



This Infrastructure Management as a Service by ALCiT Sub-Agreement (“Sub-Agreement”) is governed by the Master Service Agreement between ALCiT and CUSTOMER. This Sub-Agreement supersedes all prior discussions, communications, representations or agreements, including any digital, electronic or Internet-based agreements, between them, oral or written, between ALCiT and CUSTOMER concerning infrastructure management.

This Sub-Agreement shall consist of these terms and conditions and the following three (3) schedules:

Schedule 1 – Support Scope;

Schedule 2 – Roles and Responsibilities

Schedule 3 – Standard Models and Configuration Minimums

1. Infrastructure Management as a Service by ALCiT provides management of devices over the Internet. Prices are per month and are due on the first of the month for the upcoming month.

2. Levels of Services: CUSTOMER may elect to subscribe to three different Levels of Services. These Levels of Services apply to a Device Category (all devices of the same category must subscribe to the same level of service).

(a) Monitored by ALCiT: ALCiT makes its tools available to CUSTOMER over the Internet. CUSTOMER uses the tools to manage their environment and assigns Issues to ALCiT for resolution according to the established rate card.

(b) Protected by ALCiT: ALCiT makes its tools available to CUSTOMER over the Internet. ALCiT ensures that patches are applied successfully, that the anti-malware tools are up to date and that backups complete successfully. CUSTOMER uses the tools to manage their environment and assigns Issues to ALCiT for resolution according to the established rate card.

(c) Managed by ALCiT: ALCiT uses their management tools to maintain CUSTOMER’s environment. ALCiT is accountable to solve all Incidents and Issues in the environment in accordance to the service description. ALCiT will also perform Minor Changes to devices under management.

3. Support ticket: A “Service Desk End User Support Ticket” may be submitted to resolve issues with a Supported Application for devices that are actively included in the scope of this agreement. The ticket will be resolved as per the conditions detailed below for the level of service the device is subscribed to.

4. IMAC: An “IMAC” may be submitted via the Service Desk to request work to be performed to a device that is actively included in the scope of this agreement. The IMAC will be addressed as per the conditions detailed below for the level of service the device or user is subscribed to.

5. Minor Changes: For devices covered by “Managed by ALCiT”, ALCiT will perform Minor Changes within 5 business days of the creation of a ticket within ALCiT’s portal. ALCiT will determine at its sole discretion if a change is categorized as a “Minor Change” or a “Major Change”. A maximum



of three (3) minor changes can be performed to a device within a calendar year, additional changes would be need to be covered by IMAC purchases.

6. Adding devices/users to the agreement: CUSTOMER may add a device or a user to the agreement by submitting a Service Desk IMAC. The device will be deemed supported and will be added to the monthly invoice once all ALCiT tools have been successfully deployed, the device is up to date, stable and free of any know defect. Any effort required to reach that state beyond the installation of ALCiT tools is deemed out of the IMAC scope and will be billed as per the rate card below. A minimum of three (3) monthly cycles is required before the device or user can be removed from the billing cycle. A maximum of four (4) devices or users can be added via IMAC per month, any additional devices or user would get added via Time and Material as per rate card. ALCiT at its sole discretion may refuse to add a device or user to the agreement.

7. Removing devices: CUSTOMER may remove a device or a user from the agreement by submitting a Service Desk Removal Ticket. The device will be deemed immediately out of scope and will be removed from the monthly invoice once all ALCiT tools, licenses, data and equipment have been received by ALCiT (pending the 3 months minimum per 6 above). All efforts required to remove the device from support will be charged as per the rate card below.

8. Configuration Minimums: Any device added to the agreement must meet the Configurations Minimums section as per Schedule 3. During the addition, any device that does not meet the minimum configuration will be upgraded to the minimum, and if an upgrade is not possible or cost effective, replaced by a Standard Models as per Schedule 3. Any device already under contract that no longer meets the Configuration Minimum will need to be upgraded or replaced to get back to the Configuration Minimums level. Parts required will be billed as applicable.

