



# About ServIT • Getting Started

## All Inclusive Technology

Discover how ServIT can supplement or replace your current IT staff and infrastructure. We are a fully functioning IT department that is available for hire.



# ABOUT SERVIT

## OUR PROCESSES

At ServIT, our desire is that *technology will serve your business and not the other way around*. It is this core philosophy which drives us ever-towards being the highest-value Managed Service Provider on Earth.

## OUR PRODUCTS

We are *tool and manufacturer agnostic*, and we have a presence in 14 states and growing. This ensures we are here with the people, processes, facilities, and tools required to support your business. At the same time, our experienced technical staff and finely-honed processes make us nimble enough to address problems before they have a substantial impact.

## OUR PARTNERSHIPS

We have *22 private, geographically separated datacenters* to support your needs. We are continuously monitoring and updating the design and systems within our infrastructure to protect them from man-made and natural risks. Our team of experts is dedicated to monitoring network performance and security - 24/7/365.

## OUR PEOPLE

ServIT is a family-oriented, privately owned, debt-free partner for you. What makes ServIT stand out above the crowd is our people -- lots of people say it, we live it. Our workforce comprised solely of our own employees who are passionate, highly skilled, & specialized subject-matter experts --

*Our own people are our means of production. We DO NOT outsource your support. EVER!*

## OUR PROMISES

When you engage ServIT for *All-Inclusive Technology (AIT)*, whether to SUPPORT your existing IT staff or to BECOME your IT staff, we will NEVER nickel & dime you with hidden or unexpected expenses. The only additional charges are for project-related work. There will NEVER be any surprises.

**ServIT**  
technology and managed services



# WHY SERVIT? (OUR RECIPE)

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ServIT believes in *old fashion customer service*. When other vendors point the blame at each other, ServIT will guarantee quality service. We are committed to stay with you and are dedicated to delivering an exceptional service.

## No Matter What

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### The Five P's

#### ServIT's Logo

Our logo design represents five areas that ServIT has built itself on. These core principles and qualities are the reason ServIT is confident in delivering our services along with our dedication to holding ourselves to the highest standards.



#### What does All-Inclusive mean?

Model is only one charge. There will be no surprise upcharges.



**We are really HAPPY that  
YOU are our customer.**

# DRIVERS (WHY PEOPLE HIRE US)

## Why Do Companies Outsource IT Management (Drivers)

Many companies face a multitude of daily challenges and outsourcing IT sometimes proves to be the most appropriate use of a company's time and money. There are many common reasons that make sense for companies of any size to choose a managed service provider.

### **COST SAVINGS**

Outsourcing IT is a leaner approach to bringing your company quality IT management. Your company will have access to our entire IT team.

### **REDUCE RISK**

Our IT staff operates with industry best practices. Trained professionals ensure the safety, security, and reliability of the services we provide.

### **RESOURCES NOT AVAILABLE INTERNALLY**

Sometimes companies simply don't have the personnel or resources available to handle an IT issue. We employ experts in all aspects of IT management.

### **COMPANY FOCUS**

Outsourcing IT is helpful for many companies that need to focus their employees on day-to-day business needs. IT issues can consume valuable time.

### **ACCESS TO TECHNOLOGY**

Technology is costly and always changing. At ServIT our staff is always training with the newest and latest software and hardware to bring to your company.

### **EMPLOYEE TURNOVER**

Companies that employ their own IT staff are sometimes caught off-guard by employees leaving. We can help prepare for and alleviate that risk.

### **QUALITY OF STAFF**

When companies hire a single individual to handle their IT, it is unlikely that this single employee maintains all necessary skills to fully manage IT.

### **BAD MSP**

I hired a technical resource but I am not happy with their performance. They are not able to keep up with the pace. Issues are piling up. They are only being reactive and we don't see an proactive work.

## ROADMAP TO COVERAGE



Pre-Enrollment



Assessment



Advisory



On-Boarding



Full Management



CIO Report

# BENEFITS of AIT (All Inclusive Technology)

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## Employ ServIT as your own IT Department

Bringing on additional IT personnel is time consuming and continually investing in the newest IT infrastructure is expensive. ServIT can deliver a fully trained IT staff overnight. Utilizing our existing people, processes and technology is an extremely cost-effective and scalable way to obtain top-notch IT services for your organization.

