





MANAGED SERVICES LEVELS	Level 1	Level 2	Level 3	Level 4
 				On-Site Services + Remote Services + Data Assurance + Maintenance + Monitoring
	Monitoring	Data Assurance + Maintenance + Monitoring	Remote Services + Data Assurance + Maintenance + Monitoring	
	↓	↓	↓	↓
WORKSTATION SUPPORT				
Unlimited Business Hour Remote Support			◀	◀
Unlimited Business Hour Phone Support			◀	◀
Unlimited Business Hour Remote Control Support			◀	◀
Unlimited Business Hour On-Site Support				◀
Unlimited Business Hour Major Application Support			◀	◀
Unlimited Business Specific Application Support (W/Support Agreement)			◀	◀
Unlimited Business Hour User Profile Creation				◀
Unlimited Business Hour Hard Drive Image Restores				◀
Unlimited Mobile Handheld Support				◀
WORKSTATION MAINTENANCE				
Asset Management	◀	◀	◀	◀
License Management			◀	◀
ISO Application Media Management			◀	◀
Desktop Management			◀	◀
Scheduled Spyware Removal: Adware		◀	◀	◀
Schedule Spyware Removal: Spybot		◀	◀	◀
Scheduled Patch Management Approval/Deploy/Track			◀	◀
Virus Scan Management/Monitoring	◀	◀	◀	◀
Scheduled Defrag		◀	◀	◀
Scheduled Check Disk		◀	◀	◀
SERVER SUPPORT				
Unlimited Business Hour Emergency Support			◀	◀
Unlimited Extended Hours Emergency Support				◀
Unlimited Scheduled Support			◀	◀
Unlimited Remote Support			◀	◀
Unlimited Service Monitoring	◀	◀	◀	◀
Unlimited Extended Hours Remote Support				◀
Unlimited On-Site Support				◀

MANAGED SERVICES LEVELS	Level 1	Level 2	Level 3	Level 4
 	Monitoring	Data Assurance + Maintenance + Monitoring	Remote Services + Data Assurance + Maintenance + Monitoring	On-Site Services + Remote Services + Data Assurance + Maintenance + Monitoring
SERVER MAINTENANCE				
Patch Management			◀	◀
Event Log Monitoring	◀	◀	◀	◀
Log File Grooming			◀	◀
Drive Space Monitoring and Alerts	◀	◀	◀	◀
Print Server Monitoring	◀	◀	◀	◀
Complete Data Assurance/Backup Monitoring	◀	◀	◀	◀
SERVER ADMINISTRATION AND SECURITY				
New Employee Setup				◀
Exiting Employee Termination			◀	◀
Unlimited User Account Administration			◀	◀
Unlimited Folder Security Administration			◀	◀
Unlimited Group Policy Administration			◀	◀
Mail Security and Spam Management		◀	◀	◀
End Point Security Management (Antivirus)		◀	◀	◀
Enterprise Server Application Maintenance & Support			◀	◀
Mail Server (Exchange) Maintenance and Administration			◀	◀
TOTAL SYSTEM AUDITING				
System Information	◀	◀	◀	◀
Installed Apps	◀	◀	◀	◀
Software Licenses	◀	◀	◀	◀
Names/OS	◀	◀	◀	◀
IP Information	◀	◀	◀	◀
DNS DHCP	◀	◀	◀	◀
Disk Volumes	◀	◀	◀	◀
PCI and Disk	◀	◀	◀	◀
CPU Information	◀	◀	◀	◀
Memory	◀	◀	◀	◀
IP Enabled Printers	◀	◀	◀	◀
Printer Objects	◀	◀	◀	◀
Machine Summaries	◀	◀	◀	◀
Switch and Router Summaries	◀	◀	◀	◀
File Access	◀	◀	◀	◀
Network Access	◀	◀	◀	◀
Application Lists	◀	◀	◀	◀
Application Blockers	◀	◀	◀	◀

