

# Proposal Summary

Prepared by:  
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KHC Technologies

Prepared for:  
**General User**  
Otisco Township  
9663 W Button Rd  
48809

Quote information:  
**Quote #26-1**  
Prepared on: 12/28/2023  
Expires: 1/27/2024

## One-time costs

Description	Quantity	Unit Price	Tax	Price
FortiGate-60F w/ Care & UTP 3 year	1	\$2752.80	\$0.00	\$2752.80
Synology 2-bay nas DS223	1	\$350.00	\$0.00	\$350.00
Western Digital Red PLUS 4TB	2	\$125.00	\$0.00	\$250.00
Fortigate 60F - Cloud Management, Analysis and 1 Year Log Retention - 3 year	1	\$533.00	\$0.00	\$533.00
One-Time Implementation Fee	1	\$1000.00	\$0.00	\$1000.00

**Amount Ex VAT: \$4885.80**  
**Total VAT: \$0.00**  
**Total: \$4885.80**

## Annual recurring costs

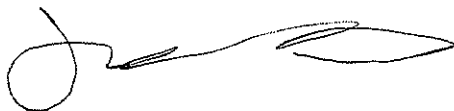
Description	Quantity	Unit Price	Tax	Price
Managed Services - Standard User	5	\$1680.00	\$0.00	\$8400.00
Managed Services - Virtual Server	1	\$1200.00	\$0.00	\$1200.00
Managed Services - Managed Wix Website	1	\$1000.00	\$0.00	\$1000.00

**Annual Amount Ex VAT: \$10600.00**  
**Total VAT: \$0.00**  
**Total: \$10600.00**

Please see below notes relating to this proposal:

**KHC Technologies**

Signature:



Name: Evan Zanotti

**Otisco Township**

Signature:

Name:

Email:

## 1.1 Hours of Coverage

Hours of Coverage	Included Service On Covered IT Asset		Out of Scope	
	Remote	Onsite	Remote	Onsite
<b>Business Hours</b> Monday – Friday, 8:00am – 5:00pm	Included	Included	Standard Billable Rate	Standard Billable Rate
<b>After Hours</b> Monday – Friday, 5:00pm – 11:00pm	Standard Billable Rate	Standard Billable Rate	Standard Billable Rate	Standard Billable Rate
<b>Nights and Weekends</b> Monday – Friday, 11:00pm – 8:00am Friday 11:00pm – Monday 8:00am	1.5 x Standard Billable Rate	1.5 x Standard Billable Rate	1.5 x Standard Billable Rate	1.5 x Standard Billable Rate
<b>Holidays</b> As listed in Observed Holidays	1.5 x Standard Billable Rate	1.5 x Standard Billable Rate	1.5 x Standard Billable Rate	1.5 x Standard Billable Rate

Observed Holidays					
<b>New Year's Day</b>	<b>Memorial Day</b>	<b>Independence Day, US</b>	<b>Labor Day</b>	<b>Thanksgiving Day</b>	<b>Christmas Day</b>
January 1 <sup>st</sup>	Last Monday in May	July 4 <sup>th</sup> or Observed Holiday	1 <sup>st</sup> Monday September	4 <sup>th</sup> Thursday in November	December 25 <sup>th</sup>

## 1.2 Service Level Expectations

Helpdesk Service Level Expectations*				
	<b>Severity 1 Critical</b>	<b>Severity 2 High</b>	<b>Severity 3 Medium</b>	<b>Severity 4 Low</b>
<b>Business/Financial Risk</b>	Catastrophic exposure	Major exposure	Moderate exposure	Minimal exposure
<b>Work Stoppage</b>	Full; All work has ceased.	Significant; Most work has ceased.	Some; Some work has ceased.	Minor; Little work has ceased.
<b>Percentage of End Users Effected</b>	75 – 100%	30 – 75%	15 – 30%	0 – 15%
<b>Workaround</b>	None acceptable	Semi-acceptable; Short term	Acceptable; Medium term	Acceptable; Medium term

<b>Response Time</b>	1 hour or less	2 hours or less	8 hours – 1 business day	8 hours – 1 business day
<b>Resolution Time</b>	24 hours or less from first response	36 hours or less from first response	5 business days or less from first response	90 business days or less from first response

\*There may be situations that don't fit these definitions perfectly.

## 1.3 Support Tiers

Support Tiers	
SUPPORT TIER	DESCRIPTION OF SUPPORT ESCALATION
Tier 1 Support (Service Desk)	All support incidents begin in Tier 1 in the Kore / Hi Com, Inc Service Desk, where the initial trouble ticket is created; the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated for single user issues. Immediate escalation occurs if it is identified that the issue is affecting multiple users.
Tier 2 Support (Service Desk/ System Engineers)	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers with experience in both single user issues and multiple user network issues.
Tier 3 Support (VCIO)	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3 the Kore / Hi Com, Inc. VCIO, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3rd Party (Vendors) Support Engineers to resolve the most complex issues.