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## Reasons to Hire ServIT

**Don't sacrifice! Use our assets and personnel as your own.**

Don't settle on picking an individual tool or skillset your company may need. We already have the tools and personnel in place to deliver the services you require.

### ACCESS TO TECHNOLOGY

ServIT uses state-of-the-art tools and software that we deploy daily to monitor and remediate events. These tools required millions of dollars of investment along with training and experience to deliver state-of-the-art service.

### 50+ TECHNICAL RESOURCES

It is unreasonable to expect that a single individual can possess all the required skills to run a fully functioning IT department. By enrolling in AIT, your company gains access to a fully functioning IT staff that are trained individually in various fields.

### SOLUTION ARCHITECTURE

We have partnerships with all major manufacturers such as Microsoft, IBM, VMWare, HP, Cisco and hundreds more. We have decades of experience in designing and implementing solutions for companies.

### 24 X 7 X 365 U.S. BASED NOC

Our Network Operating Center (NOC) is our "Command Center". There are always personnel watching your systems and your infrastructure. Our technicians are all based in the U.S. and keep your infrastructure running smoothly.

### AMERICAN BASED TECHNICIANS

We employ our own technicians that average over a decade of experience in the field along with continuous training. Our technicians are American based and are all highly skilled in different fields.

### FORCE MULTIPLICATION

ServIT has invested millions of dollars into our own infrastructure and personnel. By leveraging AIT, we provide services to your company utilizing every asset we have at our disposal.

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## SLA (Service Level Agreement)

ServIT is passionate about providing services to the highest standard. We guarantee our work and services with an SLA. This agreement is a contract that we sign and holds us accountable to our promises. If we fail to meet our standard, we financially reimburse your company.

## CMO (Client Management Officer)

ServIT believes in having a human connection with our customers. During your onboarding process, your company is assigned a CMO. This is a person that acts as your advocate at ServIT and makes sure that goals are being met and our promises are being kept.

Your CMO is there to encourage any pre-sales activities, assure that projects are being executed, and empower your business IT to continually advance.

## CIO Report (ServIT Exclusive)

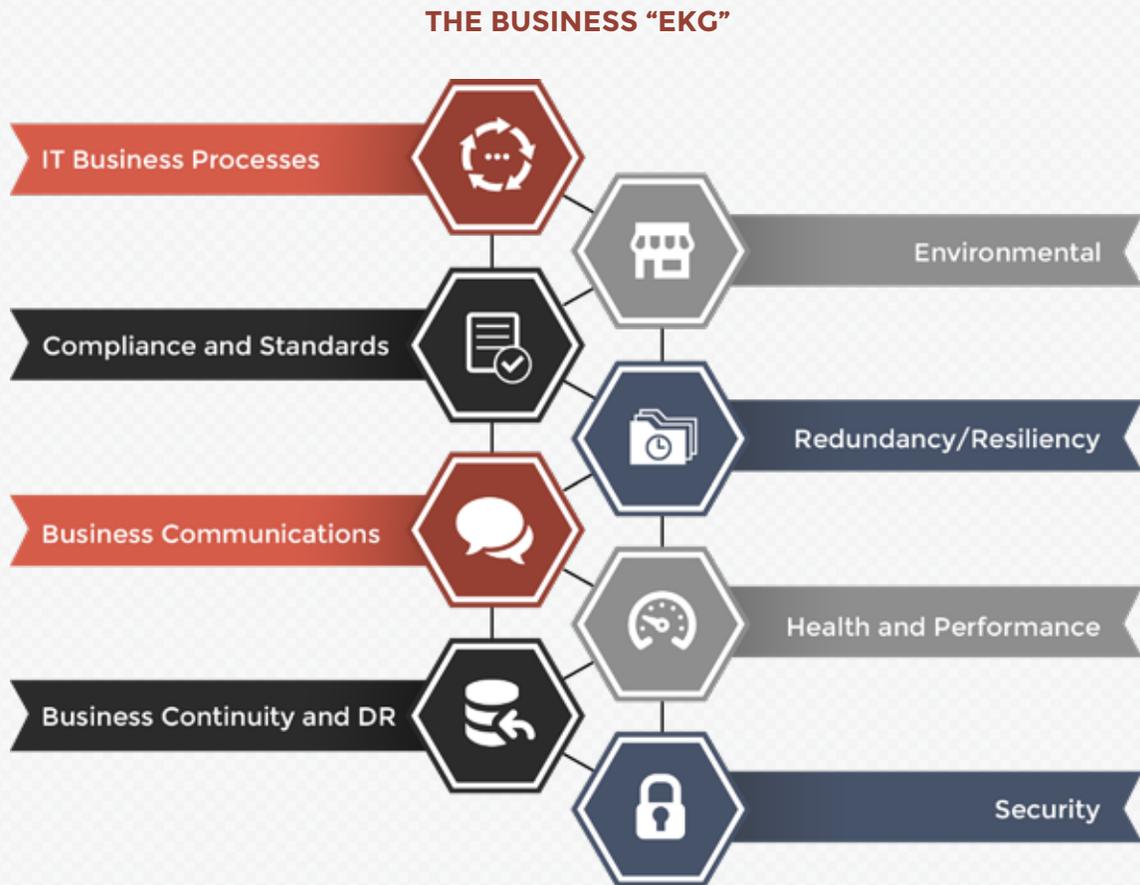
This document is one-of-a-kind. A CIO report is a physical document that we deliver to your company. This report is similar to "Minutes" of an organization and shows how our partnership will continually improve your infrastructure.

