KASEYA UNIVERSITY LAB GUIDES

Kaseya appreciates our customers represent two primary business models: Enterprise and Managed Service Providers. Enterprise customers use Kaseya to manage the technology needs of their own internal departments and employees. Managed Service Providers (MSPs) may use Kaseya to manage their internal assets, but the primary function of an MSP is to support the technology needs of external clients. Kaseya can effectively manage both Enterprise and MSP customers. As part of the Kaseya University training program, we have created separate lab guides for Enterprise and MSP Customers. Additionally, we have developed our curriculum appropriate to the two primary tasks of a Kaseya user: Administrator and Technician. The Administrator is generally responsible for configuring the Kaseya server for use by technicians. Some responsibilities may overlap, and in some cases, the administrator and technician may be the same individual.

The KCA guides follow Alex Jackson's administrative tasks at a fictitious company, IT Tech Corp, as he configures Kaseya to implement automation. The KCT guide follows Jose Pearlman's technician-level tasks at IT Tech Corp, as he uses Kaseya to support the endpoints under the ITTC umbrella. In the Enterprise version of each guide, IT Tech Corp has three locations: A headquarters office with machines spread across two floors, a data center, and a satellite office. The MSP version of each guide includes a similar configuration; however instead of a satellite office, the MSP IT Tech Corp has a client located at a remote site. The scenario surrounding each exercise is tailored to each respective environment.

To decide which exercise guide to use, first determine whether you will be following the Administrator (KCA) path or the Technician (KCT) path. The exercises follow the lessons taught in the self-paced lessons. Once you have decided on a path, select either the MSP or Enterprise version of the appropriate lab guide. The individual exercises of the respective MSP and Enterprise guides are effectively similar, but the scenario has been tailored to each customer type. We encourage you to select the scenario which best aligns to your production environment.