9. Protection Against Viruses: ALCiT uses top tier anti-virus to manage ALCiT's and CUSTOMER's environment and will make all reasonable commercial effort to protect against viruses and other computer software threats with the in-scope tools. ALCiT's anti-virus protection has proven highly effective since its deployment; however, due to the rapidly evolving nature of viruses, Trojan Horses, and other email-borne security issues, ALCiT can make no guarantees against these types of threats.

10. Security: Access to ALCiT operations center and systems is restricted to authorized personnel. ALCiT ensures that its employees and contractors are familiar with and understand its policies; ALCiT takes all possible security measures to protect the security of CUSTOMER's data. ALCiT will make all reasonable commercial to protect the security of its systems and services, and the data that resides therein.

11. Certain Operational Customer Responsibilities: To access and use the Services, CUSTOMER must provide at the very minimum and without limitation:

- (a) an Internet connection with sufficient bandwidth and quality to allow trouble-free data uploading and downloading in line with the existing required volume for patches and upgrades.
- (b) a fully functional Internet browser.



- (c) a valid support contract for the targeted technology that matches the required service level
12. Assumption in regards of devices Monitored, Protected or Managed by ALCiT: Prior to ALCiT taking over responsibility for incidents, devices must be up to date, in good working condition and free of defects. All devices and software must be covered by maintenance and/or warranty from their original vendor or another party. All devices and software must meet the “Configuration Minimums” as per Schedule 3. Any effort to bring the device into compliance, including but not limited to: update, upgrade, re-configure, obtain administrator/enable access, troubleshoot, repair or replace, will be charged for actual Time and Material as per rate card below.
13. Service Level Agreement (SLA):
- (a) Critical level tickets are covered by a one (1) hour response SLA (tickets opened according to the establish process and identified as Critical will be acknowledge within one (1) hour).
 - (b) Urgent level tickets are covered by a four (4) hours response SLA (tickets opened according to the establish process and identified as Urgent will be acknowledge within four (4) hours during Extended Business Hours).
 - (c) All others calls will be acknowledged within one (1) business day.
14. Penalty for Missed SLAs:
- (a) For Critical SLAs: For each complete 15 min intervals for which a “Critical Ticket” goes un-responded beyond the initial 1 hour, ALCiT will reduce the amounts due and payable for that month by \$100. For example: A “Critical Ticket” that goes un-responded for 95min would translate into a \$200 penalty.
 - (b) For Urgent SLAs: For each complete 60 min intervals for which an “Urgent Ticket” goes un-responded beyond the initial 4 hours during Extended Business Hours, ALCiT will reduce the amounts due and payable for that month by \$100. For example: An “Urgent Ticket” opened at 18:00 on a Tuesday that goes un-responded until 8:30 the following Wednesday would not yield any penalty, but an “Urgent Ticket” opened at 15:00 on a Tuesday that goes un-responded until 20:30 on the same day would translate into a \$100 penalty.
 - (c) Penalty payment will not apply if the issue or delay is caused by any circumstance beyond ALCiT’s reasonable control, including, but not limited to: Excusable Outages, end users’ portion of the network (commonly known as “last mile”) failure.
 - (d) Penalty payment: ALCiT will reduce the amounts due and payable for the service for which the SLA was missed on the next monthly billing cycle. The maximum credit for missed SLA is 25% of the monthly charge for the service covered by that SLA.
15. Recurring incidents:
- (a) For ALCiT devices: If an ALCiT device was to fail three (3) times or more for the same issue, CUSTOMER may request for the device to be replaced by a different one.