This document is the entire framework of your organization and will deliver a view of your infrastructure in a transparent way and allow you to see your business in ways that haven't been seen before.

# ASSESSMENT PHASE (HOW DO WE START)

We use tools and human (walk through) and understand a baseline.

ServIT addresses multiple areas of your business' infrastructure along with IT processes that you may or may not have in place. Additionally we will perform an on-site audit to understand your hardware, physical location, and setup.

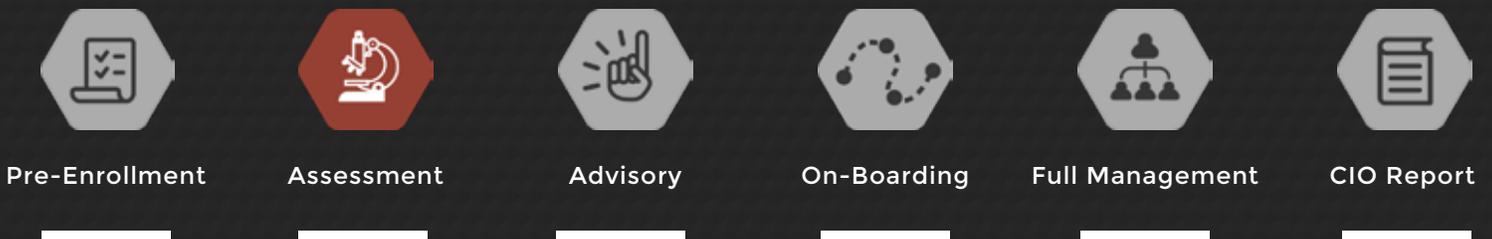


## WHEN DOES COVERAGE START

To be considered under "Effective Management", there are several steps to complete

Discovery is the first phase of our process to ensure that your infrastructure is working with ours. This assessment process helps us develop plans so that each stage proceeds smoothly.

## ROADMAP TO COVERAGE



# ASSESSMENT PHASE (What We All Need To Know)



## THE BUSINESS ‘EKG’

### We take a “Snapshot” of your entire IT business structure

We have invested millions of dollars in software and personnel. Our tools, software and personnel will conduct a full audit regarding how your company is currently built and what areas we can address, improve, and manage.

### IT BUSINESS PROCESSES

#### Repeatable procedures for success

Our teams will assess how your company is built today in order to gain a full understanding of how we can integrate our two businesses and make a plan for continual improvement.

### ENVIRONMENTAL ASSESSMENT

#### Hardware, organization, and cleanliness

Our technicians visit your site and physically inspect your infrastructure. Our technicians are looking for organizational standards, cooling and airflow, power and conditioning, and general cleanliness.

### SECURITY ASSESSMENT

#### Vulnerabilities from equipment to facilities

Security and vulnerabilities can range from outdated patches to open ports, firmware upgrades, and physical location. We find these vulnerabilities and secure them to our standards.

### BUSINESS COMMUNICATIONS

#### Staying connected is key

When we address your infrastructure we will check bandwidth, ISP, redundancy, cost, collaboration (i.e. email and VOIP), cost effectiveness and much more.

