

# SAMPLE SERVICE CONTRACT PROPOSAL:

## 1. Proactive Maintenance of Server(s) = \$/yr

### What this includes:

#### Small Business Server 2003/2008

- **Weekly** analysis of:
  - Errors, warnings, and informational alerts concerning:
    - Applications and databases running on server(s)
    - Operating system, services and server(s) hardware
    - System and network security and intrusion detection
  - Server disk space, utilization and health of server(s)
  - Print queues, terminal server sessions, mail queues, bad mail, etc...
  - Memory usage and Virtual memory utilization
  - Processor utilization and performance
  - Server Health Monitor Alerts (Small Business Server only)
- **Daily** review of backup log (assumes server has email capability)
- Weekly confirmation that Anti-Virus program(s) are updating on server(s)
- Weekly running windows update on server(s), including installation of any pertinent service packs, security updates, and patches
- Reporting (monthly) on any problem resolution, status of hot fixes or patches applied

### Deliverables you can expect:

- Monthly reporting (or more often as needed) on any issues, including:
  - Event Log errors and warnings and why they are there
  - Any corrective actions taken
  - Any future concerns regarding the issues (if any)
  - Our plan or recommendation to resolve any issues

### What this does for you:

We look for small errors and warning signs that allow us to address them before they turn into big problems that may cause outages, downtime, and loss of productivity and/or corruption of data.

### Acknowledgement:

- Yes**, I want proactive maintenance of our server(s). (Initial) \_\_\_\_\_
- No**, I do NOT want proactive maintenance of our server(s). (Initial) \_\_\_\_\_

## 2. Business Disruption Avoidance & Disaster Planning & Preparation = \$/yr

### What this includes:

#### **Small Business Server 2003/2008 (primary server)**

- Review of “Backup Calendar”
- **Semi Annual restore** from randomly selected tape media of:
  - Exchange Mailbox (assumes Microsoft Exchange Server)
  - Selected Files and folders
  - Mission Critical application’s database (if applicable)
- Semi-Annual analysis of integrity of all tape media
- Monthly (or as necessary) cleaning of tape drive(s)
- Quarterly test of UPS (battery backup) shut down procedure & battery life time
- Semi Annual test of RAID functionality and rebuild procedures
- We’ll fully restore your server data in case of crash at no additional hourly charges\*\*  
\*\* Must be combined with “Proactive Maintenance of server(s)”

### Deliverables you can expect:

- Quarterly reporting (or more often as needed) on any issues, including:
  - Backup Log errors and warnings and why – as they demand attention
  - What files are skipped during backup operation – as they demand attention
  - What files and/or folders that are excluded from backup operation and why
  - Results from testing of UPS, RAID, and restore tests
  - Age and replacement dates of all media
  - Review of all dates backup operation was unsuccessful and why
  - Any corrective actions taken
  - Any future concerns regarding the issues (if any)
  - Our plan or recommendation to resolve any issues

### What this does for you:

**“A tape backup is only as reliable as the last restore attempt.”** This service allows complete confidence that your backup operations are effective and are reliable in the event they are required. In the unlikely event of a system crash while having “Proactive Maintenance & Support of Server(s)”, your server’s data will be restored completely to whatever state it was before the crash at no additional hourly cost.

### Acknowledgement:

- Yes**, I want Business Disruption avoidance & disaster planning & preparation. (Initial) \_\_\_\_\_
- No**, I do NOT want Business Disruption avoidance & disaster planning & preparation. (Initial) \_\_\_\_\_



### 3. Unlimited Helpdesk & Technical Liaison = \$/yr

**What this includes:**

**For entire organization's personnel**

- On call support services (standard: desktop/user outage)
  - **ITTOOLZ** standard business hours M-F 7:00 to 7:00
- On call support services (emergency: server/network outage)
  - 24 hours a day, 7 days a week, 365 days a year
- **Unlimited** phone support (see "best practices" below)
- Email support services – **unlimited** (see "best practices" below)
- **Unlimited remote support of server(s) AND desktops** (see "best practices")
- Documentation Binder (Creation and upkeep of all records) including:
  - Network map, location of assets, PC inventory and specs
  - Server configuration, installations, and patches applied
  - Vendor contact information
  - Software licenses & Hardware purchases (invoices, media, packing slips, etc...)
  - Warranty and service plan information
  - Policies & procedures (changing passwords, adjusting folder permissions, etc...)
  - **All work logs** from onsite and remote service work performed
- Vendor Liaison
  - Interact with all hardware and software vendors on behalf of your organization to ensure proposals, pricing, and work performed are accurate and satisfactory
- Budgetary process
  - Work closely to on Technology related expenditures portion of annual budget
  - Allocate timelines for retiring and acquiring of hardware and software
  - Anticipate future need for planning purposes

**What this does for you:**

Larger organizations enjoyed all of these benefits simply by having multiple internal staff members serving as an IT department. **ITTOOLZ** provides the same services without the need for the costly overhead of employees.

**Deliverables you can expect:**

You will always be in possession of full documentation (as described above) in the Network Documentation Binder.

**Acknowledgement:**

**Yes**, I want Unlimited Helpdesk & Technical Liaison services. (Initial) \_\_\_\_\_

**No**, I do NOT want Unlimited Helpdesk & Technical Liaison services. (Initial) \_\_\_\_\_



## 4. Service Level & Warranty = \$/yr

### What this includes:

#### Entire Organization

- **Guaranteed response time** (call back time)
  - Non urgent (desktop or single user) issues – **4 hours** M-F 7-7
  - Emergency (server or network) issues – **30 min** 24x7x365
- **Guaranteed on site response time** (if on site visit required for resolution)
  - Non urgent (desktop or single user) issues – 72 hours M-F 7-7
  - Emergency (server or network) issues – 24 hrs 24x7x365
- **24x7x365 Emergency paging service**
  - all on call technicians have pagers that will respond to an emergency service request 24 hours a day
- **Single instance resolution** on same (repeated) support issue
- **Warranty of operability for duration of Support Agreement\***
  - Outlook Web Access
  - Remote Web Workplace
  - VPN access
  - Tape Backup operation
  - Network Printer(s) operability
  - Exchange Server operability
  - Firewall operability
  - Desktop Faxing operability
  - **Unlimited remote support** for all issues falling under Warranty of operability
  - **Unlimited on site support** for all issues falling under Warranty of operability

#### Provisions for Warranty:

- \* Server(s) access must be limited (type of access and administrative users must be agreed upon)
- \* Must have "Unlimited Helpdesk & Technical Liaison" "Proactive Maintenance of Server(s)" and "Business Disruption Avoidance & Disaster Planning & Preparation" in place
- \* Server(s) must have recommended Anti-Virus applications enabled
- \* Malicious user(s) and disaster caused issues are excluded
- \* Does not cover phone line or ISP failures or outages
- \* Also see "best practices" below

### What this does for you:

In addition to having consistent billing for budgeting purposes, this service assures you that will not receive multiple invoices to fix the same problem. Further, it assures that you will not receive an invoice for remedy of any of the most common problems that are reported to our support team. We warranty our work – if it breaks, we fix it at no additional charge! Basically, under this service contract the only time you should receive an invoice is when you want to add something to your network or have an issue that was beyond our control. (for more information, see "best practices" below)

### Acknowledgement:

- Yes**, I want a warranty and service commitments.
- No**, I do NOT want a warranty or service commitments.

