

Plan Details:

Contract Coverage: Platinum Support Plan	
Contract Start: 1-Apr-07	Contract End: 31-May-08
Number of Sites Supported:	7
Number of Servers Supported:	4
Number of Workstations Supported	80
Monthly Support Fee	\$XXXX Ex GST

Support plan Hours Used Detail
NA - UNLIMITED SUPPORT

Preventative Maintenance Schedule			
Maintenance Area	Task ID	Task Description	Freq
Server	R11	Check Server logs for any sign of problems.	Weekly
	R12	Update Server with critical updates and patches.	Monthly
	R12A-Z	Test Compatibility of Critical Updates and Patches	Monthly
	R13	Verify Server anti-virus protection is running correctly and virus definitions are being updated.	Weekly
	R14	Check Server's disk capacity remaining	Weekly
	R15	Optimise Server (Defrag, HDD, Cleansweep, Etc)	Bi-annual
	R17	Monitor Exchange Database Size	Weekly
Workstations	R22	Update Workstations with Critical Packs and Patches.	Monthly
	R23	Verify Workstation anti-virus protection is running correctly and virus definitions are being updated.	Weekly
	R28	Audit Active directory User accounts against actual User Accounts. Escalate exceptions to remove/disable old accounts and repair as necessary.	Monthly
	R29	Detailed Audit of workstations - check for illegal software , check Internet usage history etc.	Annual
Backup and Disaster Recovery	R31	Check Tape Backup Logs for any sign of problems.	Daily
	R31A	Perform Pre-backup inventory. Escalate fails to client.	Daily
	R32	Perform Tape Restore Spot Check.	Weekly
	R33	Check age of media - replace media at appropriate intervals.	Monthly
	R39	Perform a simulated "disaster recovery" to verify all backup and restore systems and procedures are documented and functioning correctly.	Annual
WAN	R42	Examine Internet usage reports and discuss with management (Requires ISA server).	Quarterly
	R47	Test Internet Connectivity Failover (all sites)	Quarterly
Security	R51	Audit Firewall Logs for intrusion Attempts and suspicious activity.	Monthly
	R52	Force rotation /expiry of passwords for all network users.	Quarterly
	R59	Detailed Security Audit. Simulate internal / external intrusion attacks, identify security deficiencies and report to management.	Annual
Admin	R91	Update network documentation with any changes that have occurred.	Monthly
	R92	Strategic IT review with management.	Quarterly
	R99	Compile Monthly Reports	Monthly

Maintenance Summary:

	R31	R11	R13	R14	R23	R32	R17	
Weekly	Backup Logs	Check Server Log	Server Anti-Virus	Server Disk %	Workstation Anti Virus	Backup Spot Check	Exchange DB Size	
	M T W T F							
2/06/2007	S S S S S	OK	OK	OK	OK	OK	OK	
9/06/2007	S S S F S	OK	OK	OK	OK	OK	OK	
16/06/2007	S S S S S	FAIL	OK	OK	OK	OK	OK	
23/06/2007	S S F S S	OK	OK	OK	OK	OK	OK	
30/06/2007	S S S S S	OK	OK	OK	OK	OK	OK	
	R12	R12A-Z	R22	R28	R33	R51	R91	
Monthly	Server Updates	Test Updates	Workstation Updates	Active Directory	Media Age	Firewall Logs	Network Docco	
June	OK	OK	OK	OK	FAIL	OK	OK	
	R42	R47	R52	R92				
Quarterly	Internet Usage Report	Internet Failover	Password Rotation	Strategic IT				
June	OK	NA	NA	NA				

	R15	R29	R39	R59				
Annual	Server Optimisation	Workstation Audit	DRS	Security Audit				
June	NA	NA	NA	NA				

Report Notes

Backups and DR (R31, R31A, R32, R33, R39):

During the past month backups have been performing at acceptable levels, with 2 failures:

8th June 2007 - Partial failure caused by MS Exchange component of the backup running longer than expected. Exchange Backup Job has been rescheduled to avoid this problem in future.

21st June 2007 - Tape Backup failure due to client forgot to insert tape the night before. Backup to Local Hard Disk was successful.

Additional Comments: (1) The previous month's backup performance issue has now been resolved after fine tuning server applications, to improve disk performance. Please see call# 33881 for further details. (2) 5 of your daily tapes are approaching the end of their reliable life and have been replaced. Total Cost \$190 ex GST to be approved.

Anti Virus (R13):

Server and workstation antivirus has been consistently up-to-date. Management console reports 4 threats detected and successfully handled this month.

Server Log (R11):

Server logs detected a driver error following the installation of the new Network Scanner on 13/6. This was not a serious threat, and was resolved through downloading a later driver from HP. Otherwise server logs are free of errors.