- (b) For CUSTOMER's devices/services: If a CUSTOMER device/service was to fail three (3) times or more for the same issue, ALCiT may at its sole discretion request for the device/service to be upgraded, re-initialized, re-imaged or replaced by a different one.
 - (c) For CUSTOMER's end users: Should specific CUSTOMER's end user be identified as lacking skills needed to properly operate the in-scope equipment/service, ALCiT may request for that specific user to follow relevant training.
16. External elements: Under the below circumstances, ALCiT reserves the right to invoice CUSTOMER for work that could be considered in scope:
- (a) CUSTOMER's Third party, contractor, and/or employee equipment and/or service impacts ALCiT equipment or service.
 - (b) CUSTOMER's Third party, contractor, and/or employee requests ALCiT to investigate an issue that is not related to ALCiT equipment and/or service (whether or not relation is known prior to the investigation).
17. Maintenance Window: ALCiT requires a Maintenance Window to perform Planned Maintenance of the System and associated Hardware and Software. The Maintenance Window is scheduled weekly between 11:00 PM Wednesday and 3:00 AM ET on Thursday.



Schedule 1

Support Scope



Supported Applications (only for versions under mainstream support by their respective vendors)

7zip

ConnectWise Automate

ConnectWise Control

FileZilla

Linux CentOS

Microsoft Office

Microsoft Windows

Microsoft Windows Server

Notepad ++

Veeam Backup and Replication (when used by ALCiT)

Applications not on this list that ALCiT's patching software can patch will, if applicable, be patched, but not supported or remediated.

Applications not on this list that ALCiT's scanning software can scan will, if applicable, be scanned and reported on, but not supported or remediated.



Schedule 2

Roles and Responsibilities



MASTER SERVICE AGREEMENT

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section. The following table provides the key values associated with each of the roles and responsibilities within the matrices set out in this Section:

Key	Label	Definition
H	Help or Assist	The designated party (ALCiT / MICROSOFT / CUSTOMER) will provide assistance to enable the identified performing party (ALCiT / CUSTOMER) to complete the designated service.
P	Perform	The designated party (ALCiT / MICROSOFT / CUSTOMER) has the obligation and responsibility for performing the designated service.
A	Approve	The performance of the service is subject to the designated party's (ALCiT / CUSTOMER) written approval
V	Review	The designated party (ALCiT / MICROSOFT / CUSTOMER) will review the designated documents and provide feedback to the other party.
M	Make Available	Make the service or platform available to the designated party (ALCiT / MICROSOFT / CUSTOMER)
U	Use	The designated party (ALCiT / MICROSOFT / CUSTOMER) uses or leverage the service or platform.
ON	Ongoing	Service will be performed as required
W	Weekly	Service will be performed once a week
M	Monthly	Service will be performed once a month
Q	Quarterly	Service will be performed once a quarter
AN	Annually	Service will be performed once a year
AD	Ad Hoc	Service will be performed as requested
S	Semi-Annual	Service will be performed twice a year
I	Included	Included in unit price
TI	Ticket/IMAC	Work will be billed according to the Ticket and IMAC Rate Card
TR	Time and Material Regular	Work will be billed according to the Rate Card using the Regular rates.
TU	Time and Material Urgent	Work will be billed according to the Rate Card using the Urgent rates.
TC	Time and Material Critical	Work will be billed according to the Rate Card using the Critical rates.
TR/TU/TC	Time and Material	Regular work will be billed according to the Rate Card using the Regular Rates, Urgent work will be billed according to the Rate Card using the Urgent Rates and Critical work will be billed according to the Rate Card using the Critical Rates
OP	Optional	Additional cost as per Rate Card



MASTER SERVICE AGREEMENT

SCHEDULE 4.1: Monitored by ALCiT

1. General

ALCiT shall provide the services described in this schedule (the “Monitored by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in Schedule A.