## 1.4 Service Escalation Process

Service Escalation Process
1. Support Request is Received (By Halo PSA Portal, E-mail or Phone Request)
2. Trouble Ticket is reviewed
3. Issue is identified and documented in Ticketing System
4. Priority is established and immediate escalation occurs if necessary
5. Issue is qualified to determine if it can be resolved through Level 1 Support (if not the matter is escalated)
6. Issue is reviewed to determine if direct contact is with client or vendor is required to resolve
7. Issue is reviewed to identify if work can be done remotely or if an onsite visit is required
8. Contact is made either via email or phone to identify when the affected user is available to work with the issue
9. Level 1 Help Desk Resolution – issue is worked to successful resolution
11. Trouble Ticket is closed, after complete problem resolution details have been updated in Ticketing System
<b>If Issue Cannot Be Resolved Through Tier 1 Support:</b>
12. Issue is escalated to Tier 2 Support all notes and conditions are transferred with the service ticket

13. Issue is qualified to determine if it can be resolved by Tier 2 Support (if not the matter is escalated)
14. Tier 2 Resolution - issue is worked to successful resolution
15. Trouble Ticket is closed, after complete problem resolution details have been updated in Ticketing System has been performed
<b>If Issue Cannot Be Resolved Through Tier 2 Support:</b>
16. Issue is escalated to Tier 3 Support all notes and conditions are transferred with the service ticket
17. Issue is qualified to determine if it can be resolved through Tier 3 Support (if not the matter is escalated)
18. Tier 3 Resolution - issue is worked to successful resolution
19. Trouble Ticket is closed, after complete problem resolution details have been updated in Ticketing System and Quality Assurance has been performed
20. Tier 3 Resolution - issue is worked to successful resolution
21. Trouble Ticket is closed, after complete problem resolution details have been updated in Ticketing System and Quality Assurance has been performed
<b>If Issue Cannot Be Resolved Through Tier 3 Support:</b>
22. Issue is escalated to VCIO Support
23. Issue is qualified to determine if it can be resolved through VCIO Support
24. VCIO Resolution – issue is worked to successful resolution
25. Trouble ticket is closed, after complete problem resolution details have been updated in Ticketing System and Quality Assurance has been performed
26. If issue is unresolved, Issue is escalated to Vendor Support, in deciding the best course of action for the service issue at hand. Kore / Hi Com, Inc. will continue to work with the vendor through issue resolution.

## Appendix 3 – Detailed Coverage

This 3rd Appendix of this Service Level Agreement provides summarized descriptions of each of the services covered by this Agreement. These definitions are provided for convenience only, and do not describe the specific coverages provided by this Agreement. For specific coverages review the group for each service.

Group 1: Reduce Risk and Improve Security		
Service	Summary Service Description	Coverage Detail
Antivirus Management	The service of using an Antivirus solution to improve an IT Environment's security against spyware, malware, trojans and viruses. Includes deployment, configuration, regular scanning, definition updates, and some infection remediation.	<a href="#">See Group 1 (A3.1) for coverage detail</a>
Backup Management	The service of using a backup product or suite to backup critical data within an IT Environment. Includes configuration, scheduling, management of data backup processes, test restoration, and actual data/file restoration.	<a href="#">See Group 2 (A3.2) for coverage detail</a>
Disaster Recovery	This service is an extension of Backup Management as described above. It is the management of the backup and recovery processes to return a client to full operation after a catastrophic interruption using one or more backup solutions. (This service is provided at multiple levels of service/quality/cost, depending on the Client's needs and requirements.)	<a href="#">See Group 3 (A3.3) for coverage detail</a>
Identity Management	Creation, deletion and ongoing management of user accounts, permissions and access levels across a Client's IT environment. This service is commonly packaged with Helpdesk services.	<a href="#">See Group 4 (A3.4) for coverage detail</a>
Patch Management	A strategy for managing Microsoft Windows patches and updates, and service packs. Includes assessment, testing, deployment, and review of patches/updates. (This service is provided at multiple levels of service/quality/cost, depending on the Client's needs and requirements.)	<a href="#">See Group 5 (A3.5) for coverage detail</a>

Group 2: Promote Productivity and Performance		
Service	Summary Service Description	Coverage Detail
Server Management	Maintenance and monitoring of hardware and software on Windows Servers to ensure optimal functionality.	<a href="#">See Group 7 (A3.7) for coverage detail</a>
Workstation Management	Maintenance and monitoring of hardware and software on Windows Workstations and Laptops to ensure optimal functionality.	<a href="#">See Group 8 (A3.8) for coverage detail</a>
Network Management	The service of managing the configuration, operation, and health of an IT Environment's network. This includes configuration of various network devices, internet connectivity, dns settings, vpn setup and configuration, and troubleshooting.	<a href="#">See Group 9 (A3.9) for coverage detail</a>
Software Management	Tracking, deploying, configuring, monitoring, and management of covered software in the client's environment. This service is commonly packaged with workstation and server management. It is also has some overlap with IT Asset Management.	<a href="#">See Group 10 (A3.10) for coverage detail</a>
Helpdesk	A single point of contact for a client to receive service and support. This includes triage, escalation, problem management, and level one/two/three levels of technical support.	<a href="#">See Group 11 (A3.11) for coverage detail</a>
Cloud Services	Provisioning and management of 'Cloud' internet technologies for clients. If any specific cloud services are being managed they will be described in Group 12 of this Appendix.	<a href="#">See Group 12 (A3.12) for coverage detail</a>
Email Management	Monitor and maintain email availability, spam filtering, and malware filtering. This service is commonly packaged with Helpdesk services.	<a href="#">See Group 13 (A3.13) for coverage detail</a>
Printer Management	Management of the access and deployment and configuration of network printers to ensure correct and reliable usage of network printers on the Microsoft domain.	<a href="#">See Group 14 (A3.14) for coverage detail</a>