Exchange (R17):

Exchange database size, while approaching the database limit as discussed, is still at an acceptable level.

Current Mailbox Database Limit = 74GB

Current Mailbox Database Size = 59GB

Active Directory (R28)

Please see the attached document for a complete list of current users in active directory for your review.

Security (R51, R52, R59)

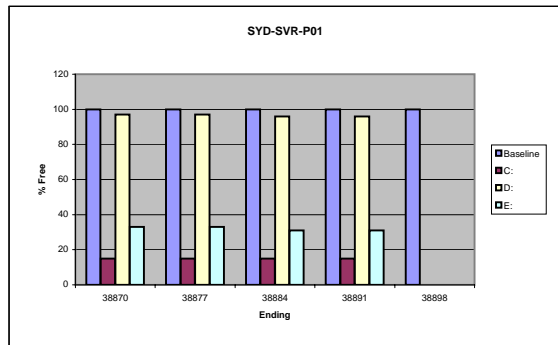
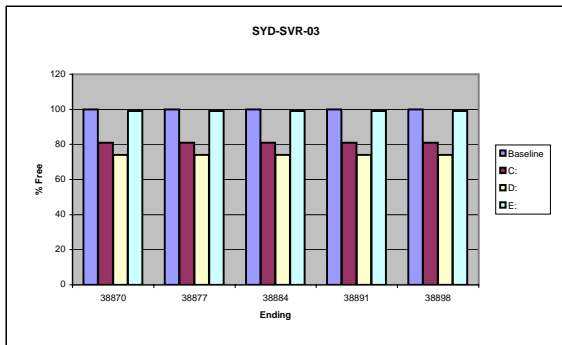
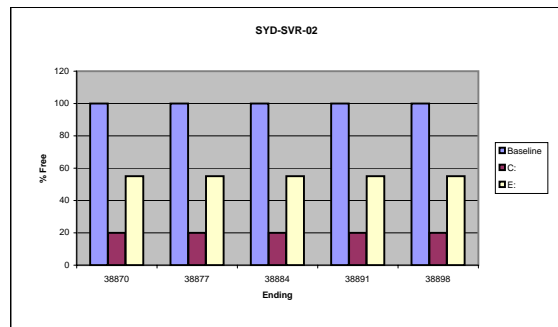
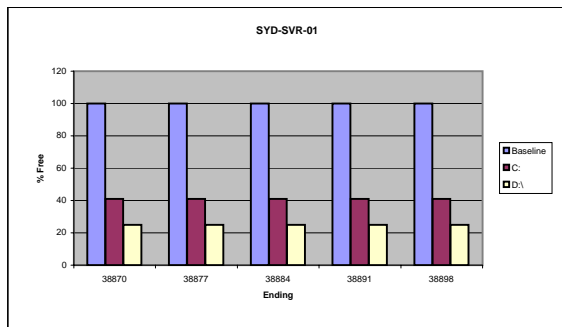
Security Logs did not indicate any suspicious activity.

Server Critical Updates and Patches (R12, R12A-Z):

Critical Updates have been installed to maintain Server stability and security as per your SLA with First Focus.

Server Disk Capacity (R14):

Server disk capacity is in line with current growth projections.



Network Documentation and Performance (R91, R15, R16, R42, R47):

Network documentation has been updated in line with your SLA with First Focus. 2 new users were added to the network this Month and one user was retired.

Account Mangers Report: Jansen Brown

Wednesday 28th June 2007 (Call 34422) – Nextep Network Degradation

Orion detected a Network fault within Powertel, affecting your VLAN for approximately appoximatley 15 mins in total. Several sites experienced a High level performance degradation in this time as a result. Once The fault was corrected, performance returned to normal. 1 x 15 min outage did not breach your SLA.

Wednesday 21st June 2007 (Call 34297) – Users reported they were unable to connect to the terminal server, they were receiving an RPC Error. The RPC (remote procedural call) Service failed on SYD-SVR-01, this prevented users from logging into the terminal server for approximatley 20min. A restart of SYD-SVR-01 resolved the issue. This is a known Error with Microsoft Terminal services and RPC.

Call 13911 – IPSEC Protocol Issue

First Focus is continuing to investigate an issue associated with IPSEC that causes disconnections between the Head office and the Parramatta Branch. The issue affects The branch office approximatley once every week and lasts approximatley 5 min at a time (after contacting First Focus).

We have scheduled a change to the IPSEC encapsulation method being used by the firewalls to comunicate with each office to improve stability. Failing that we would propose either: (1) upgrading the older Cisco router to a newer and more powerful Juniper device, or (2) testing PPTP (an alternativel WAN protocol) to replace IPSEC. We will discuss this issue with you in more detail at the management meeting.