

IT Management and Maintenance Plan



Full Service Information Technology Solutions

The ICG IT Management and Maintenance Plan (ITM&M) is designed to alleviate the IT headaches of business owners. It is the most comprehensive & proactive service plan available in the industry. The highly customizable plan includes a seamless suite of the following available services:

Executive Services

CIO oversight & Consulting - Direct line of communication to your Executive contact for any question or service request. You will have opportunities to discuss options for improving services offerings (i.e. prioritization, sizing, configuration, scheduling)

Planning Meetings - an ICG Executive will meet periodically with you to discuss the performance of your network and ways to improve IT operations.

Project Management - projects will have periodic review, status meetings, minutes and up-to-date status reports for your convenience and control. You will receive a scope of work and good-faith hourly estimates for all requested IT projects.

Management of IT Contractors & Contracts - If third party services are required, ICG will represent you from an IT perspective, so you can focus on your business needs. We will maintain copies of contract and all documentation.

Monthly Reporting - Multiple reports detailing all of ICG's activities, including graphs of your network performance and capacity. In addition, you will receive Month-to-Date Timesheet Reports each week to help you with planning and budgeting. All incidents will be presented to you for discussion and planning. Also, Performance Monitoring/Capacity Planning reports will allow us stay ahead of any performance implications and ensure optimum performance and productivity.

Virtual Service Desk

Unlimited Remote Support - Any Level 1 (desktop, access, connectivity, definition) problems will be addressed by interactive remote support. We will 'close the loop' with you to ensure prompt and effective problem resolution.

Real-Time Monitoring - ICG will proactively monitor your network with the use of remote support software and research all alerts generated by unusual conditions.

Automated Failure Notifications & Escalation - All critical events will be escalated within minutes so that issues can be addressed as soon as possible.

Priority Engineer Dispatch - If a problem occurs that is more serious, we will dispatch ICG engineers with priority.

Web-based remote control software - Remote support software licensing will lower service delivery costs.

IT Operations

Execution of Maintenance Checklist Tasks - Your network will be checked on a strict schedule to ensure that all components are operational and performing with desired specifications.

Daily supervision of critical application functionality:

- **Backup Management** - ICG will monitor your backups, conduct periodic audits and provide recommendations to ensure that your backups are working properly.
- **E-mail Monitoring** - ICG will monitor your e-mail service to ensure availability and address any capacity or performance issues with you.
- **Critical Application** - ICG will verify that your critical applications are up and functioning.

IT Documentation - ICG will accurately create and maintain your documentation and provide copies and updates to you.

Asset Management - ICG will maintain a list of purchased assets and alert you to ensure that you have manufacturer-issued maintenance on all critical components.

Annual IT Review - ICG will perform Annual IT Reviews to ensure that your network configuration is meeting the needs of your business and up to industry standards.

Patch Management - ICG will maintain your servers up to date by installing Periodic Microsoft Operating System updates as required.

Software Compliance - ICG can assist in maintaining 100% license compliance.

Purchasing Assistance

Procurement Management - ICG will handle product purchases from concept to delivery, with price quotes and lease rates.

Product Configurations - ICG will configure all hardware, software and services required to ensure compatibility and performance.

Discounts - At times, ICG can leverage its buying power to deliver discounted product prices.

Policies

You have access to a library of IT policies that will assist you in establishing and promoting adherence to rules for your network security and productivity:

- *Security*
- *Internet Usage*
- *E-mail Usage*
- *Laptop Security*
- *Records Retention*
- *Clean Desk Policy*

Discounted Hourly Support

ITM&M clients are eligible for discounts on pre-paid on-site IT Hourly Support Services, as part of an overall cost-effective IT service plan.



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