Group 3: Guide IT Strategy & Business Alignment		
Service	Summary Service Description	Coverage Detail
IT Procurement	Assistance in purchasing, procurement, and acquisition of IT Assets, including hardware, software, licensing, and cloud services.	<a href="#">See Group 15 (A3.15) for coverage detail</a>
IT Policy Management <sup>3</sup>	Assist in developing, managing and maintaining standards that govern the use of the Client IT Environment and IT Assets. This includes network, internet, and access to data.	<a href="#">See Group 6 (A3.6) for coverage detail</a>
Vendor Management	Assistance with developing and maintaining vendor relationships. Includes the management of support requests with Managed Vendors detailed in Group 16.	<a href="#">See Group 16 (A3.16) for coverage detail</a>
IT Asset Management	The discovery, inventorying, tracking, and management of IT assets during and throughout their life cycle.	<a href="#">See Group 17 (A3.17) for coverage detail</a>
Training	Technology training services which focus on active use of business applications in today's modern office.	
Compliance	Advisory services to assist clients with technology needs and configuration with regulatory agencies which dictate data control in their industry	
IT Consulting/Virtual CIO	Advisory services to help clients assess technology strategies to ensure they align with business strategies.	<a href="#">See Group 18 (A3.18) for coverage detail</a>

**Group 1 – Antivirus Management Coverage (A3.1)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Remediate Monitor Alerts	As Needed	System alerts generated by RMM
Remediate Malware/Virus Infection	As Needed	Address AV issues identified by RMM
Adjust Antivirus Configuration	As Needed	Modify AV exceptions and settings
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
AV - Disabled	Continuous	RMM Review of AV status
AV - Out of Date	Continuous	RMM Review of AV status
AV - Software Missing	Continuous	RMM Review of AV status
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Antivirus_Threats	Monthly	Report of AV threats and interference
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Setup and Configure Antivirus Server	Once per Client	
Deploy Antivirus to Workstations	Once per workstation	
Deploy Antivirus to Servers	Once per server	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Bitdefender Gravityzone antivirus	Latest	
<b>Serviceable Conditions</b>		
Antivirus is licensed, warranted and supported by vendor.		
<b>Coverage Exclusions &amp; Exceptions</b>		
Malware remediation due to injection or negligent Client end-user activity.		
Antivirus Definition up to date within 1 day of available definitions.		
<b>Service Levels &amp; Performance Goals</b>		
Antivirus Software Installed and Running on at least 95%		
<b>Service Level &amp; Performance Exceptions</b>		
Malware is unpredictable and in turn, so is remediation. Therefore remediation attempts do not fall under general resolution service levels.		
Mass infections of a Client environment due to the unpredictable nature of malware, service levels cannot be guaranteed.		

\*Dependent on the Technology being utilized and may not be available

**Group 2 - Backup Management (A3.2)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Backup Check	Daily	Automatic system monitor of backup success
Test File Restore	Weekly	Automatic system test restore
Test Server Stand-up (If backup technology supports)	Bi-Weekly	Automatic system test restore
Remediate Failing Backups	As Needed	Review and failed backup jobs and remediate
Restore Files / Data	As Needed	Restore files as requested by client
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
BU -- Job Running > 8 Hours	Continuous	The backups configuration may need adjusted
BU - Backup Failed	Continuous	The backup failed and needs reviewed
BU -- Verify Backup Job Failed	Continuous	The backup couldn't be verified as successful and needs tested
BU -- Backup Failed to Configure Job	Continuous	The backup process did not begin properly
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Health Report	Monthly	Provides a count of failed / successful backup jobs
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Evaluate current backup job(s) and requirements	Once per Client	Work with Client to assess current backups and current needs
Configure, Deploy, and Test Backup Technology	Technology Dependent	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Veritas System Recovery	Latest two major releases	
Cove Data Protection Plan	Latest two major releases	
<b>Serviceable Conditions</b>	Adequate, current, and actively licensed backup software	
	Storage space sufficient for the successful completion of backup jobs	
	Storage space sufficient for adequate retention period	
	Adequate and reasonably fast access to any/all remote, tape, or other physical backup data (Service levels are contingent upon this)	
<b>Coverage Exclusions &amp; Exceptions</b>	Data and storage charges and fees	
	The cost of any necessary software licenses	
	The cost of temporary, permanent, and archival storage	
	Data is not and cannot be guaranteed (However, this service is a method to help protect data)	
<b>Service Levels &amp; Performance Goals</b>	Backup jobs successful 95% of the time	
	File Restore within general service levels listed in Coverage Summary (Technology and environment dependent)	
	Virtual Server Standups within 8 hours time* (Technology and environment dependent)	
<b>Service Level &amp; Performance Exceptions</b>	Challenges with the technology that require the involvement of the backup technologies' vendor/manufacturer	
	Recovery of any/all files or data not included within original scoping requirements	