### BUSINESS CONTINUITY AND DISASTER RECOVERY

#### Worst case scenario planning

ServIT will assess and offer plans for disaster recovery which includes ways to deliver acceptable RPO (Recovery Point Objective) and RTO (Recovery Time Objective) to secure your business.

### REDUNDANCY/RESILIENCY ASSESSMENT

#### Prevent small failures and large disasters

Redundancy is the key to minimizing incidents. Our people and tools inspect your infrastructure and develop customized plans to mitigate risks that could result in downtime or failures.

### HEALTH AND PERFORMANCE

#### Get healthy and optimize performance

We check the current health and performance of your entire WAN, LAN, Servers, Endpoints and more to discover any issues or vulnerabilities. Getting your infrastructure healthy will reduce future risks.

### COMPLIANCE AND SECURITY STANDARDS

#### Industries require different standards

Every industry is different. From healthcare, education, and government to private organizations. We help ensure that your company is at acceptable compliance standards.

## SERVICE TRANSITION DOCUMENT

### Vendor Transition Document and Employee Transition Document

ServIT has developed processes and documents that are completed during the “Assessment Phase”. The documentation puts ServIT in the best position to advise our clients on what steps need to be addressed prior to reaching the “Effective Management” stage.



# ADVISORY / PLANNING PHASE



## Discovery leads to alignment of our business for success.

Once the assessment phase has been completed, our project managers take the information and develop a GAP analysis along with the scopes of work. We will use transition procedure after the analysis is complete.

### ANALYZE BASELINE

Our GAP analysis consists of our discovery process results. This lets us understand where our organizations are aligned and what needs to be addressed before beginning any work and proceeding to "On-Boarding"

### WHAT DID WE FIND

- Structure and Deficiencies
- Technology Processes
- Risks and Vulnerabilities

### CREATE CUSTOM ROADMAP

We will present Scopes of Work that lay out the plans on what we need to address and includes the costs and work needed

### DRAFT YOU A PLAN

- Costs to execute the SOW's
- The time-frame of execution
- The impact SOW will have

### BASED ON FINDINGS

Before beginning the process of "On-Boarding" we discuss the GAP and SOWs with our customers and decide what is required to continue and how best to address any issues

### LEVEL SET

- Non-Negotiable standards/structure
- Expectation of our services
- Time-line of entire on-boarding process

## ROADMAP TO COVERAGE



Pre-Enrollment



Assessment



Advisory



On-Boarding



Full Management



CIO Report

# ON-BOARDING PHASE

Onboarding and Compliance Team



## ON-BOARDING EXECUTION

**We put the gears in motion to fully manage your infrastructure**

There are several stages before being fully managed, but your CMO (Client Management Officer) will be your point of contact and your advocate to assure everything is going to plan.



### Onboarding and Compliance Team

Our Client Management Officers (CMO) are individuals assigned to your company that are your advocates inside ServIT. They will begin planning the on-boarding procedures in alignment with our SOW's and SLA's.

### SLA Configuration

Once on-boarding begins, we begin to configure our systems and processes to match our agreed upon SLA (Service Level Agreement). This will allow us to track and identify if there is a breach of the agreement.

### Project Closing and CIO Report

The CIO Report is the culmination of our entire process and is a physical report representing your entire IT structure. At this point, on-boarding and testing have been completed and you will be considered under effective management.

## ROADMAP TO COVERAGE



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CIO Report

# EFFECTIVE MANAGEMENT PHASE



## On-Boarding is complete and your company is now under full management

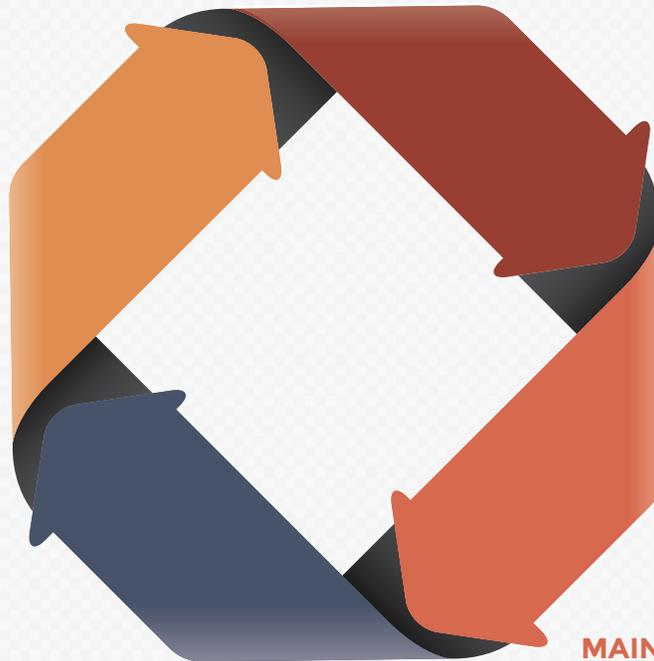
At this point, on-boarding has been completed and your infrastructure is communicating with ServIT. Our personnel are keeping a watchful eye on your business 24x7x365. This is where we will care and feed your systems every day.

