The Kaseya® University Program

Put yourself and your company in a position to utilize Kaseya to its full potential. Leveraging the entire Kaseya platform can save time, effort and money allowing you to focus on more strategic goals.

The Kaseya University Program is powered by a joint collaboration between Kaseya Professional Services and IT-Scholars to provide you with the excellent education you require and deserve. This program combines Education and Certification into a single focused package. The resulting Certification is formal recognition of a level of proficiency in the knowledge and practice of the Kaseya platform. The certificate holder makes the company eligible for immediate Priority Support.

Kaseya Education Services

We all learn differently and to support those differences we at Kaseya University have provided different methods to support those differences. All methods utilize the Four-Step Reinforcement Learning Process introduced further below.

Hands-On, Instructor-Led Workshop

This educational offer delivers the material either On-Line or On-Location in a designated conference facility with a live instructor conducting the workshop. The presentation is heavy focused on hand-on labs and the ability for live interactive questions and answers with the Kaseya Professional Services Consultant. The lectures and lab sessions are complemented by scenario-based videos, interactive videos, virtual labs, self-assessment quizzes, and reading material available 24x7. Included in this program is access to one certification exam. All the material including the certification exam is available for 91 days.

Online, Self-Paced

This option provides all the material presented in the hands-on, instructor-led workshop in a self-directed, computer-based training model. You have access to all the educational materials including scenario-based videos, interactive videos, virtual labs, self-assessment quizzes, and reading material available 24x7. Included in this program is access to one certification exam. All the material including the certification exam is available for 91 days.

Kaseya Certification Exam

The Certification test evaluates both your understanding of the concepts and your readiness as a practitioner in a two-step examination process:

- **Theory:** Multiple-choice and true-false questions measure competence in Kaseya concepts.
- **Practice:** Hands-on, real-world problems measure competence as a practitioner and readiness to assume administrator roles using Kaseya.

Certification tests are available 24x7 during the 91 days of your program.

Certification Logos

Display your certification proudly utilizing the Certification Logos provided to you by Kaseya. Use these logos, on your email signatures, websites or collateral. Be Proud!

Who is Kaseya Professional Services?

Kaseya Professional Services offers a range of resources to provide education and assistance in implementation and operation of the Kaseya framework to achieve maximum success in automating and managing your IT infrastructure and service delivery. The key areas available include:

Education
Learn to Leverage the Power of Kaseya

Kaseya Educational Services assist organizations by providing comprehensive training programs providing best practices fully leveraging the powerful functionality of Kaseya.

Implementation Services
Accelerate Kaseya Software Deployment

Kaseya Implementation Services assist organization in the configuration, set up and deployment of the Kaseya solution. Driven by best practices and customer requirements, Kaseya utilizes a proven implementation and deployment methodology.

Consulting
Utilize Kaseya experts to Accomplish Strategic IT Goals

Kaseya Consulting Services assist organizations by providing expert resources for IT projects and operations on a short term or long term basis.

Four-Step Reinforcement Learning

The Four-Step Review Reinforcement process is utilized in all Kaseya University Educational programs insuring that your newly gained knowledge is long lasting and is ready to be applied. Here is a summary of the four steps:

Step 1: Back to the Basics!
Streaming videos expose you to some of the most important functionalities in each module through real-world scenarios.

Step 2: Hands On!
Interactive, simulated videos invite you to play a more active role in your review process by clicking and entering data.

Step 3: Practice Makes Perfect!
Virtual environments provide you with five dedicated virtual machines and a shared Kaseya server to practice what you have reviewed.

Step 4: Mastering the Concepts!
A book chapter per module provides you with all of the detailed functions in Kaseya and a self-assessment quiz helps you evaluate yourself.

Access to immediate Priority Support

Successfully going through the rigor of the certification exam, demonstrates a higher level of comprehension to operate and administer the Kaseya product offering. In return for this investment, we are happy to offer a higher level of support to your company related to the subject matter for which certification has been achieved. Benefits associated with priority support include:

- Tickets are submitted directly to the Kaseya specialist (level 2) for handling
- Tickets are responded to and handled at a priority level just below Severity 1 issues

Please refer to the Kaseya Support Policy for SLA details

Who is IT Scholars?

IT SCHOLARS
TRAINING AND CERTIFICATION

IT Scholars is a company focused on research, education, and workforce development in the area of information technology service management automation and remote control. IT Scholars actively studies the state-of-the-art information technologies, publish white papers and introductory videos that evaluate and compare different competing technologies. IT Scholars develops advanced training material and certificate programs for the top vendors of information technology management tools, complementing their own training material.

IT Scholars virtual training environment provides state-of-the-art virtual environments consisting of several dedicated and shared machines with different configurations. The virtual environments are designed to provide flexible testbeds to experiment with new concepts without the restrictions of production environments. IT Scholars invented the four-step reinforcement learning process for training IT professionals that best fits their needs and their busy schedule.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

Go to www.kaseya.com/download for a FREE trial.

Visit: www.kaseya.com | Email: sales@kaseya.com | Like: Facebook.com/KaseyaFan | Follow: @KaseyaCorp

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KASEYA IS PROUD TO AWARD THE TITLE OF
Kaseya Certified Administrator

Bob Davis

In recognition of successful completion of all certification requirements for Kaseya Core VSA Administration

Masoud Sadjadi, PhD
President and CEO, IT Scholars

Kaseya

Gerald Blackie
President and CEO, Kaseya

Certificate *(suitable for framing)*

Certificates of completion provide value to both the named individual and their company. The certificate is in an individual's name and follows them wherever they provide their knowledge of Kaseya. The company gains benefit by having an expertly trained technician and Priority Support access.

Ready for Kaseya University?

Step 1:
Contact your sales representative

Step 2:
Look for your Welcome email

Step 3:
Get started!

Kaseya