2. Roles and Responsibilities

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
For all devices covered by Monitored by ALCiT					
1	24/7 Monitoring of User Devices and Servers with automated alerts for events	M	U	ON	I
2	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
3	Power User access to a Service Desk ticketing system to resolve problem/incident tickets and create change tickets	M / U	U	AD	OP
4	Regular Infrastructure Support - Business Hours	P		AD	TR
5	Urgent Infrastructure Support - Extended Business Hours	P		AD	TU
6	Critical Infrastructure Support - 24x7	P		AD	TC
7	3 days IMAC	P		AD	TI
8	5 days IMAC	P		AD	TI
9	Perform Minor Changes	P		AD	TR/TU/TC
10	Perform Major Changes	P		AD	TR/TU/TC
11	Resolving issues with any applications not covered by “Managed by ALCiT” (as per list in Schedule 3.2)	P		AD	TR/TU/TC
User Device					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Antivirus client with central management and reporting	M		ON	I
4	Anti-spyware client with central management and reporting	M		ON	I
5	Anti-rootkit client with central management and reporting	M		ON	I
6	Local firewall client with central management and reporting	M		ON	I
7	Always up to date End Point Protection and Patching client	M		ON	I
8	Monthly asset reports with health status	P	U	M	I
9	Protection and updates also available when you are not in the office	M		ON	I
14	Advanced remote support tools for ALCiT	M / U		AD	I
15	Advanced remote support tools for CUSTOMER	M	U	AD	OP



MASTER SERVICE AGREEMENT

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
16	End User Support via Service Desk tickets for issues with User Device during Business Hours	P		AD	TI/TR
17	End User Support via Service Desk tickets for other issues during Business Hours	P		AD	TI/TR
18	Re-imaging or re-initializing a User Device during business hours	P		AD	TR
Server					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Antivirus client with central management and reporting	M		ON	I
4	Anti-spyware client with central management and reporting	M		ON	I
5	Anti-rootkit client with central management and reporting	M		ON	I
6	Local firewall client with central management and reporting	M		ON	I
7	Always up to date End Point Protection and Patching client	M		ON	I
8	Monthly asset reports with health status	P	U	M	I
13	Advanced remote support tools for ALCiT	M / U		AD	I
14	Advanced remote support tools for CUSTOMER	M	U	AD	OP
16	Annual upgrades of firmwares	P		Y	TR/TU/TC
17	Missed "CloudBackups by ALCiT" backups will be investigated	P		AD	TR
18	Investigating missed backups with other technologies	P		AD	TR/TU/TC
19	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
20	Responding to Incident with device problems during Business Hours	P		AD	TR
21	Re-imaging or re-initializing a Server during business hours	P		AD	TR
22	Recover Server from CloudBackup by ALCiT with Bare Metal Restore	P		AD	TR/TU/TC
23	Recover Server and/or data from other backup methods	P		AD	TR/TU/TC
Network Switch / Firewall / Wireless Access Points					
1	Monthly asset reports with health status	P	U	M	I
2	Annual upgrades of firmwares	P		Y	TR/TU/TC
3	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
4	Responding to Incident with device problems during Business Hours	P		AD	TR
5	Regular configuration backup (for supported models)	P		AD	I



MASTER SERVICE AGREEMENT

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
	Computer Incident Response Team (CIRT)				
1	Investigates and resolves computer security incidents	P		AD	TC
	Time and Material Applications Support				
1	Responding to Incident with applications during Business Hours (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC
2	Escalate unresolved issues to Application Vendor (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC
3	Install minor updates as per Vendor instructions (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC
4	Install major updates as per Vendor instructions (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC



MASTER SERVICE AGREEMENT

SCHEDULE 4.2: Protected by ALCiT

1. General

ALCiT shall provide the services described in this schedule (the “Protected by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in Schedule A.

