

1 Enabled Infrastructure

Installation of Workstation and Server-side security and software patches is included with this service agreement. eGroup Enabling Technologies will coordinate patching and patches are applied on a pre-scheduled monthly basis. Patching to include Workstation and Server Operating System updates, Application updates, hot fixes, and Cumulative Updates. Microsoft Updates are sub-divided into Core Patches (security and critical updates) and Optional Patches (non-security updates). To delay Windows update rollups for testing and deployment, the monitoring agent disables the Windows Automatic Update feature on patch-managed resources. As a result, Updates were installed displays NEVER, indicating updates were not installed through Windows Automatic Update.

Core patches consist of:

- Security updates: Primarily contain Microsoft Cumulative Updates, which are consolidated sets of security fixes released each month for currently supported Windows Desktop OS (Operating System), as well as Windows Workstation and Server editions.
- Critical updates: Fixes for a specific problem that addresses a critical, non-security-related bug.

1.1 Client Prerequisites

The following section describes the prerequisites required for successful technical support.

- List of all assets to be monitored and patched
- eGroup Enabling Technologies' agent to be installed on all Windows Workstation and Servers
 - Applies to Azure (IaaS (Infrastructure as a Service)) and on-premises Workstation and Servers
- Active Directory Domain Admin access
- Client is responsible for all SSL (Secure Sockets Layer) Certificate renewals and associated costs
- Vendor and 3rd party information required
 - Support agreement details or contract
 - Vendor support contact information
 - Add eGroup Enabling Technologies in vendor approved contact list
 - Administration software or web portal access

1.2 Areas in Scope

- 1) Workstation and Server Monitoring for Windows
 - a) Performance
 - b) Disk Space
 - c) Uptime
- 2) Hardware Monitoring
 - a) UPS (Uptime Only)
- 3) Workstation and Server Patching for Windows
 - a) Critical Updates
 - b) Security Updates
- 4) Microsoft SQL Server
 - a) Access control changes
- 5) Domain Controllers
 - a) Active Directory Group Policy changes
 - b) Changes to DHCP Scopes
 - c) DNS (Domain Name System) changes
- 6) Print Workstation and Servers
 - a) Add/Delete printers

- b) Workstation and Server-side printer troubleshooting
- 7) SSL Certificate Management
 - a) Windows Workstation and Servers Only
 - b) Generating CSRs as requested
 - c) Renewing SSL (depending on access to SSL provider)
 - d) Applying Certificates
- 8) Monthly Services
 - a) Windows patching
 - b) eGroup Enabling Technologies will analyze Internal Certificate Authority and public SSL Certificates
- 9) Quarterly Services
 - a) Performance health-check
 - b) Deliver reports as agreed by eGroup Enabling Technologies and Client during onboarding

1.3 Areas out of Scope

Areas that are out of scope for this support agreement include, but are not limited to, the following:

- 1) A change estimated to be more than 2 hours is out of scope and will be considered a project to be scoped and will be invoiced as per agreed upon Terms & Conditions
 - 1. Damages from viruses or security incidents that impact endpoints and or network
- 2) Windows Workstation and Servers
 - a) AD (Active Directory) Audit and Cleanup
 - b) Disaster Recovery
 - c) Security Configuration / Audits
 - d) SEIM Integration
 - e) Application Optimization
 - f) Azure Cost Optimization
 - g) Business Applications, and major operating upgrades (i.e., Workstation and Server 2016 to 2019), where additional or new license keys are required or whereby a licensing agreement is in a place that allows the client to receive upgrades that are available to the public for a fee
- 3) Print Workstation and Servers
 - a) End user printer troubleshooting
- 4) Microsoft SQL Workstation and Server
 - a) Data related activities
 - i) Corruption
 - ii) Verification
 - iii) Validation
 - iv) Optimization
 - b) Custom code or Queries
 - c) Front-end application work
 - d) SQL Backups and Maintenance Plans