

# SUPPORT ACTIVITY ONLINE

## SUPPORT ACTIVITY OUTLINE

Description	Frequency	Included in Agreement
<b>GENERAL</b>		
Document software and hardware changes	As performed	YES
Test backups with restores	Monthly	YES
Monthly reports of work accomplished, work in progress, etc.	Monthly	YES
<b>SYSTEMS</b>		
Check print queues	As needed	YES
Ensure that all servers are running	Daily/hourly	YES
Keep Service Packs, patches, and hotfixes current as per company policy	Monthly	YES
Check event log of every server and identify any potential issues	As things appear	YES
Monitor hard drive free space on server, clients	Daily/Hourly	YES
Reboot servers if needed	As needed	YES
Scheduled off time server maintenance	As needed	YES
Install software upgrades	As needed	YES
Set up and maintain groups (accounting, admin, printers, sales, warehouse, etc.)	As needed	YES
Check status of backup and restores	Daily	YES
Alert office manager to dangerous conditions		
+ Memory running low		
+ Hard drive showing a sign of failure		
+ Hard drive running out of disk space		
+ Controllers losing interrupts		
+ Network Cards report unusual collision activity		
	As needed	YES
Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	YES
Clean and prune directory structure, keep efficient and active	Monthly	YES
<b>DISASTER RECOVERY</b>		
Disaster Recovery of Server(s)	As needed	YES

# Information Technology Consulting

## SUPPORT ACTIVITY OUTLINE (CONT.)

Description	Frequency	Included in Agreement
<b>NETWORKS</b>		
Check router logs	Weekly	YES
Performance Monitoring/Capacity Planning	Weekly	YES
Monitor DSU/TSU, switches, hubs and internet connectivity, and make sure everything is operational (availability for SNMP manageable devices only)	Weekly	YES
Major SW/HW upgrades to network backbone, including routes, WAN additions, etc.	As needed	YES
Maintain office connectivity to the Internet	Ongoing	YES
<b>SECURITY</b>		
Check firewall logs	Monthly	YES
Confirm that antivirus virus definitions auto updates have occurred	As needed	YES
Confirm that virus updates have occurred	As needed	YES
Confirm the backup has been performed on a daily basis	Daily	YES
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	As needed	YES
Permissions and file system management	As needed	YES
Set up new users including login restrictions, passwords, security, applications	As needed	YES
Set up and change security for users and applications	As needed	YES
Monitor for unusual activity among users	Ongoing	YES
<b>APPLICATIONS</b>		
Exchange user/mailbox management	As needed	YES
Monitor directory replicator	As needed	YES
SQL server management	As needed	YES
Overall application disk space management	As needed	YES
Ensure Microsoft Office Applications are functioning as designed	As needed	YES
<b>MOBILE DEVICES</b>		
iPhone / Windows Mobile Management	As needed	YES
iPhone / Windows Mobile Configuration	As needed	YES