**A Feature-Based Analysis & Comparison of IT Automation Tools:**

**Comparing Kaseya to [Your Tool]**

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*[Note: The highlighted texts within this template document (including this one) are meant to give you guidance on what to write in each section of this document. In your final document, these highlighted texts should be eliminated! Yes, including this one!]*

*[Note: You need to CLOSELY follow, not only the structure and instructions in this template, but also the formatting of the whole document, including the font type, font size, bold/normal, numbering of sections/subsection, the indentation and spacing after/before paragraphs, sections, and subsections.]*

*[Note: Wherever applicable, use Kaseya as a reference to better explain a functionality or non-functionality of the product that you are studying.]*

**1. Introduction**

**Overview:** *[Write one or more paragraph that overviews the main IT management and automation products / solutions that the company offers along with a summarized description of each individual offering, whether they are free or not, and a brief assessment of the quality of these products (using Kaseya as a reference).]*

**Background:** *[Write one or more paragraph for each of the following topics:* ***history*** *(when it was established, who established the company, who acquired the company, where the company based was based first), how many offices they have now, revenue, etc.),* ***highlights*** *(share of the market, any major accomplishments/awards, any unique features in their product, expertise of the team, etc.),* ***user/customer base*** *(how many users/customers they have; customers are from what countries, success stories, etc.),* ***major events*** *(user conferences, workshops, bootcamps, webinars, etc.),* ***educational efforts*** *(online training, onsite training, certificate program, workshops, bootcamps, etc.),* ***major competitors & partners*** *(what companies they collaborate with, what companies they compete with, etc.), and* ***contact information*** *(web site, email, head quarter address, other offices, main persons to get in touch with, organizational chart, etc.)]*

**OS Coverage:** *[Write one or more paragraphs that show which operating systems are supported.]*

**Grouping Managed Devices:** *[Write one or more paragraphs that explains what facilities are provided by this solution to group managed devices (managed devices includes any devices in the network that is being monitored and remotely or locally managed including desktops, laptops, servers, network devices, etc.). Especially, explain if it is possible to group managed devices based on their locality (being in the same subnetwork, for example) and whether it is possible to filter them or group them based on their roles (e.g., servers, workstations, laptops, windows XP, windows Vista, windows 2003 servers, finance computers, sales computers, machines with a specific software installed on them, etc.)]*

**Functional Coverage:** *[List the functionalities that are covered by the product you are studying. You can compare with Kaseya’s functionalities to the ones supported in this product: Agent-Based Architecture, Auditing & Asset management, Remote Control, Agent Procedures, Monitoring, Patch Management, Backup & Disaster Recovery, Endpoint Security, User State Management, Help Desk, Reporting, and System/User/Admin Management].*

**1.1 Architecture**

* *Explain if the researched solution has an agent-based of agent-less architecture (compare the pros and cons to the agent-based architecture used in Kaseya.*
* *Explain what can and cannot be managed by this solution and explain what underlying technology (agent, probe, etc.) is used.*
* *Describe the architecture using different architectural diagrams, deployment diagrams, etc.*
* *Use the Kaseya Agent module as a reference.*

**1.2 Auditing & Asset management**

* *Discuss if the researched solution has built-in auditing & asset management ability*
* *Discuss how auditing is accomplished*
* *Discuss what can and cannot be audited*
* *Discuss what asset information can and cannot be attained*
* *Use the Kaseya Audit module as a reference.*

**1.3 Remote Control**

* *Discuss if the researched solution has built-in remote control ability*
* *Discuss what can be done with remote control (file transfer, etc)*
* *Use the Kaseya Remote Control module as a reference.*

**1.4 Automation**

* *Discuss if the researched solution has a built-in support for automation, such as agent procedures, scripts, etc.*
* *Discuss if the researched solution supports using other automation scripts*
* *Discuss the strength, level of sophistication, and ease of use for the supported automation in this solution.*
* *Use the Kaseya Agent Procedure module as a reference.*

**1.5 Monitoring**

* *Discuss if the researched solution has built-in monitoring ability*
* *Discuss how monitoring is accomplished*
* *Discuss what can and cannot be monitored*
* *Discuss what monitoring information can and cannot be attained*
* *Use the Kaseya Monitoring module as a reference.*

**1.6 Patch Management**

* *Discuss if the researched solution has built-in patch management ability*
* *Discuss how patch management is accomplished*
* *Discuss what can and cannot be patched*
* *Discuss what patch management information can and cannot be attained*
* *Use the Kaseya Patch Management module as a reference.*

**1.7 Backup & Disaster Recovery**

* *Discuss if the researched solution has built-in backup & disaster recovery ability*
* *Discuss how backup & disaster recovery is accomplished*
* *Discuss what can and cannot be backup and recovered*
* *Discuss what backup & disaster recovery information can and cannot be attained*
* *Use the Kaseya BUDR module as a reference.*

**1.8 Endpoint Security**

* *Discuss if the researched solution has built-in endpoint security ability*
* *Discuss how endpoint security is accomplished*
* *Discuss what can and cannot be secured via endpoint security*
* *Discuss what endpoint security information can and cannot be attained*
* *Use the Kaseya KES module as a reference.*

**1.9 User State Management**

* *Discuss if the researched solution has built-in user state management ability*
* *Discuss how user state management is accomplished*
* *Discuss what user state can and cannot be managed*
* *Discuss what user state management information can and cannot be attained*
* *Use the Kaseya KDPM module as a reference.*