\*Dependent on the Technology being utilized and may not be available



**Group 3 – Disaster Recovery Management (A3.3)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Off-site data transfer check	Daily	Report of backup success
Off-site data transfer issue remediation	As Needed	Intervention when alerted to backup system issue
Excessive data transfer review	As Needed	Intervention when alerted to backup system issue
<b>Monitors &amp; Service Monitoring*</b>		
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
DR Offsite Transfer Excessive* <Critical>	Continuous	There is much more data queued to transfer than usual
DR Offsite Transfer Nearing Cap*	Continuous	Warning that transfer cap is nearing cap and charges possible
DR Offsite Transfer Failure*	Continuous	Warning that the offsite transfer is not functioning
<b>Value Reporting*</b>		
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Evaluate current backup job(s) and requirements	Once per Client	Work with Client to assess current DR plan and needs
Configure, Deploy, and Test DR Technology	Technology Dependent	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Veritas System Recovery with Rotating Drives	Latest two major releases	
Cove Data Protection Plan	Latest two major releases	
<b>Serviceable Conditions</b>	Adequate storage, internet bandwidth, and software licenses	
<b>Coverage Exclusions &amp; Exceptions</b>	Data transfer and storage charges and fees	
<b>Service Levels &amp; Performance Goals</b>	Offsite data transfer within X hours of current data. (Technology and environment dependent)	
<b>Service Level &amp; Performance Exceptions</b>	Challenges with the technology that require the involvement of the backup technologies' vendor/manufacturer	
	Recovery of any/all files or data not included within original scoping requirements	

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**Group 4 – Identity Management Coverage (A3.4)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Domain User Permission Management	Continuous	Monitor AD user permissions
Domain User Password Resets and Account Unlocks	As Needed	Approved user requested access
Domain User Setup	As Needed	Approved user requested access
Domain Group and Folder Permission Management	As Needed	Approved user requested access
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Offline Servers Monitor	Continuous	Monitoring for offline Domain Controllers
EV – Blacklisted Events (4720, 4238)	Continuous	Locked User Accounts
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
30 Day AD Changes	Monthly	Report as requested by client of AD changes
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Active Directory Review and Cleanup	Once Per Client	
Setup of Administrative and Support User Accounts	Once Per Client	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Microsoft Windows Domain	Windows Operating system not deemed end of life by Microsoft	
<b>Serviceable Conditions</b>		
Active Directory has been cleaned up and standardized to the Service Provider's specifications.		
User must be physically or wirelessly connected to the Domain network and maintain an adequate internet connection		
<b>Coverage Exclusions &amp; Exceptions</b>		
Microsoft Server and Active Directory Licensing		
The costs to manage, implement, and/or procure a single sign on solution		
<b>Service Levels &amp; Performance Goals</b>		
Active Directory Uptime to equal or exceed 98% by means of server uptime and routine backups		
<b>Service Level &amp; Performance Exceptions</b>		
Non-standard and/or complex multi-site or multi-domain environments		

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**Group 5 – Patch Management Coverage (A3.5)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Assess available Microsoft product updates	Once Per Patch	Verify valid patches available
Test Service Provider approved updates	As Needed	User requested vertical application patching
Deploy Service Provider tested and approved updates	Once Per Patch	Automatic monitoring of patches
Validate deployed updates installed successfully	Once Per Patch	Automatic monitoring of patches
Remediate unsuccessful updates	As Needed	Intervention resulting from failed patching alerts
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
UPDATES - Failed	Continuous	RMM Monitor of patch status
UPDATES - Installed	Continuous	RMM Monitor of patch status
UPDATES - Missing Service Pack	Continuous	RMM Monitor of patch status
UPDATES - Out of Date	Continuous	RMM Monitor of patch status
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Patch Detail	On & Off-Boarding	
Patch Health (The Health Report may replace this.)	Monthly	
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Define & Setup Maintenance Windows with Client		
Define & Setup Patching Policy with Client		
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Windows	Windows Operating system not deemed end of life by Microsoft	
Microsoft Windows Server	Windows Operating system not deemed end of life by Microsoft	
<b>Serviceable Conditions</b>		
Windows installation properly activated with a valid license		
Windows Domain configured to Service Provider's recommendations		
<b>Coverage Exclusions &amp; Exceptions</b>		
The cost of any and all OS/equipment/software licenses necessary, to adequately license covered equipment		
<b>Service Levels &amp; Performance Goals</b>		
The Service Provider's proprietary 'Patch Health Compliance rating' when calculated, rates the Client's servers at 95% or greater on average, and 92% for the workstations on average or greater over the month.		
<b>Service Level &amp; Performance Exceptions</b>		
High volume or emergency updates that are released with little/no notification from the manufacturer can impact service levels, and are excluded.		

