



Effective June 05, 2024. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

MANAGED 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.

IT Outsourcing Premium Support Includes:

- 5 delivery areas:
- Project Services
- Centralized Services
- Technology Alignment
- vCIO Support

Centralized services include:

- SOC/SIEM
- Kaseya admin
- Annual assessment

Technology Alignment includes:

- Routine focused onsite visit for technology standards
- Review standards and policies for alignment

vCIO includes:

- Routine visit with management re: business direction
- Assess technology alignment findings and relate to business goals and standardize tech
- Proposing projects based on above to align IT with business goals

Budget for IT Support includes:

- Onsite support for end users as needed
- Remote support for end users as needed
- Phone support for end users as needed
- Support for compute device (PC/s) for each covered user.

Security services include:

- Annual vulnerability scans
- Weekly patch scan and deployment
- Monitoring event logs
- PCSN standard config for Microsoft 365
- SOC service

**Provider does not provide internet connection. Client is responsible for providing internet connection to use the Service.

**THESE DESCRIPTIONS ARE SUBJECT TO CHANGE ANY
TIME WITHOUT NOTICE.**