### ACCEPTABLE STATUS

Once your company reaches "Acceptable Status" it means that your company aligns as close as possible with ServIT. Which allows us to deliver a promised level of service.

### SLA BEGINS HERE

Once your company is in effective management, our SLA is a contract that holds us accountable to the services and requirements we have agreed on.



### CONTINUED HEALTH

Our teams perform various tasks that are all broken down into "daily checks", "monthly checks", and "yearly checks".

### MAINTENANCE AND REMEDIATION

Our goal is to prevent incidents from occurring. Our teams will continually remediate issues and then focus attention on preventing the event from occurring again.

## ROADMAP TO COVERAGE



Pre-Enrollment



Assessment



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CIO Report

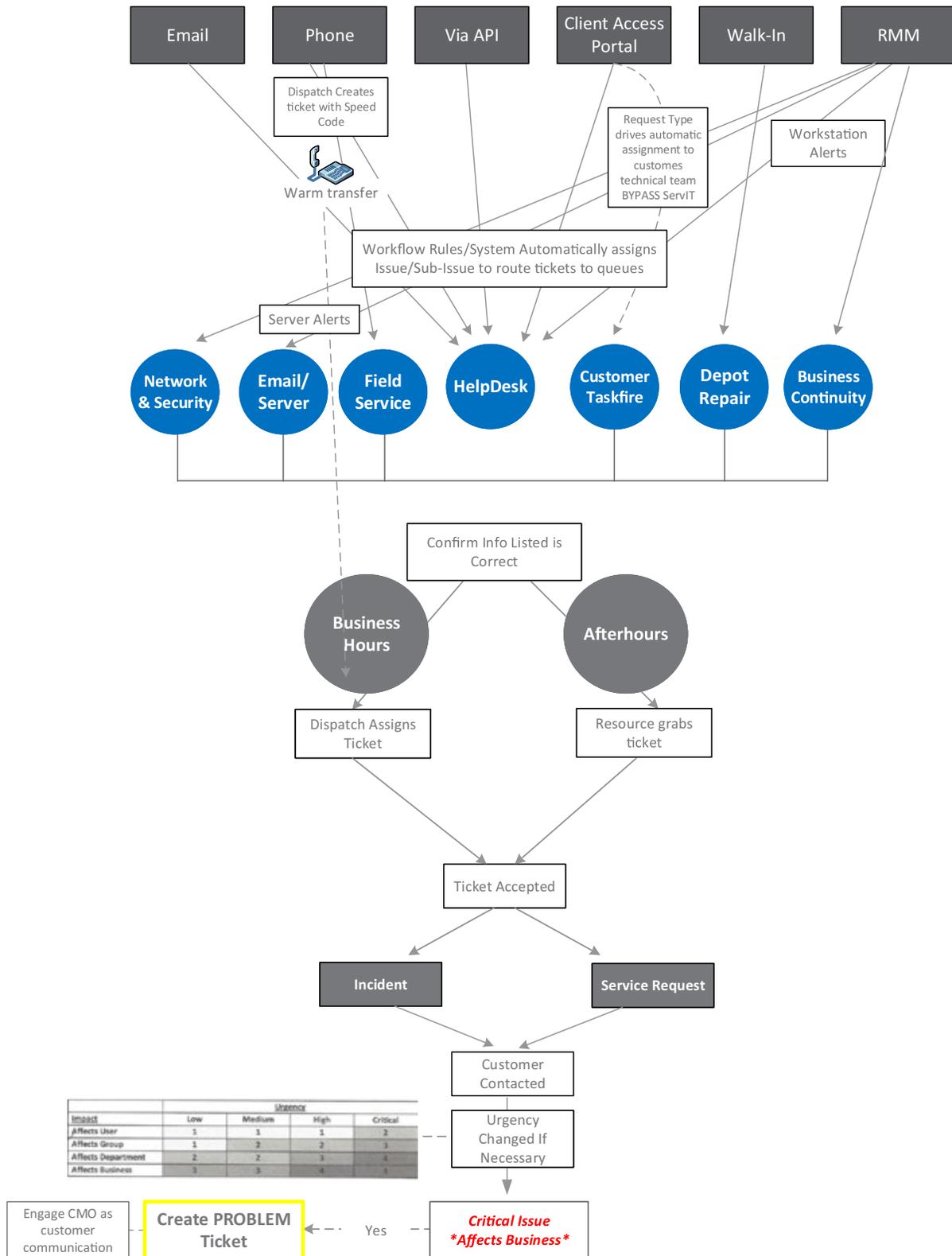
# EVENT MANAGEMENT WORKFLOW (MACRO)