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**Group 6 – IT Policy Management (A3.6)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Monitor and enforce agreed upon IT Policies	As Needed	
Assess and review current IT policies	Quarterly	
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Work with Client to learn about business, challenges and compliance requirements	Once Per Client	
Work with Client to assess and define IT policies	Once Per Client	
Project Plans and quote submitted to Client for the configuration of the IT environment to support agreed upon and defined IT Policies	As Needed	
Configure systems to the agreed upon IT policies	Once Per Client	
Submit the IT Policies for legal review	As Needed	
Share drafted IT Policies with Client's Team	Once Per Version	
Publish the defined IT Policies in a secure and mutually accessible digital site	Once Per Version	
Assess and tune IT policies to ensure desired results	Weekly for 30 Days	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Microsoft Windows Domain or Workgroup	Windows Operating system not deemed end of life by Microsoft	
<b>Serviceable Conditions</b>		
IT Environment configuration must help support any defined IT Policies.		
<b>Coverage Exclusions &amp; Exceptions</b>		
Any and all legal fees that relate to the drafting and review of defined IT Policy		
<b>Service Levels &amp; Performance Goals</b>		
Compliance to each policy within defined levels while utilizing any agreed upon measurements being tracked automatically with technology.		
<b>Service Level &amp; Performance Exceptions</b>		
Only IT Policies that can be automatically tracked and monitored		
IT Policies are designed for the Client and the Service Provider's role is to help monitor them for compliance and communicate any discovered breaches to compliance. But, this is only possible when the policy can be implemented, tracked, and monitored automatically with technology.		

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**Group 7 – Server Management Coverage (A3.7)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Global Server Group Policy Adjustment	As Needed	Adjusts IT environment configuration. (Non-standard fees may apply)
Server Maintenance	As Needed	Disk, raid, performance, OS configuration, service, and event logs.
Server Configuration Adjustments	As Needed	If non-standard adjustments are necessary, fees may be apply.
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
DRV - Free Space < 10% Total Size or 2GB <Critical>	Continuous	RMM monitor of sever storage space
BlackListed Events - Informational, Warnings, and Errors	Continuous	RMM Server event log monitor
EV - Drive Errors, Raid Failures, or Smart Errors <Critical>	Continuous	RMM drive error log monitor
EV - Excessive Alerts Detected > 25 Like Events	Continuous	RMM Event monitor
EV - Reoccurring Critical > 75 Occurrences	Continuous	RMM critical event monitor
EV - Chassis Intrusion	Continuous	RMM chassis monitor
HDW - Hardware Changes Detected	Continuous	RMM hardware detection monitor
LT - Offline Servers <Critical>	Continuous	RMM Server offline monitor
SVC - Auto Services Stopped <Critical>	Continuous	RMM Server service monitor
UPTIME - SVR 1 Mo. Since Reboot*	Continuous	RMM Uptime monitor
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Health Report	Monthly	Client requested monthly system health report form RMM
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Deploy Service Provider's Management Agents	Once Per Server	
Complete Server Onboarding Documentation	Once Per Server	
Establish and Implement Server Config. Standards	Once Per Server	
Address Monitor Alerts	Until All Addressed	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Microsoft Windows Server	Windows Operating system not deemed end of life by Microsoft	
<b>Serviceable Conditions</b>	Server's configuration, physical state, and general health is reasonable. (Out of scope projects may be proposed if necessary to ensure serviceability.) Server is adequately licensed.	
<b>Coverage Exclusions &amp; Exceptions</b>	The cost for any and all hardware and software required to ensure defined service levels and performance expectations.	
<b>Service Levels &amp; Performance Goals</b>	Server Uptime is at least 99%	
<b>Service Level &amp; Performance Exceptions</b>	Turnaround on hardware failure cannot be guaranteed. Vendor/manufacturer warranted repairs are excluded from the general and specific service levels defined Any and all 3 <sup>rd</sup> party adjustments that lead to any/all downtime will be excluded from defined service and performance levels.	

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### Group 8 – Workstation Management Coverage (A3.8)

Service Provider Activities	Frequency	Detailed Description
Update Desktop Image(s)	As Needed	
Workstation Maintenance	As Needed	Disk, performance, OS configuration, service, and event logs.
Workstation Global Configuration Adjustments	As Needed	If non-standard adjustments are necessary, fees may be apply.
Monitors & Service Monitoring*	Frequency	Detailed Description
DRV - Fragmentation > 30 %	Continuous	RMM Monitor
DRV - Free Space Remaining < 10% Total Size or 2GB	Continuous	RMM Monitor
DRV - MFT Fragmentation	Continuous	RMM Monitor
DRV - Smart Failures	Continuous	RMM Monitor
HDW - Hardware Changes Detected	Continuous	RMM Monitor
PF - Low Memory	Continuous	RMM Monitor
PF - 90% Plus Avg CPU	Continuous	RMM Monitor
REG - Windows Startup Overloaded	Continuous	RMM Monitor
SVC - Auto Services Stopped	Continuous	RMM Monitor
SW - Application Crash	Continuous	RMM Monitor
UPTIME - WKS 2 Weeks Since Reboot*	Continuous	RMM Monitor
Value Reporting*	Frequency	Detailed Description
Health Report	Monthly	Client requested monthly system health report form RMM
Service Onboarding Activities	Frequency	Detailed Description
Deploy Service Provider's management agents	Once Per Server	
Complete workstation onboarding documentation	Once Per Server	
Establish, implement, and image wks. config. standards	Once Per Wks. Type	The "type" is determined by software & OS configuration reqs.
Address monitor alerts	Until All Addressed	
Serviceable Technologies	Supported Versions and Releases	
Windows	Windows Operating system not deemed end of life by Microsoft	
Serviceable Conditions	Workstation's configuration, physical state, and general health is reasonable. (Out of scope projects may be proposed if necessary to ensure serviceability.)	
	Workstation is adequately licensed.	
Coverage Exclusions & Exceptions	The cost for any and all hardware and software required to ensure defined service levels and performance expectations.	
Service Levels & Performance Goals	Workstation Proprietary Performance Benchmarks Improve or Remain Stable. When this is not true and maintenance has been performed successfully, the manufacturer will be contacted or other project/parts/replacements will be recommended to ensure consistent service levels.	
Service Level & Performance Exceptions	Turnaround on hardware failure cannot be guaranteed.	
	Vendor/manufacturer warranted repairs are excluded from the general and specific service levels defined	
	Any and all 3 <sup>rd</sup> party adjustments that lead to any/all downtime will be excluded from defined service and performance levels.	

