

Proposal Summary

Prepared by:
Evan Zanotti
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

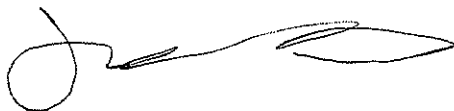
Description	Quantity	Unit Price	Tax	Price
Managed Services - Standard User	5	\$1680.00	\$0.00	\$8400.00
Managed Services - Virtual Server	1	\$1200.00	\$0.00	\$1200.00
Managed Services - Managed Wix Website	1	\$1000.00	\$0.00	\$1000.00

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
Business Hours Monday – Friday, 8:00am – 5:00pm	Included	Included	Standard Billable Rate	Standard Billable Rate
After Hours Monday – Friday, 5:00pm – 11:00pm	Standard Billable Rate	Standard Billable Rate	Standard Billable Rate	Standard Billable Rate
Nights and Weekends 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
Holidays 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					
New Year's Day	Memorial Day	Independence Day, US	Labor Day	Thanksgiving Day	Christmas Day
January 1 st	Last Monday in May	July 4 th or Observed Holiday	1 st Monday September	4 th Thursday in November	December 25 th

1.2 Service Level Expectations

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

Response Time	1 hour or less	2 hours or less	8 hours – 1 business day	8 hours – 1 business day
Resolution Time	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
If Issue Cannot Be Resolved Through Tier 1 Support:
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
If Issue Cannot Be Resolved Through Tier 2 Support:
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
If Issue Cannot Be Resolved Through Tier 3 Support:
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.	See Group 1 (A3.1) for coverage detail
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.	See Group 2 (A3.2) for coverage detail
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.)	See Group 3 (A3.3) for coverage detail
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.	See Group 4 (A3.4) for coverage detail
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.)	See Group 5 (A3.5) for coverage detail

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.	See Group 7 (A3.7) for coverage detail
Workstation Management	Maintenance and monitoring of hardware and software on Windows Workstations and Laptops to ensure optimal functionality.	See Group 8 (A3.8) for coverage detail
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.	See Group 9 (A3.9) for coverage detail
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.	See Group 10 (A3.10) for coverage detail
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.	See Group 11 (A3.11) for coverage detail
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.	See Group 12 (A3.12) for coverage detail
Email Management	Monitor and maintain email availability, spam filtering, and malware filtering. This service is commonly packaged with Helpdesk services.	See Group 13 (A3.13) for coverage detail
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.	See Group 14 (A3.14) for coverage detail

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.	See Group 15 (A3.15) for coverage detail
IT Policy Management ³	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.	See Group 6 (A3.6) for coverage detail
Vendor Management	Assistance with developing and maintaining vendor relationships. Includes the management of support requests with Managed Vendors detailed in Group 16.	See Group 16 (A3.16) for coverage detail
IT Asset Management	The discovery, inventorying, tracking, and management of IT assets during and throughout their life cycle.	See Group 17 (A3.17) for coverage detail
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.	See Group 18 (A3.18) for coverage detail

Group 1 – Antivirus Management Coverage (A3.1)

Service Provider Activities	Frequency	Detailed Description
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
Monitors & Service Monitoring*	Frequency	Detailed Description
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
Value Reporting*	Frequency	Detailed Description
Antivirus_Threats	Monthly	Report of AV threats and interference
Service Onboarding Activities	Frequency	Detailed Description
Setup and Configure Antivirus Server	Once per Client	
Deploy Antivirus to Workstations	Once per workstation	
Deploy Antivirus to Servers	Once per server	
Serviceable Technologies	Supported Versions and Releases	
Bitdefender Gravityzone antivirus	Latest	
Serviceable Conditions		
Antivirus is licensed, warranted and supported by vendor.		
Coverage Exclusions & Exceptions		
Malware remediation due to injection or negligent Client end-user activity.		
Antivirus Definition up to date within 1 day of available definitions.		
Service Levels & Performance Goals		
Antivirus Software Installed and Running on at least 95%		
Service Level & Performance Exceptions		
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)

Service Provider Activities	Frequency	Detailed Description
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
Monitors & Service Monitoring*	Frequency	Detailed Description
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
Value Reporting*	Frequency	Detailed Description
Health Report	Monthly	Provides a count of failed / successful backup jobs
Service Onboarding Activities	Frequency	Detailed Description
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	
Serviceable Technologies	Supported Versions and Releases	
Veritas System Recovery	Latest two major releases	
Cove Data Protection Plan	Latest two major releases	
Serviceable Conditions	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)	
Coverage Exclusions & Exceptions	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)	
Service Levels & Performance Goals	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)	
Service Level & Performance Exceptions	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)

