



Technology Management Plans – 2008

	BASIC	ESSENTIAL	COMPLETE
SUPPORT			
Phone & Email Support	✓	✓	✓
Remote Control Support	✓	✓	✓
System Updates & Monitoring	✓	✓	✓
5 Support Incidents	✓	✓	✓
10 Support Incidents	✗	✓	✓
After Hours Support	✗	✓	✓
20 Support Hours	✗	✗	✓
INFRASTRUCTURE			
General Networking Support	✓	✓	✓
5 Workstations Supported	✓	✓	✓
1 Server Supported	✗	✓	✓
10 Workstations Supported	✗	✓	✓
Backup Management	✗	✓	✓
2+ Servers Supported	✗	✗	✓
10+ Workstations Supported	✗	✗	✓
SECURITY MANAGEMENT			
Workstation Security	✓	✓	✓
Network Security	✓	✓	✓
Server Security	✗	✓	✓
Firewall Management	✗	✓	✓
Email Security	✗	✓	✓
Monthly Security Audit	✗	✗	✓
PLANNING & REPORTING			
Monthly Status Report	✓	✓	✓
Vendor Liaison	✗	✓	✓
On-site Visit Once Per Month	✗	✓	✓
IT Policy Development	✗	✗	✓
IT Strategy Development	✗	✗	✓
Disaster Recovery Planning	✗	✗	✓
On-site Visit Every 2 Weeks	✗	✗	✓
PRICING	Call or E-Mail	Call or E-Mail	Call or E-Mail

- Plans & pricing do not include project work
- We can customize a plan to accommodate environments of ALL sizes