\*Dependent on the Technology being utilized and may not be available

**Group 9 – Network Management Coverage (A3.9)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Network device configuration adjustment	As Needed	Client requested modification to current configuration
Troubleshoot network issues	As Needed	Address network issues generated from system alerts
VPN and security adjustments	As Needed	Client requested modification to current configuration
Assessment and Device Reboot	Quarterly	Address network issues generated from system alerts
Minor Cabling Adjustments	As Needed	Client requested modification to current configuration
<b>Monitors &amp; Service Monitoring*</b>		
	<b>Frequency</b>	<b>Detailed Description</b>
TCP- Suspicious Ports	Continuous	RMM Monitor
EV - TCPMax Connections Reached	Continuous	RMM Monitor
LT - Offline Locations* <Critical>	Continuous	RMM Monitor
<b>Value Reporting*</b>		
	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>		
	<b>Frequency</b>	<b>Detailed Description</b>
Network Configuration Assessment & Documentation	Once Per Site	
Network Configuration Standards Implementation	Once Per Site	
Cabling Clean Up and Documentation	Once Per Site	
<b>Serviceable Technologies</b>		
	<b>Supported Versions and Releases</b>	
Untangle Next Gen Firewall Appliance	Latest Two Major Releases	
Fortinet Fortigate Firewall Appliance	Latest Two Major Releases	
<b>Serviceable Conditions</b>		
All network equipment is warranted and supported by their respective manufacturers/vendors.		
The internet connection and network environment cabling and wireless signal is adequate. Project work or other recommendations may be offered.		
<b>Coverage Exclusions &amp; Exceptions</b>		
The cost to do setup and configure anything new. (New VPN setup, network jack punch, etc.)		
The cost of any hardware, software, or licenses necessary.		
<b>Service Levels &amp; Performance Goals</b>		
Network Uptime 99% or greater		
<b>Service Level &amp; Performance Exceptions</b>		
In the event of a denial of service attack, service levels and performance benchmarks will not apply.		

\*Dependent on the Technology being utilized and may not be available

**Group 10 – Software Management Coverage (A3.10)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Install or deploy approved software	As Needed	Software installation and verification
Perform minor updates to approved software	As Needed	Software remediation and updates
Uninstall unapproved software	As Needed	Software removal
Logging, tracking, and assessment of licenses	Continuous	RMM Software monitor
<b>Monitors &amp; Service Monitoring*</b>		
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
SW - BlackListed Install	Continuous	RMM Monitor
SW - Expired ProductKeys	Continuous	RMM Monitor
SW - Over Licenses	Continuous	RMM Monitor
SW - Installed New	Continuous	RMM Monitor
SW - Uninstalled	Continuous	RMM Monitor
SW - Application Crash	Continuous	RMM Monitor
<b>Value Reporting*</b>		
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Software_List	As Needed	Client requested monthly system health report form RMM
SW_Change_Audit	As Needed	Client requested monthly system health report form RMM
<b>Service Onboarding Activities</b>		
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Create remote and silent installation packages		
Audit, review, classify, and document in use software		
<b>Serviceable Technologies</b>		
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
*Unique to Client*		
Microsoft Office	Latest 3 releases	
<b>Serviceable Conditions</b>		
Licensed, warranted, and supported by vendor		
Support for application is reasonably economical and application is being actively maintained by vendor. (Bug fixes/etc.)		
<b>Coverage Exclusions &amp; Exceptions</b>		
Vendor support charges or fees.		
Any new software deployments or installations.		
Large or complex software deployments that require a time investment of the Service Provider that exceeds an estimated 6 hours or 15 minutes per workstation.		
<b>Service Levels &amp; Performance Goals</b>		
Software standards defined and applied to at least 90% of workstations in production.		
All software exceptions logged and tracked by the Service Provider.		
All approved software applications can be silently and remotely deployed.		
<b>Service Level &amp; Performance Exceptions</b>		
Large, complex, or new software deployments cannot follow the general standard service levels defined.		

