



## Monitoring Service Packages

For more information, visit [www.technoadvantage.com](http://www.technoadvantage.com) or call us at 317.850.0150.

TYPE	Frequency	Gold	Silver	Bronze
<b>General:</b>				
Document software and hardware changes	As Performed	✓	✓	✓
Test backups with restores Monthly reports of work accomplished, work in progress, etc.	Monthly	✓	--	--
<b>Servers:</b>				
Manage Servers	Ongoing	✓	✓	--
Check Print Queues	As Needed	✓	✓	--
Monitor all Server Services	Ongoing	✓	✓	✓
Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly	✓	✓	✓
Check event log of every server and identify any potential issues	Ongoing	✓	✓	✓
Monitor hard drive free space on server	Ongoing	✓	✓	✓
Exchange Server user/Mailbox Management	As Needed	✓	✓	--
Monitor Active Directory Replication	As Needed	✓	✓	--
Monitor WINS Replication	As Needed	✓	✓	--
SQL Server management	As Needed	✓	✓	--
Reboot Servers if needed	As Needed	✓	--	--
Run Defrag and Chkdsk on all drives	As Needed	✓	--	--

TYPE	Frequency	Gold	Silver	Bronze
Scheduled off time server maintenance	As Needed	✓	--	--
Install supported software upgrades	As Needed	✓	--	--
Determine logical directory structure, Implement, Map, and detail	As Needed	✓	--	--
Set up and maintain groups (accounting, admin, printers, sales, warehouse, etc.)	As Needed	✓	--	--
Check status of backups	Daily	✓	--	--
Alert Client to dangerous conditions -Memory running low -Hard drive showing sign of failure -Controllers losing interrupts -Network Cards report unusual collision activity	As Needed	✓	✓	✓
Educate and correct user errors (deleted files, corrupted files, etc.)	As Needed	✓	✓	--
<b>Disaster Recovery</b>				
Alert client to dangerous conditions	As Needed	✓	✓	✓
<b>Devices</b>				
Monitor Desktops	Ongoing	✓	✓	✓
Manage Desktops	Ongoing	✓	✓	--
Manage Network Printers	Ongoing	✓	✓	--
Manage Other Networked Devices	Ongoing	✓	✓	--
<b>Networks:</b>				
Check Router logs	As Needed	✓	✓	--
Performance Monitoring/Capacity Planning	Ongoing	✓	✓	--
Monitor DSU/TSU Switches, hubs and internet connectivity, and make sure everything is operational (available for SNMP manageable devices only)	Ongoing	✓	✓	✓
Maintain office connectivity to the Internet	As Needed	✓	✓	--
<b>Security:</b>				

TYPE	Frequency	Gold	Silver	Bronze
Check firewall logs	As Needed	✓	✓	--
Confirm that Antivirus Virus definition auto updates have occurred	As Needed	✓	✓	✓
Confirm that Anti-Spyware updates have occurred	As Needed	✓	✓	--
Confirm Backup has been performed on daily basis	As Needed	✓	✓	--
Create New directories, shares and security groups, New Accounts, disable/delete old accounts, manage account policies	As Needed	✓	✓	--
Permissions and file system management	As Needed	✓	✓	--
Set up new users including login restrictions, passwords, security, applications	As Needed	✓	✓	--
Set up and change security for users and applications	Ongoing	✓	✓	--
Monitor for unusual activity among users	As Needed	✓	✓	--
<b>Applications:</b>				
Ensure Microsoft Office applications are functioning as designed	As Needed	✓	✓	--
Ensure Microsoft ActiveSync Applications	As Needed	✓	✓	--
Ensure that Adobe Acrobat Applications are functioning as designed	As Needed	✓	✓	--
Ensure Microsoft NTBackup Applications are functioning as designed	As Needed	✓	✓	--