

ISS and ISS-Gold Support Plans

Fixed-Cost Pro-active Support Activities

Basic ISS: network support, does not include end-user workstation support ISS Gold: full, 'all inclusive' support ISS Gold-Plus: ISS Gold, plus additional negotiated and contracted features at a fixed monthly cost		Basic Infrastructure Support Service (ISS)	ISS Gold Services
✓	1. Microsoft patch research, testing & application	Basic ISS activities performed as background support	
✓	2. Security Research & change recommendation/ application		
✓	3. Policy review & update for compliance with client auditors		
✓	4. New application research & research to determine current best practices		
✓	5. Research to compare products & solutions available to help meet common client goals		
✓	6. Basic asset tracking		
✓	7. Anti-SPAM & anti-virus product research		
✓	8. Basic strategic recommendations at Quarterly Review		
✓	9. Monthly Reporting		
✓	10. Anti-virus updates		
✓	11. SPAM filtering & monitoring		
✓	12. Threshold monitoring and troubleshooting		
✓	13. Internet & network connectivity monitoring and troubleshooting		
✓	14. Basic Server Maintenance: defragmentation, offline Exchange defragmentation, event log analysis	Activities which usually appear in tickets and reporting	
✓	15. Login Script maintenance		
✓	16. Network backup & event log management		
✓	17. Quotes for new product		
✓	18. Firewall modification, changes, opening ports		
✓	19. Add, change, remove user & email accounts		
✓	20. VPN setup and support		
✓	21. UPS management		
✓	22. Server & network troubleshooting		
✓	23. Onsite visits related to basic network maintenance if required		
✓	24. SPAM management on servers & anti-virus updates	Activities typically contracted under ISS-Gold and ISS-Gold Plus	
✓	25. Workstation support		
✓	26. Formal strategic planning		
✓	27. Scheduled Onsite time other than for ISS activities		
✓	28. Extended monthly reporting		
✓	29. Advanced Asset Tracking		
✓	30. Extensive quotes/ research on behalf of client		
✓	31. Third-party software & hardware co-ordination & troubleshooting		
✓	32. Support for problems beyond our control (external circumstances)		
✓	33. Moves, adds, changes, builds, re-builds		

ISS and ISS-Gold plans typically include limitations negotiated at contract signing. Additional moves, adds, changes and new user implementations within a contract year are billable as Extended or End-User Support Services.

Special Projects such as office moves, research, project implementations, customer software, detailed custom reporting & strategic planning, hosting and training do not fall under day-to-day network and user support, and are quoted separately.