



Effective February 13, 2024. These Service Descriptions supersede and replace all prior versions.

### Schedule of Services

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

### Managed Services

Fully Managed IT services included and performed under this SOW are as follows:

Managed Services		Proactive	As Needed	Included
Consulting	Standard Design Services	*		*
	Budgetary Planning	*		*
	Technology Business Review	*		*
	Consulting - Dedicated Technology Advisor	*		*
	Consulting - Dedicated Network Administrator	*		*
Reporting	Antivirus Reports	*		*
	Network Health Reports	*		*
	Basic System and Network Documentation	*		*
	IT Asset Reports	*		*
	Patch Health Report	*		*
Monitoring & Alerting	24/7 Monitoring	*		*
	Monitor Internet Connectivity	*		*
	Monitor Antivirus Agent	*		*
	Monitor Drive Health	*		*
	Monitor Drive Space Availability	*		*
	Monitor Server Uptime	*		*
	Monitor Network Devices/Firewalls	*		*
Security Services	Antivirus Protection	*		*
	Malware Protection	*		*
	Microsoft Patch Management	*		*
	Spam Filtering	*		*
	Content Filtering	*		*
	Automated Virus/Malware Removal	*		*
	Level 1 Virus/Malware Removal		*	*
	Third Party Patch Management (Workstations)	*		*
	Level 2 Virus/Malware Removal		*	*
Firewall Administration	VPN Management		*	*
	Port Forwarding		*	*
	Rules Updates		*	*
	Firmware Management	*		*
	Configuration Backup	*		*
	Security Reporting		*	*
Server & Network Management	User Account Administration		*	*
	File Permissions Administration		*	*
	Exchange Server Support		*	*
	Virtualization Support		*	*
	SQL Server Operability		*	*
	Microsoft OS Service Patch Management	*		*
	Microsoft Server OS Support		*	*
	Network Performance Troubleshooting		*	*
	Wireless Device Management & Support		*	*



	Router Management & Support		*	*
	Switch Management & Support		*	*
	Onsite Server Support		*	*
Help Desk & User Support	Computer Performance Tune Up		*	*
	How Do I Questions		*	*
	Windows/Mac Desktop OS Support		*	*
	Email Support		*	*
	Printer Support		*	*
	Microsoft Office Support		*	*
	Mobile Office Support		*	*
	Mobile Email Setup		*	*
	Onsite Support		*	*
	Proactive Onsite Visit	*		*
	Moves/Adds/Changes/Updates		*	*
	Replacement Desktop/Laptop Setup		*	*
Vendor Management	Internet Service Provider & Connectivity	*		*
	Web Developer Support		*	*
	Multifunction Device Vendor Support		*	*
	Line of Business Application Support		*	*
	Telecom/Phone Vendor Support		*	*

#### Locations Covered by Services

Services will be provided remotely unless, in our discretion, we determine that an onsite visit is required. Onsite visits will be scheduled in accordance with the priority assigned the issue (below) and are subject to technician availability. Unless we agree otherwise, all onsite Services will be provided at **Client Physical Address**.

#### Managed Equipment / Hardware / Software

The Services will be applied to the following managed hardware (“Covered Hardware”):

Stand Alone Servers	0	Firewalls	0
VM Host Hardware	0	Wireless Access Points (WAPs)	0
Virtual Servers on Host	0	Network/Locations	0
Cloud Hosted Servers	0	Thin Clients	0
Workstations (Laptop or Desktop)	0	Terminal Server Application	0
Cell Phones/Tablets	0	Vendors to Interface With	0
Network Printers	0	VPNs to Manage	0
Exchange Application	0	VOIP Phones	0
Office 365 Mailboxes	0	Video Conference Systems	0
G-Suite Mailboxes	0		
Hosted Email Domains	0		

The Services will apply to the following software (“Supported Software”) provided, however, that all Supported Software must, at all times, be properly licensed, and under a maintenance and support agreement from the Supported Software’s manufacturer:

- Windows Server 2016
- Windows 10 Professional
- Microsoft Office 365
- Sophos Managed Endpoint Security (Anti-Virus)

In this SOW, Covered Hardware and Covered Software will be referred to collectively as the “Environment.” Please note, we do not warrant the functionality of any Covered Hardware or Supported Software, it being understood that the functionality and operability of such items will be handled under the applicable product’s manufacturer’s warranty.

- Client must provide us with exclusive administrative privileges on all Covered Hardware.