

# SECURE IT

We'll keep vigilant watch over your server and sensitive business information so that you can focus on the operation of your business.

SECURE IT OFFERINGS	Bronze	Silver	Gold
<b>Capacity Management &amp; Planning</b> Ongoing assessment of current resource usage as well as a periodic (by service level) review with the customer.	X Annually	X Semi Annually Servers Only	X Quarterly Servers, Network & Workstation
<b>Security Patch Management</b> Management of security patches/updates on operating systems and common applications as defined by service level.	X Server OS Updates	X Servers OS & Common Apps SUS Recommended, not req'd. N-Central OS Only	X Servers, Comm APP WS OS w/ Svcs
<b>End Point Security - Anti-Virus, Spyware, Malware IPS GWS</b> Monitoring and management of supported security products (includes SonicWALL, McAfee, N-Able, Endpoint Security). All service levels ensure protection for all applicable nodes.	X	X	X
<b>End User Support Portal</b> Includes the ability to open tickets as well as review ticket history and statistics. Includes limited billing history.	X	X	X
<b>Report Generation</b> Providing periodic executive summary report by eMail to customer summarizing state of the network.	X Quarterly	X Monthly	X Weekly
<b>Remote Management</b> Ensuring that we have the ability to access your system and perform tasks remotely; covers work both within and outside the SLA.	X	X	X
<b>Back Up Management &amp; Servicing</b> Server management, monitoring and resolution of supported archiving and disaster recovery solutions. (For supported solutions only)	X Monitoring Only	X	X
<b>UPS Management</b> Monitoring and maintenance (excluding hardware costs) of uninterruptible power supply units. Only applicable for manageable UPS devices. Must be supportable configuration	X	X	X
<b>Common Internet Services Monitoring</b> Monitoring of eMail, FTP, HTTP, HTTPS, SMTP and other common internet protocols.	X Reporting Only	X Reporting Only	X Errors & Warnings (Corrective Actions Only)
<b>System Log Monitoring</b> Continuous automated monitoring of the system log. Reporting and corrective action may be performed under applicable service levels.	X Reporting Only	X Reporting Only	X Errors & Warnings (Corrective Actions Only)
<b>Remote Support</b> Offering Remote Support for work outside the SLA at mutually agreed upon hourly rates.	X	X	X
<b>Application Log Monitoring</b> Continuous automated monitoring of the Windows application log. Reporting and corrective action may be performed under applicable service levels.		X Errors Reporting Only	X Errors & Warnings (Corrective Actions Taken)
<b>System Auditing and Change Notification</b> Periodic auditing of Microsoft Windows system and reporting of any hardware or software changes to customer.		X Servers Only	X Servers & Workstation
<b>Security Log Monitoring</b> Continuous automated monitoring of the Windows security log as well as summary reporting.			X Servers