**Our event management diagram helps ensure we deliver on our promises**

We utilize a flow-chart to visualize how information is received and handled at all positions.

This allows us to catch any breakdowns in communications or processes very quickly.

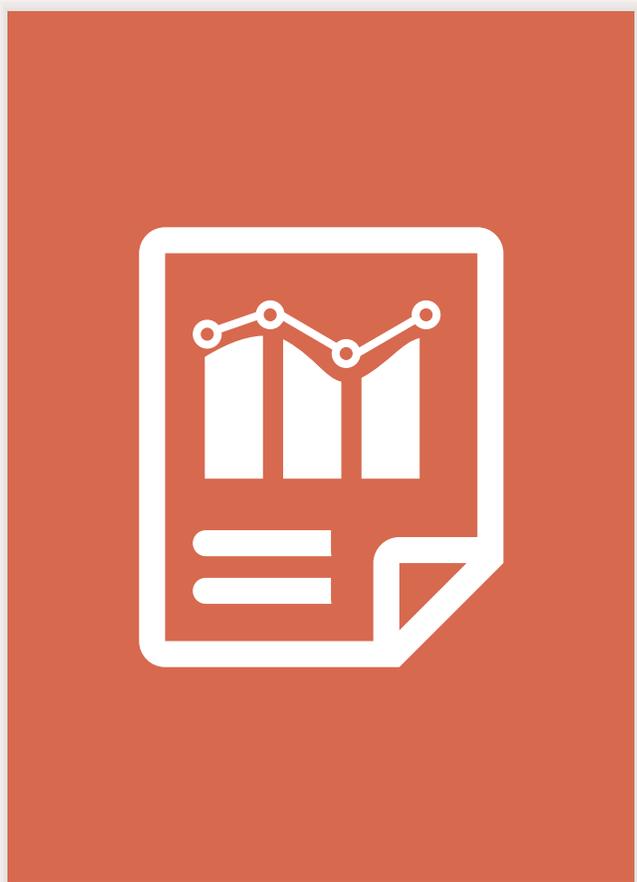


# BUSINESS REVIEWS & CIO REPORT (EXCLUSIVE DOCUMENT)



## Effective Management has begun. We begin to document your company.

This document is one-of-a-kind. A CIO report is a physical document that we deliver to your company. This report is similar to “Minutes” of an organization and shows how our partnership will continually improve your infrastructure.



### CIO REPORT DETAILS

This document is the entire framework of your organization and will deliver a view of your infrastructure in a transparent way and allow you to see your business in ways that haven't been seen before.



### CIO REPORT

The CIO report is a living document that evolves as your company infrastructure changes and adapts. This document is developed over a period of time in which ServIT begins to assess, recommend, modify, or adapt to current conditions. Development of this document can take six-months or up to a year.

(FAQ: Why? - This document requires many hours of interpreting how our systems work together and deliver acceptable results. Our teams aim to produce a document that is immediately relevant to improving how your company operates when the document is finalized.)