2. Roles and Responsibilities

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
For all devices covered by Protected by ALCiT					
1	24/7 Monitoring of User Devices and Servers with automated alerts for events	M	U	ON	I
2	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
3	Power User access to a Service Desk ticketing system to resolve problem/incident tickets and create change tickets	M / U	U	AD	OP
4	Regular Infrastructure Support - Business Hours	P		AD	TR
5	Urgent Infrastructure Support - Extended Business Hours	P		AD	TU
6	Critical Infrastructure Support - 24x7	P		AD	TC
7	Monitoring reports reviewed monthly and problem tickets will be created	P		M	I
8	3 days IMAC	P		AD	TI
9	5 days IMAC	P		AD	TI
10	Perform Minor Changes	P		AD	TR/TU/TC
11	Perform Major Changes	P		AD	TR/TU/TC
12	Resolving issues with any applications not covered by “Managed by ALCiT” (as per list in Schedule 3.2)	P		AD	TR/TU/TC
User Device					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Antivirus client with central management and reporting	M		ON	I
4	Anti-spyware client with central management and reporting	M		ON	I
5	Anti-rootkit client with central management and reporting	M		ON	I
6	Local firewall client with central management and reporting	M		ON	I
7	Always up to date End Point Protection and Patching client	M		ON	I
8	Monthly asset reports with health status	P	U	M	I
9	Protection and updates also available when you are not in the office	M		ON	I



MASTER SERVICE AGREEMENT

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
10	Tools to deploy software package	M		AD	I
11	Tools to deploy system settings	M		AD	I
12	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
13	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	I
14	Advanced remote support tools for ALCiT	M / U		AD	I
15	Advanced remote support tools for CUSTOMER	M	U	AD	OP
16	End User Support via Service Desk tickets for issues with User Device during Business Hours	P		AD	TI/TR
17	End User Support via Service Desk tickets for other issues during Business Hours	P		AD	TI/TR
18	Re-imaging or re-initializing a User Device during business hours	P		AD	TR
	Server				
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Antivirus client with central management and reporting	M		ON	I
4	Anti-spyware client with central management and reporting	M		ON	I
5	Anti-rootkit client with central management and reporting	M		ON	I
6	Local firewall client with central management and reporting	M		ON	I
7	Always up to date End Point Protection and Patching client	M		ON	I
8	Monthly asset reports with health status	P	U	M	I
9	Tools to deploy software package	M		AD	I
10	Tools to deploy system settings	M		AD	I
11	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
12	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	I
13	Advanced remote support tools for ALCiT	M / U		AD	I
14	Advanced remote support tools for CUSTOMER	M	U	AD	OP
16	Annual upgrades of firmwares	P		Y	I
17	Missed "CloudBackups by ALCiT" backups will be investigated	P		AD	TR
18	Investigating missed backups with other technologies	P		AD	TR/TU/TC
19	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
20	Responding to Incident with device problems during Business Hours	P		AD	TR
21	Re-imaging or re-initializing a Server during business hours	P		AD	TR



MASTER SERVICE AGREEMENT

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
22	Recover Server from CloudBackup by ALCiT with Bare Metal Restore	P		AD	TR/TU/TC
23	Recover Server and/or data from other backup methods	P		AD	TR/TU/TC
Network Switch / Firewall / Wireless Access Points					
1	Monthly asset reports with health status	P	U	M	I
2	Annual upgrades of firmwares	P		Y	I
3	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	TR
4	Responding to Incident with device problems during Business Hours	P		AD	TR
5	Regular configuration backup (for supported models)	P		AD	I
Computer Incident Response Team (CIRT)					
1	Investigates and resolves computer security incidents	P		AD	TC
Time and Material Applications Support					
1	Responding to Incident with applications during Business Hours (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC
2	Escalate unresolved issues to Application Vendor (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC
3	Install minor updates as per Vendor instructions (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC
4	Install major updates as per Vendor instructions (For applications listed in Schedule 3.3)	P		AD	TR/TU/TC



MASTER SERVICE AGREEMENT

SCHEDULE 4.3: Managed by ALCiT

1. General

ALCiT shall provide the services described in this schedule (the “Managed by ALCiT” service). All capitalized terms defined and used in this schedule will have the meanings attributed to such terms in Schedule A.

2. Third Party Application Support

Vendor for all Applications listed in Schedule 3.2.

