your environment.
<b>Patching &amp; Security (OVAL, SCAP)</b>	<b>Max Sprauer</b>	New security threats are popping up every day, and network administrators are spending more time reacting to the latest vulnerabilities. Learn how to use the SMA's Patching, OVAL, and SCAP capabilities and best practices to reduce risk of security breaches with automated patching of mission-critical applications and operating systems for keeping your network secure.
<b>Using the Reporting Wizard</b>	<b>Kent Feid</b>	Not everyone is a DBA, however, acting on a gut feel rather than statistical information can be hazardous to both your career and business. In this session, you will learn basic techniques required to become a Reporting Wizard which will allow factual data allowing your business to be proactive rather than reactive.
<b>Dashboards, Advanced Reporting, and MySQL</b>	<b>Kent Feid</b>	They say a picture is worth a thousand words, so I think its safe to say a pretty chart is worth a thousand rows of data. In this session, you will be introduced to the KACE database schema and learn techniques on how to create advanced reports that can not only be run via your SDA/AMA solution but also via graphical dashboards.
<b>Take the Next Step with Scripting</b>	<b>Max Sprauer</b>	Scripting is the one of the most flexible and powerful features of the SMA. Learn how to write scripts for routine maintenance, quick fixes, and complex software installations. See examples of scripts from simple to complex branching logic and learn about the options for deploying scripts to endpoints.
<b>Learning the power of the SDA</b>	<b>Jamie Cerra</b>	New to the SDA? Been using it a while and want some tips and tricks to make your deployments better? This session will cover best practices for setup of the SDA and show how to effectively manage your deployments We will also offer some tips to keep your deployments up to date with scripts and tasks.
<b>Service Desk &amp; KACE GO</b>	<b>Jillian Salamon</b>	From Help Desk to Service Desk, Getting the Most out of your KACE Service Desk. In this session we will discuss specific strategies and customizations that you can do to make your ticketing solution much more powerful.
<b>Managing Assets with the SMA (K1)</b>	<b>Mehul Patel</b>	Do you know what assets you have, where they are, who uses them and what you might be losing on underused software assets or at risk with over-deployed software applications? This session will cover how SMA can help you gain control of your assets and simplify asset management in your organization.
<b>Optimizing SDA (K2000) Workflow</b>	<b>Corey Serrins</b>	Improve your processes for capturing and deploying with advanced tips and tricks and new (amazing) features in the SDA
<b>SDA (K2) Setup and Config, Best Practices (Backup, Security)</b>	<b>Corey Serrins</b>	How would an SDA expert setup and configure their own Appliance? Attend to learn SDA best practice techniques and procedures to get the most out of your deployments.
<b>K2 Performance and Tuning</b>	<b>Jamie Cerra</b>	Speed up your captures and deployments and learn to streamline functions within the SDA. Discover tips and tricks on how to tune and maximize your SDA capabilities.
<b>Cloud MDM</b>	<b>Rodney Willis</b>	KACE is back! This past summer, KACE introduced KACE Cloud Mobile Device Manager, a cloud-hosted, SaaS MDM solution that is integrated with the KACE Systems Management Appliance. In this session, learn about the product, the integration with SMA, and the road ahead as we re-enter this exciting space. Come see the product and get a special promotional offer!
<b>Desktop Authority</b>	<b>Jason Morano</b>	Extend beyond Group Policy management. Easily target / configure and manage a secure and consistent user environment, no matter where users are or whether they use a physical or virtual desktop — even machines on and off the domain with just internet connectivity. Discover applications that require elevated privileges and access and selectively provide what users need without granting full local administrator access. Remotely support users on and off the network.
<b>Getting Smart with Labels</b>	<b>Veryl White</b>	Not sure what to label, why to label, or how to label? This session will focus on the concepts, use cases, and power of using labels to achieve the zen-like state of Systems Management that you always dreamt of. Labels are the key to happiness- let's put them to work for you.
<b>Supercharging Your SMA</b>	<b>Chris Blake</b>	Take your KACE Systems Management Appliance in for a tune up! Learn how to examine and fine-tune the SMA's features and settings with an eye towards efficiency, performance, and best practices.
<b>Automating Your Patch Scheduling</b>	<b>Veryl White</b>	Already know the basics? Want to make your life easier and pass some work off to the Systems Management Appliance? Let us walk you through creating automation via labels, schedules, and reports that will help you tame the patching beast.
<b>Let's Dive Deeper into the World of Assets</b>	<b>Chris Blake</b>	Managing assets involves a lot of manual work, there's no getting around that. In this session, we'll make it as painless as possible. Asset Subtypes, Device Fields, Page Sections, Asset Status, Locations, Support Contracts, Archiving Assets...we've got it all!
<b>Improving End-User Support with the SMA (K1000) Service Desk</b>	<b>Chris Blake</b>	For many years, IT Support Teams have struggled with improving customer satisfaction in end-user support. These same teams have had to deal with workforce reduction, service management platforming, outsourcing, automation, and countless other challenges. In this session we'll explore techniques and approaches to creating an ecosystem of support to maximize efficiency and minimize support costs to your organization.