## ROADMAP TO COVERAGE



Pre-Enrollment



Assessment



Advisory



On-Boarding



Full Management



CIO Report

# ITIL DEMYSTIFIED

	Availability Management	Capacity Management	Information Security Management	IT Service Continuity Management	Service Level Agreement	Vendor Management	Change Management	Renewals Management	Knowledge Management	Configuration Management	Transition Planning (Life Cycle)	Password Management
Switches	Used to ensure application systems stay available. This usually means making sure everything is up for use under the conditions of service level agreements (SLAs).	Make sure that the resources are performing to your standards within predetermined standards, within the predetermined limits.	Aims to ensure the confidentiality, integrity and availability of an organization's information.	Defines and plans all measures and processes for unpredictable events.	Agreed upon target level of service. Ensure that IT and customers have a clear expectation of the level of service to be delivered.	Save the customer time. Best effort (not guaranteeing an SLA). Ensure Service Level with vendor. Act as a go between other vendors and IT needs.	Enable beneficial changes to be made, with minimum disruption to IT services.	Track and process renewals and subscriptions	Aims to gather, analyze, store and share knowledge and information within an organization.	Track the configurations and the relationships between various components.	Any IT movement carried out in a coordinated way.	Password Kept in: PMP Password Change Rotation:
	Monitored By: Nable? Alert sent to: API Integration Alert Threshold: Priority: High Issue/Sub-Issue: *Networking@Security/Connectivity	Processor Memory Layer 2/ Layer 3 (Requirements) Ports Physical topology & Logic Stacking	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Solarwinds Alerts when a configuration changes	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Firmware updates Replacements Configuration changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of: License Key, Manufacturer Warranty, Extended Warranty (Depending on Vendor)	Fill out OCD document Document any known processes/ procedures to add to KB	Save device configuration anytime a change is made Save configuration at least every 6 months, no matter what Configuration files to be stored in Solarwinds or attached to device configuration item	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
Firewalls	Alert sent to: support@servit.net Alert Threshold: Between 2-4 minutes Priority: Critical Issue/Sub-Issue: *Networking@Security/Connectivity	CPU Memory Required Throughput Interfaces (QTY, Type) Features HA Support Required Concurrent Connections	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Solarwinds Alerts when a configuration changes	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Firmware updates Replacements Configuration changes VPN tunnel add/ change/ modify Employee VPN access change	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Save device configuration anytime a change is made Save configuration at least every 6 months, no matter what Configuration files to be stored in Solarwinds	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
	Monitored By: Solarwinds Alert sent to: support@servit.net Alert Threshold: Priority: Critical Issue/Sub-Issue: *Networking@Security/Connectivity	Processor Memory Protocols Supported / Required Security Requirements Additional Required Features (VPN, etc)	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Solarwinds Alerts when a configuration changes	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Firmware updates Replacements Configuration changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Save device configuration anytime a change is made Save configuration at least every 6 months, no matter what Configuration files to be stored in Solarwinds	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
Routers	Alert sent to: support@servit.net Alert Threshold: Priority: Critical Issue/Sub-Issue: *Networking@Security/Connectivity	CPU Memory Protocols Supported / Required Security Requirements Additional Required Features (VPN, etc)	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Solarwinds Alerts when a configuration changes	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Firmware updates Replacements Configuration changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Save device configuration anytime a change is made Save configuration at least every 6 months, no matter what Configuration files to be stored in Solarwinds	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
	Monitored By: Via Firewall Alert sent to: AITnetworkmonitoringalerts@servit.net Alert Threshold: Priority: Issue/Sub-Issue: *Networking@Security/Connectivity	Processor Memory Protocols Supported / Required Security Requirements Additional Required Features (VPN, etc)	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Solarwinds Alerts when a configuration changes	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Firmware updates Replacements Configuration changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Save device configuration anytime a change is made Save configuration at least every 6 months, no matter what Configuration files to be attached to device configuration item	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
WAPs	Alert sent to: AITnetworkmonitoringalerts@servit.net Alert Threshold: Priority: Issue/Sub-Issue: *Networking@Security/Connectivity	CPU Memory Protocols Supported / Required Security Requirements Additional Required Features (VPN, etc)	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Solarwinds Alerts when a configuration changes	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Firmware updates Replacements Configuration changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Save device configuration anytime a change is made Save configuration at least every 6 months, no matter what Configuration files to be attached to device configuration item	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