- CUSTOMER must have a valid Application Support Contract for the Application
- CUSTOMER must add at least two (2) ALCiT representative as authorized callers for application with Application Vendor.
- Any costs linked to the Application Support Contract or inquiries made to Application Vendor by ALCiT will be paid by CUSTOMER.

3. Device Backups

All devices under “Managed by ALCiT” must be backed up by a technology that allows the whole device to be rebuilt from a backup for the rebuild effort to be included in the service.

- For Servers: the backups must allow “Bare Metal Restores”.
- For User Devices: they will be restored to the standard image or the out of the box state.
- For other devices, a full configuration backup including a copy of the installed firmware must exist for recovery effort to be included in the “Managed by ALCiT” Service.

4. Roles and Responsibilities

The respective roles and responsibilities of the personnel of ALCiT and CUSTOMER with respect to this service are set out in this Section.

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
	For all devices covered by Managed by ALCiT				
1	Real-time reporting for documentation, strategy planning, and regulatory compliance	M	U	ON	I
2	24/7 Monitoring of User Devices and Servers with automated alerts for events	M	U	ON	I
3	User access to a Service Desk ticketing system to create problem/incident tickets for covered devices	M / U	U	AD	I
4	Power User access to a Service Desk ticketing system to resolve problem/incident tickets and create change tickets	M / U	U	AD	OP
5	Regular Infrastructure Support - Business Hours	P		AD	TR
6	Urgent Infrastructure Support - Extended Business Hours	P		AD	TU
7	Critical Infrastructure Support - 24x7	P		AD	TC
8	Monitoring reports reviewed monthly and problem tickets will be created	P		M	I
9	3 days IMAC	P		AD	TI
10	5 days IMAC	P		AD	TI
11	Perform Minor Changes	P		AD	I
12	Perform Major Changes	P		AD	TR/TU/TC



MASTER SERVICE AGREEMENT

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
13	Resolving issues with any applications not covered by "Managed by ALCiT" (as per list in Schedule 3.1 and 3.2)	P		AD	TR/TU/TC
User Device					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Antivirus client with central management and reporting	M		ON	I
4	Anti-spyware client with central management and reporting	M		ON	I
5	Anti-rootkit client with central management and reporting	M		ON	I
6	Local firewall client with central management and reporting	M		ON	I
7	Always up to date End Point Protection and Patching client	M		ON	I
8	Monthly asset reports with health status	P	U	M	I
9	Protection and updates also available when you are not in the office	M		ON	I
10	Tools to deploy software package	M / U		AD	I
11	Tools to deploy system settings	M / U		AD	I
12	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
13	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	I
14	Advanced remote support tools for ALCiT	M / U		AD	I
15	Advanced remote support tools for CUSTOMER	M	U	AD	OP
16	Patches that cannot be installed automatically will be investigated and re-scheduled	P		AD	I
17	Remote End User Support via Service Desk tickets for issues with User Device during Business Hours	P		AD	I
18	Remote End User Support via Service Desk tickets for other issues during Business Hours	P		AD	TR
19	Re-imaging or re-initializing a User Device during business hours	P		AD	TR
Server					
1	Active patch management client with central management and reporting	P		ON	I
2	Patches which do not install properly on the first try will be re-tried automatically	P		ON	I
3	Antivirus client with central management and reporting	M		ON	I
4	Anti-spyware client with central management and reporting	M		ON	I
5	Anti-rootkit client with central management and reporting	M		ON	I
6	Local firewall client with central management and reporting	M		ON	I