**1.10 Help Desk**

* *Discuss if the researched solution has built-in help desk ability*
* *Discuss how help desk is accomplished*
* *Discuss what help desk information can and cannot be attained*
* *Use the Kaseya Ticketing and Service Desk modules as reference.*

**1.11 Reporting**

* *Discuss if the researched solution provides predefined executive summary reports*
* *Discuss if the researched solution provides customized reports*
* *Discuss the strength, level of sophistication, and the ease of use for developing new reports*
* *Use the Kaseya Info Center module as a reference.*

**1.12 System/User/Admin Management**

* *Discuss if the researched solution provides configuring the system to the users’ needs*
* *Discuss if the researched solution provides a way to restrict access of different functionalities to different admin users*
* *Discuss if the researched solution provides a way to restrict access of different machines, objects, etc. to different admin users*
* *Discuss the strength, level of sophistication, and the ease of use for defining new users, their access rights, scope of work, etc.*
* *Use the Kaseya System module as a reference.*

**1.13 Usability**

* *Discuss the overall usability of the researched solution*
  + *Is the interface Web-based?*
  + *Is the interface user friendly?*
  + *How steep is the learning curve?*
  + *Do you need to jump from one interface to another one to accomplish a task or everything is well integrated into one portal (compare with the Kaseya Web-based portal)?*

**1.14 Reliability**

* *Discuss the overall reliability of the researched solution*
  + *How often the system may not be available and for how long (refer to customer online reviews)?*
  + *How robust are the functionalities?*
  + *How comprehensive are the functions (e.g., backup and disaster recovery, security, etc.)?*

**1.15 Performance**

* *Discuss the overall performance of the researched solution*
  + *How fast does the system perform in general?*
  + *How responsive is the system?*

**1.16 Supportability**

* *Discuss the overall supportability of the researched solution*
  + *Do they have a strong help desk?*
  + *Support structure: Tier1/Tier2/Tier3?*
  + *How fast the support team responds to the request in general?*

**2. Comparison and Discussion**

*[In this section, you need to discuss and evaluate the solutions introduced in the previous section and compare it to Kaseya, which is our baseline solution. You need to use rating ranged from 1-5 with 1 being BAD, 2 being FAIR, 3 being GOOD, 4 being VERY GOOD, and 5 being EXCELLENT. A solution is called ACCEPTABLE, if it is rated 3 or above. Any solution with a rating of 3 or above is an acceptable solution with regard to your metrics. Any solution below 3 is not acceptable.]*

**2.1 Evaluating and Discussing *[Insert the Name of Your Solution/Tool]***

* *In a paragraph or so, discuss the strengths and weaknesses of solution.*
* *In table below give rating for each functionality and non-functionality and give explanation of why it was given that rating.*

|  |  |  |
| --- | --- | --- |
| 1 | Architecture  **Rating: ?** | *Why? …* |
| 2 | Audit & Asset Mgt **Rating: ?** | *Why? …* |
| 3 | Remote Control **Rating: ?** | *Why? …* |
| 4 | Automation  **Rating: ?** | *Why? …* |
| 5 | Monitoring **Rating: ?** | *Why? …* |
| 6 | Patch Mgt **Rating: ?** | *Why? …* |
| 7 | Backup & Disaster Recovery **Rating: ?** | *Why? …* |
| 8 | Endpoint Security **Rating: ?** | *Why? …* |
| 9 | User State Mgt **Rating: ?** | *Why? …* |
| 10 | HelpDesk **Rating: ?** | *Why? …* |
| 11 | Reporting **Rating: ?** | *Why? …* |
| 12 | System **Rating: ?** | *Why? …* |
| 13 | Usability **Rating: ?** | *Why? …* |
| 14 | Reliability **Rating: ?** | *Why? …* |
| 15 | Performance **Rating: ?** | *Why? …* |
| 16 | Supportability **Rating: ?** | *Why? …* |

**2.2 Rating Results Explanation/Discussion:** *[After the discussion of your assigned solution, now it is time to compare it with Kaseya].*

*Individual Solution Comparison Rating System Table*

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***Kaseya*** | ***Your Assigned Solution*** |
| 1 | Architecture |  |  |
| 2 | Audit & Asset Mgt |  |  |
| 3 | Remote Control |  |  |
| 4 | Automation |  |  |
| 5 | Monitoring |  |  |
| 6 | Patch Mgt |  |  |
| 7 | Backup & Disaster Recovery |  |  |
| 8 | Endpoint Security |  |  |
| 9 | User State Mgt |  |  |
| 10 | HelpDesk |  |  |
| 11 | Reporting |  |  |
| 12 | System |  |  |
| 13 | Usability |  |  |
| 14 | Reliability |  |  |
| 15 | Performance |  |  |
| 16 | Supportability |  |  |
|  | **Total** |  |  |

*[Summarize the above discussion and results and explain how you rank your solution in general based on the total solution rated in the above table.]*

**3. Glossary**

*[A glossary of important terms, to ensure consistency in the system design document. It also spells out all the acronyms used in this document and explain what each mean.]*

**4. Acknowledgements**

*[Include all the individuals, with their title and contact information, who helped you in any way with the development of this document. Special thanks should go to the company and the individuals who provided the trial version of the software to you and who answered your questions.]*

**5. References**

*[All references used to develop this document MUST be listed in this section. Note that it is EXTREMELY important that you properly cite other people’s work. If you want to quote what is mentioned in another document or by another person as is, you have to put the text in double quotes and properly refer to the original document, Web URL, etc. In case you paraphrase, you still MUST properly cite the reference where you found the original material.]*