Service Provider Activities	Frequency	Detailed Description
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
Monitors & Service Monitoring*		
Monitors & Service Monitoring*	Frequency	Detailed Description
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
Value Reporting*		
Value Reporting*	Frequency	Detailed Description
Service Onboarding Activities	Frequency	Detailed Description
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	
Serviceable Technologies	Supported Versions and Releases	
Veritas System Recovery with Rotating Drives	Latest two major releases	
Cove Data Protection Plan	Latest two major releases	
Serviceable Conditions	Adequate storage, internet bandwidth, and software licenses	
Coverage Exclusions & Exceptions	Data transfer and storage charges and fees	
Service Levels & Performance Goals	Offsite data transfer within X hours of current data. (Technology and environment dependent)	
Service Level & Performance Exceptions	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)

Service Provider Activities	Frequency	Detailed Description
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
Monitors & Service Monitoring*	Frequency	Detailed Description
Offline Servers Monitor	Continuous	Monitoring for offline Domain Controllers
EV – Blacklisted Events (4720, 4238)	Continuous	Locked User Accounts
Value Reporting*	Frequency	Detailed Description
30 Day AD Changes	Monthly	Report as requested by client of AD changes
Service Onboarding Activities	Frequency	Detailed Description
Active Directory Review and Cleanup	Once Per Client	
Setup of Administrative and Support User Accounts	Once Per Client	
Serviceable Technologies	Supported Versions and Releases	
Microsoft Windows Domain	Windows Operating system not deemed end of life by Microsoft	
Serviceable Conditions		
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		
Coverage Exclusions & Exceptions		
Microsoft Server and Active Directory Licensing		
The costs to manage, implement, and/or procure a single sign on solution		
Service Levels & Performance Goals		
Active Directory Uptime to equal or exceed 98% by means of server uptime and routine backups		
Service Level & Performance Exceptions		
Non-standard and/or complex multi-site or multi-domain environments		

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Group 5 – Patch Management Coverage (A3.5)

Service Provider Activities	Frequency	Detailed Description
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
Monitors & Service Monitoring*	Frequency	Detailed Description
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
Value Reporting*	Frequency	Detailed Description
Patch Detail	On & Off-Boarding	
Patch Health (The Health Report may replace this.)	Monthly	
Service Onboarding Activities	Frequency	Detailed Description
Define & Setup Maintenance Windows with Client		
Define & Setup Patching Policy with Client		
Serviceable Technologies	Supported Versions and Releases	
Windows	Windows Operating system not deemed end of life by Microsoft	
Microsoft Windows Server	Windows Operating system not deemed end of life by Microsoft	
Serviceable Conditions		
Windows installation properly activated with a valid license		
Windows Domain configured to Service Provider's recommendations		
Coverage Exclusions & Exceptions		
The cost of any and all OS/equipment/software licenses necessary, to adequately license covered equipment		
Service Levels & Performance Goals		
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.		
Service Level & Performance Exceptions		
High volume or emergency updates that are released with little/no notification from the manufacturer can impact service levels, and are excluded.		

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

Group 6 – IT Policy Management (A3.6)

Service Provider Activities	Frequency	Detailed Description
Monitor and enforce agreed upon IT Policies	As Needed	
Assess and review current IT policies	Quarterly	
Monitors & Service Monitoring*	Frequency	Detailed Description
Value Reporting*	Frequency	Detailed Description
Service Onboarding Activities	Frequency	Detailed Description
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	
Serviceable Technologies	Supported Versions and Releases	
Microsoft Windows Domain or Workgroup	Windows Operating system not deemed end of life by Microsoft	
Serviceable Conditions		
IT Environment configuration must help support any defined IT Policies.		
Coverage Exclusions & Exceptions		
Any and all legal fees that relate to the drafting and review of defined IT Policy		
Service Levels & Performance Goals		
Compliance to each policy within defined levels while utilizing any agreed upon measurements being tracked automatically with technology.		
Service Level & Performance Exceptions		
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.		

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

Group 7 – Server Management Coverage (A3.7)

Service Provider Activities	Frequency	Detailed Description
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.
Monitors & Service Monitoring*	Frequency	Detailed Description
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
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 Server Onboarding Documentation	Once Per Server	
Establish and Implement Server Config. Standards	Once Per Server	
Address Monitor Alerts	Until All Addressed	
Serviceable Technologies	Supported Versions and Releases	
Microsoft Windows Server	Windows Operating system not deemed end of life by Microsoft	
Serviceable Conditions	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.	
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	Server Uptime is at least 99%	
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 rd 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 rd 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