\*Dependent on the Technology being utilized and may not be available



**Group 11 – Helpdesk Coverage (A3.11)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
IT support provided at levels 1,2, and 3	Continuous	IT issue assessment, diagnostics, and remote remediation via chat, phone, and email or silently without end-user interruption.
Minor situational end-user IT education	As Needed	
Provide as needed IT services on per-request basis	As Needed	includes any services defined within this agreement.
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Service Provider's helpdesk learns about Client	Once Per Engineer	The best approach depends on the Client's IT environment, size, business model, and culture. Will work together and decide best approach.
Client's end-users learn how to work with Service Provider	Once Per Client	This is often most successful by printing the processes and sharing them digitally.
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Windows	Windows Operating system not deemed end of life by Microsoft	
Microsoft Windows Server	Windows Operating system not deemed end of life by Microsoft	
Common Windows Software Applications	Products and applications for Adobe, Intuit, N-Able and Google	
Microsoft Office Suite	Latest three releases	
<b>Serviceable Conditions</b>		
<b>Coverage Exclusions &amp; Exceptions</b>		
Services will only be provided on covered IT assets, users, client sites, and will not exceed the scope of the services defined within this agreement.		
The cost of any hardware, software, or licenses necessary to the successful resolution of Client requests are not included. Given this becomes necessary, the Service Provider will draft a quote and seek appropriate approvals.		
<b>Service Levels &amp; Performance Goals</b>		
General service levels apply		
<b>Service Level &amp; Performance Exceptions</b>		
Priority 1 issues must be reported via telephone by the on-site technical contact or site's primary contact. Service levels on priority 1 issues reported any other way are exempt from defined service levels and will be best effort.		

\*Dependent on the Technology being utilized and may not be available

**Group 12 – Cloud Services Coverage (A3.12)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Assisted Configuration Adjustment	As Needed	
New User Provisioning Support w/ Vendor	As Needed	
Minor situational end-user IT education	As Needed	
Issue Reporting to Vendor	As Needed	
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Document New User Provisioning Process and Share	Once Per Service	
Provision Cloud Service or Take Over Management	Once Per Service	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
Microsoft Office 365 and Teams	Latest three releases	
Google Business Apps	Latest three releases	
<b>Serviceable Conditions</b>	An adequate license and subscription is required	
<b>Coverage Exclusions &amp; Exceptions</b>	The cost to integrate multiple cloud services	
	Any licensing or subscription fees associated to the cloud service, besides those that are explicitly included in this agreement	
<b>Service Levels &amp; Performance Goals</b>	General Helpdesk service levels apply for issues and new user requests	
<b>Service Level &amp; Performance Exceptions</b>	Cloud Services are managed, supported, and serviced by the vendor and in turn, delays caused by the vendor are exempt.	

\*Dependent on the Technology being utilized and may not be available

**Group 13 – Email Management Coverage (A3.13)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Assessment and troubleshooting of mail flow issues	As Needed	
Exchange server maintenance	As Needed	
Spam filter tuning	Quarterly	
<b>Monitors &amp; Service Monitoring*</b>		
	<b>Frequency</b>	<b>Detailed Description</b>
EV - BlackListed Events - Exchange Server <Critical>	Continuous	
Perf - Active Mailbox Delivery Queue <Critical>	Continuous	
Perf - Active Non-SMTP Delivery Queue	Continuous	
Perf - Active Remote Delivery Queue Length <Critical>	Continuous	
Email Services Monitors <Critical>	Continuous	
TCP - SMTP External Connections	Continuous	
TCP - SMTP Port 25	Continuous	
TCP - SMTPAUTH Port 587	Continuous	
<b>Value Reporting*</b>		
	<b>Frequency</b>	<b>Detailed Description</b>
Health Report		
<b>Service Onboarding Activities</b>		
	<b>Frequency</b>	<b>Detailed Description</b>
Email configuration assessment		
Email configuration standards set		
Spam solutions configured		
<b>Serviceable Technologies</b>		
	<b>Supported Versions and Releases</b>	
Microsoft Office 365	Latest three releases	
Microsoft Exchange	Latest two releases	
Proofpoint Email Security		
<b>Serviceable Conditions</b>		
Access to the exchange server and/or office 365 management portal are current and provide adequate permission levels.		
Any licensing or subscription fees associated to the cloud service		
<b>Coverage Exclusions &amp; Exceptions</b>		
Any licensing or subscription fees associated to the cloud service		
The cost of any software or software licenses.		
Vendor support charges or fees.		
<b>Service Levels &amp; Performance Goals</b>		
Email uptime is at least 99% - (Contingent upon vendor and cloud provider's turnaround.)		
<b>Service Level &amp; Performance Exceptions</b>		
In the event an outage is caused by fault in the product or service, outside of the control of the Service Provider, promised service levels cannot be guaranteed.		