MANAGED SERVICES LEVELS

Level 1

Level 2

Level 3

Level 4



Monitoring

**Data Assurance
+
Maintenance
+
Monitoring**

**Remote Services
+
Data Assurance
+
Maintenance
+
Monitoring**

**On-Site Services
+
Remote Services
+
Data Assurance
+
Maintenance
+
Monitoring**

SYSTEM SCRIPTS

Remote Application Installs

Path Testing

Reboot

Start Up Tasks

Change TS Port

Set Time Server

Verify Exchange DB

Verify Exchange MB

Port Monitoring

Flush DNS

Renew IP

Shutdown

Remote Wake Up

Check Virus Definitions

Any Custom Scripting Required for Your Operation

SYSTEM MONITORING

Critical Alerts

System Down

Mail Server Performance

Fire Wall/Router Security

Database Server

Events

Services

Processes

Patches

Backup

Low Disk

System Check

Processor

Memory

Temperature

UNLIMITED REMOTE HELP DESK

Any OS Issue

Any Software Issue



Any Hardware Issue

Remote Control

Live Chat

Message Broadcasts

Free use of www.jlack.com

MANAGED SERVICES LEVELS	Level 1	Level 2	Level 3	Level 4
 	Monitoring	Data Assurance + Maintenance + Monitoring	Remote Services + Data Assurance + Maintenance + Monitoring	On-Site Services + Remote Services + Data Assurance + Maintenance + Monitoring
PATCH MANAGEMENT				
Patch Status		◀	◀	◀
Patch History		◀	◀	◀
Machine Update		◀	◀	◀
Patch Update Rollback		◀	◀	◀
REPORTS				
Executive Summary Report	◀	◀	◀	◀
OS Upgrade Readiness Report	◀	◀	◀	◀
Machine Summary Report	◀	◀	◀	◀
Machine Changes Report	◀	◀	◀	◀
Patch Management Report	◀	◀	◀	◀
Asset Inventory Report	◀	◀	◀	◀
Installed Software Report	◀	◀	◀	◀
Disk Utilization Report	◀	◀	◀	◀
Network Status Report	◀	◀	◀	◀
Network Health Report	◀	◀	◀	◀
Uptime History Report	◀	◀	◀	◀
Logs Report	◀	◀	◀	◀
Backup Report	◀	◀	◀	◀
Monitoring Report	◀	◀	◀	◀
Any Custom Report Requested	◀	◀	◀	◀
CHIEF TECHNOLOGY OFFICER SERVICES				
Strategic Planning on Demand				◀
Business Objective Meetings/Strategic Planning on demand				◀
Quarterly Service Review			◀	◀
Annual Service Review			◀	◀
Annual Data Assurance Review			◀	◀
Annual Security Review			◀	◀
Annual Strategic Planning Session			◀	◀
Hardware Lifecycle Review			◀	◀
Annual Hardware Warranty Review			◀	◀
Annual Licensing Review			◀	◀
Annual Support Agreement Review			◀	◀

MANAGED SERVICES LEVELS



	Level 1	Level 2	Level 3	Level 4
	Monitoring	Monitoring	Remote Services + Data Assurance + Maintenance + Monitoring	On-Site Services + Remote Services + Data Assurance + Maintenance + Monitoring
NETWORK SERVICES				
Internet Connection Monitoring	◀	◀	◀	◀
Internet Service Provider Management			◀	◀
POP Mail Hosting Management			◀	◀
Mail Service Monitoring	◀	◀	◀	◀
Mail Service Management			◀	◀
Website Host Monitoring	◀	◀	◀	◀
Website Host Management			◀	◀
Router Management			◀	◀
Switch Management			◀	◀
Firewall Management			◀	◀
VPN Management			◀	◀
Printing Management			◀	◀
Wireless Access Point Management			◀	◀
VENDOR MANAGEMENT				
Cablevision/Optonline: Dial Tone/Internet/TV				◀
Verizon: Dial Tone/Internet/Fax/DID Lines				◀
LIPA: Power Issues				◀
Electricians/HVAC/All Subcontractors				◀
Dell/Microsoft/All Software and IT All Vendors				◀
PROCUREMENT SERVICES				
Author RFP's				◀
Bids/Quoting				◀
Unlimited Purchasing of Replacement Parts				◀
Unlimited Check In of Replacement Parts				◀
Unlimited Delivery and Installation of Replacement Parts				◀
DATA ASSURANCE/ELECTRONIC VAULTING				
On-Site Data Assurance Appliance Supplied and Maintained by J. Lack		◀	◀	◀
On-Site Replication for Critical Server File Shares		◀	◀	◀
On-Site Replication for Server Volume Image Backup		◀	◀	◀
On-Site Replication for Nightly Exchange Server Individual Mailbox PST		◀	◀	◀
On-Site Workstation Volume Image Backup		◀	◀	◀
On-Site Restore of Drive Image			◀	◀
Off-Site Vaulting of Critical Server File Shares		◀	◀	◀
Off-Site Exchange Server PST Rotating Mailbox Incremental Backup		◀	◀	◀
Restore of Individual Files, Directories			◀	◀
On-Site Bare Metal Restore/Rebuilds of Servers, Workstations				◀