MASTER SERVICE AGREEMENT

ID	Description	ALCiT	CUSTOMER	FREQUENCY	CHARGE
7	Always up to date End Point Protection and Patching client	M		ON	I
8	Monthly asset reports with health status	P	U	M	I
9	Tools to deploy software package	M / U		AD	I
10	Tools to deploy system settings	M / U		AD	I
11	Real time asset tracking (Specifications, Software inventory ...)	M	U	ON	I
12	Run monthly maintenance scripts to improve uptime and performance (defrag, empty cache ...)	P		M	I
13	Advanced remote support tools for ALCiT	M / U		AD	I
14	Advanced remote support tools for CUSTOMER	M	U	AD	OP
15	Patches that cannot be installed automatically will be investigated and re-scheduled	P		AD	I
16	Annual upgrades of firmwares	P		Y	I
17	Missed "CloudBackups by ALCiT" backups will be investigated	P		AD	I
18	Investigating missed backups with other technologies	P		AD	TR/TU/TC
19	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	I
20	Responding to Incident with device problems during Business Hours	P		AD	I
21	Responding to Incident with device problems outside of Business Hours	P		AD	TU/TC
22	Re-imaging or re-initializing a Server during business hours	P		AD	TR
23	Recover Server from CloudBackup by ALCiT with Bare Metal Restore	P		AD	I
24	Recover Server and/or data from other backup methods	P		AD	TR/TU/TC
Network Switch / Firewall / Wireless Access Points					
1	Monthly asset reports with health status	P	U	M	I
2	Annual upgrades of firmwares	P		Y	I
3	Changes performed by ALCiT will be reflected in CUSTOMER's Technical Standard Document and Disaster Recovery Document	P		AD	I
4	Responding to Incident with device problems during Business Hours	P		AD	I
5	Responding to Incident with device problems outside of Business Hours	P		AD	TU/TC
6	Regular configuration backup (for supported models)	P		AD	I
Computer Incident Response Team (CIRT)					
1	Investigates and resolves computer security incidents	P		AD	TC
Third Party Application Support					



MASTER SERVICE AGREEMENT

ID	Description	ALCIT	CUSTOMER	FREQUENCY	CHARGE
1	Responding to Incident with applications during Business Hours (For applications listed in Schedule 3.2)	P		AD	I
2	Responding to Incident with applications outside of Business Hours (For applications listed in Schedule 3.2)	P		AD	TU/TC
3	Escalate unresolved issues to Application Vendor (For applications listed in Schedule 3.2)	P		AD	I
4	Install minor updates as per Vendor instructions (For applications listed in Schedule 3.2)	P		M	I
5	Install major updates as per Vendor instructions (For applications listed in Schedule 3.2)	P		AD	TR/TU/TC
6	Re-imaging, re-initializing or re-installing the Application during business hours	P		AD	TR



Schedule 3

Standard Models and Configuration Minimums



MASTER SERVICE AGREEMENT

Standard Models

End User Devices	Operating System	CPU/Core	Memory	Disk
Standard Desktop	Windows 10 (n-1 release or higher)	2 x 2.0Ghz or higher	8GB or higher	100GB SSD or higher
Standard Laptop	Windows 10 (n-1 release or higher)	2 x 2.0Ghz or higher	8GB or higher	100GB SSD or higher
Standard MacBook	Supported macOS version as per Apple	2 x 1.6Ghz or higher	8GB or higher	100GB SSD or higher

Servers	Operating System	CPU/Core	Memory	Disk
Server	Windows Server 2019 or higher	2 x 2.0Ghz or higher	8GB or higher	100GB or higher on Hardware RAID

- Devices must be covered by warranty or a maintenance contract for at least 2 years

Configuration Minimums

End User Devices	Operating System	CPU/Core	Memory	Disk
Standard Desktop	Supported Windows OS	2 x 2.2Ghz or higher	4GB or higher	100GB or higher
Standard Laptop	Supported Windows OS	2 x 1.7Ghz or higher	4GB or higher	50GB or higher
Standard MacBook	Supported macOS version as per Apple	2 x 1.4Ghz or higher	8GB or higher	50GB SSD or higher

Servers	Operating System	CPU/Core	Memory	Disk
Server	Supported Windows OS	2 x 2.0Ghz or higher	8GB or higher	100GB or higher

- Devices must be covered by warranty or a maintenance contract