Staff Report

Subject: **Quest KACE Software Implementation**
Author: Noel Webb, IT Director
Department: Information Technology
Meeting Date: 11-05-2024
Item Description: Quote to implement Quest Kace software for improved IT asset management, remote support, and enhanced security.

Summary Recommendation:
Staff recommends approval for the implementation of Quest KACE software to enhance IT asset management, streamline software deployment, and strengthen security measures. This investment will improve overall IT efficiency.

Executive Summary/Background:
The Effingham County IT department currently relies on manual processes for IT asset management and software deployment. Quest KACE software offers a comprehensive solution to automate these tasks, providing better visibility into IT assets, streamlining software distribution, and improving security compliance. By implementing Quest KACE, the county can:

- **Centralize IT asset management:** Track hardware and software assets, including licenses, warranties, and maintenance contracts.
- **Automate software deployment:** Deploy software updates and patches efficiently to reduce downtime and ensure consistency.
- **Enhance security:** Improve patch management via automation, vulnerability scanning, privilege management to mitigate security risks and increase cybersecurity compliance standards.
- **Improve IT efficiency:** Streamline IT operations, reduce manual tasks, and enhance IT's ability to perform remote support.

Alternatives for Commission to Consider:
1. Approve the quote to purchase and implement Quest KACE software
2. Do not approve the quote and continue using existing manual processes.

Recommended Alternative:
Staff recommends Alternative number 1

Other Alternatives: 2

Department Review: Information Technology / County Manager

Funding Source:
Total: $24,995.95 to be paid from the IT Budget for Computer Maint & Software Agreements
Attachments:
1. KACE SMA Quote – 10.17.24.pdf