\*Dependent on the Technology being utilized and may not be available

**Group 14 – Printer Management Coverage (A3.14)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Printer Software / Firmware Troubleshooting	As Needed	
Configuration Adjustment of Network Printers	As Needed	
Printer Mapping Script Tuning	As Needed	
Adding a Printer to a Workstation	As Needed	
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Printer Driver Missing	Continuous	
Print Spooler Service Monitor	Continuous	Detects when it crashes and attempts to automatically repair
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Printers Report	Once Per Printer	
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Network Printer Setup	Once Per Printer	
Printer Documentation	Once Per Printer	
Printer Mapping Script Configuration	Once Per Printer	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
HP		
Brother		
Xerox		
Ricoh		
<b>Serviceable Conditions</b>		
Properly setup and physically healthy printer		
Static IP Address assigned to printer		
Setup as a shared network printer or (Local installs with standard driver over TCP-IP ports)		
<b>Coverage Exclusions &amp; Exceptions</b>		
The cost of any printers, physical repairs needed, their consumables, or other print services.		
<b>Service Levels &amp; Performance Goals</b>		
Provide access to network printer at least 98%		
Printers added on end-user login to domain with login script that adds printer based on that user's access levels. (For example, a member of accounting gets access to the accounting printer automatically when they sign in.)		
<b>Service Level &amp; Performance Exceptions</b>		
Downtime due to physical malfunction that leads to a replacement or dispatch of vendor recommended printer repair technician.		

\*Dependent on the Technology being utilized and may not be available

**Group 15 – IT Procurement Coverage (A3.15)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Assessment, selection, quotation, purchasing, procurement, and tracking of IT purchases for Client	As Needed	
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Share process for submitting technology requests	Once Per Client	
Share process for accepting quotes	Once Per Client	
Designate Client contacts to manage quote approvals	Once Per Client	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
<b>Serviceable Conditions</b>		
Client is in good standing with the Service Provider on any existing invoices		
<b>Coverage Exclusions &amp; Exceptions</b>		
The costs associated to all purchases, the Service Provider is only acting as a facilitator and will invoice all approved quotes.		
<b>Service Levels &amp; Performance Goals</b>		
General Service Levels Apply		
<b>Service Level &amp; Performance Exceptions</b>		
When parts or equipment are out of stock or on backorder the instance is exempt from general service levels.		

\*Dependent on the Technology being utilized and may not be available

**Group 16 – Vendor Management Coverage (A3.16)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Act as the single point of contact for Client Requests and interact with vendors to address IT problems and problems with applications on the Client's behalf.	As Needed	
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Vendor Assessment and Documentation	Once Per Vendor	
Establish official relationship with each vendor	Once Per Vendor	Only applicable when necessary
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
<b>Serviceable Conditions</b>		
Service and support contracts or agreements must be in place between the Vendor and the Client.		
<b>Coverage Exclusions &amp; Exceptions</b>		
Any and all service or support fees with the managed vendors.		
<b>Service Levels &amp; Performance Goals</b>		
The general service levels apply but are contingent upon the Vendor's defined service levels. (The lengthier levels will take precedence)		
<b>Service Level &amp; Performance Exceptions</b>		
When the service from the vendor and their defined service levels exceed that of the Service Providers. The vendor's service levels will take precedence.		

\*Dependent on the Technology being utilized and may not be available

**Group 17 – IT Asset Management Coverage (A3.17)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
IT Asset Inventory Updates	As Needed	
IT Asset Lifecycle Assessment	Monthly or Quarterly	
IT Asset Recycling	As Needed	Some fees may be associated to this service.
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
LT – New Computer Detected	Continuous	
LT – New Device Detected	Continuous	
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
Asset Summary Report	As Needed	
Hardware Report	As Needed	
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
IT Environment Assessment and Tracking	Quarterly	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
<b>Serviceable Conditions</b>		
Service Provider's agent software is deployed to all covered workstations and servers.		
Physical access to every covered site is available or alternative methods of documenting remote site assets is determined.		
<b>Coverage Exclusions &amp; Exceptions</b>		
The cost of any hardware, software, or licenses.		
The disposal costs or fees of any hardware or other IT equipment.		
<b>Service Levels &amp; Performance Goals</b>		
All IT Assets tracked and logged inside the Service Provider's Asset Management Software		
<b>Service Level &amp; Performance Exceptions</b>		
Equipment purchased or procured without the Service Provider's awareness.		

\*Dependent on the Technology being utilized and may not be available

**Group 18 – Professional Services Consulting/Virtual CIO Coverage (A3.18)**

<b>Service Provider Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Business Review	Quarterly	
IT directional guidance	As Needed	
<b>Monitors &amp; Service Monitoring*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Value Reporting*</b>	<b>Frequency</b>	<b>Detailed Description</b>
<b>Service Onboarding Activities</b>	<b>Frequency</b>	<b>Detailed Description</b>
Initial Business Needs Assessment	Once Per Client	
<b>Serviceable Technologies</b>	<b>Supported Versions and Releases</b>	
<b>Serviceable Conditions</b>		
<b>Coverage Exclusions &amp; Exceptions</b>		
The execution and implementation of recommendations may not be covered unless otherwise indicated within this Agreement.		
The cost of any hardware, software, licenses, or services that are necessary to implement any recommendations.		
<b>Service Levels &amp; Performance Goals</b>		
<b>Service Level &amp; Performance Exceptions</b>		

\*Dependent on the Technology being utilized and may not be available