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Fibre Channel Fabric	Alert sent to: Alert Threshold: Priority: Issue/Sub-Issue:	CPU: Memory: Storage: Hosts:	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Add/ change/ modify VMs: Configuration changes Network changes Storage changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Device does not necessarily have a configuration file per se that can be saved on a regular basis. Any configuration related information would be included in knowledge mgmt..	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:	
	Monitored By: Alert Sent to: Alert Threshold: Priority: Issue/Sub-Issue:	CPU: Memory: Storage: Hosts:	Physical security of asset itself:	??????	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Add/ change/ modify VMs: Configuration changes Network changes Storage changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Device does not necessarily have a configuration file per se that can be saved on a regular basis. Any configuration related information would be included in knowledge mgmt..	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
VM Ware Hyper-V	Alert sent to: Alert Threshold: Priority: Issue/Sub-Issue:	CPU: Memory: Storage: Hosts:	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Add/ change/ modify VMs: Configuration changes Network changes Storage changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Device does not necessarily have a configuration file per se that can be saved on a regular basis. Any configuration related information would be included in knowledge mgmt..	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:	
	Monitored By: Nable Alert sent to: API Integration Alert Threshold: No internet connectivity for 2 minutes Priority: Critical Issue/Sub-Issue: *Email/Server/Server: Offline	Warning/ Failed CPU: 85%-94% / 95%-100% Disk: 5-20 / 0-5 Disk I/O: 85%-94% / 95%-100% Memory: 85-94% / 95%-100%	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Main Backup Application - Storage/Craft What is backed up: Customer Driven	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Hardware changes Replacements Application Install/ update/ removal Configuration changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Device does not necessarily have a configuration file per se that can be saved on a regular basis. Any configuration related information would be included in knowledge mgmt..	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
Servers	Alert sent to: Alert Threshold: Priority: Issue/Sub-Issue:	Warning/ Failed CPU: 85%-94% / 95%-100% Disk: 5-20 / 0-5 Disk I/O: 85%-94% / 95%-100% Memory: 85-94% / 95%-100%	Access Levels: Authority for granting access: Storage of Credentials/ Anything required for access: Physical security of asset itself:	Main Backup Application - Storage/Craft What is backed up: Customer Driven	SLA: AIT (24x7) Service Availability & Reliability: Service Objectives Ratings: System Availability: First Response: within 15 minutes Update/Follow-Up/Escalation: 45 minutes	Issues outside of offering scope: Best Effort Contact: ServIT will reach out and maintain contact until the issue is resolved.	Types of Changes: Hardware changes Replacements Application Install/ update/ removal Configuration changes	Monitored By: Expirations Kept in: AutoTask Monitoring Expiration of:	Fill out OCD document Document any known processes/ procedures to add to KB	Device does not necessarily have a configuration file per se that can be saved on a regular basis. Any configuration related information would be included in knowledge mgmt..	Assessed During Onboarding and Customer Account Reviews for replacements	Password Kept in: PMP Password Change Rotation:
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IBM Power & iSeries	*Host is "UP" and on the network *CPU State *Disk / ASP State *Database State *Login Service	*Number of jobs in the system *Current Active Jobs in the System *Temporary Storage Used by Jobs *CPU Load *CPU Used by Jobs *Free Storage *Unanswered Messages *Out Q Files, Writer, and Status	*Reporting *Apply PTFs *Auditing *User Profile Authority *Advisement of best practices and opportunities for improvement	*Third Party Backup Solutions *Native Tape Backups * iV8 Redundancy * Restore & Role Group Testing	*Proactive Initial Response Times *Talk to humans *Agreed upon metrics	*Client Advocacy *Liaison between client and 3rd parties * Hardware Maintenance Renewal *VAR (ServIT) *Renew SWMA	*Application, O/S, and Hardware Changes *Updates *Rollback Procedures	*Manage Expirations of HWMA, SWMA, and License Keys *Notifications prior to expiration period	*Complete onboarding and baselining of systems and processes *Documentation of relevant procedures *Identification of any "hotspots" which may require further attention	*Baselines and thresholds for measured availability and performance parameters *Subsystems Running *Jobs in Subsystem with proper status	*Utilize information during the initial onboarding and periodic compliance updates as a baseline *Advisement regarding near-term and long-term goals for infrastructure and systems sustainability	*Encrypted Credential Management through our toll PMP *Baseline and Periodic Credential Policy Enforcement Auditing

# FREQUENTLY ASKED QUESTIONS

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## **There are many questions that we encounter by many customers**

When considering to utilize a managed service provider there are many questions that companies have regarding impacts to business along with how a managed service company can be utilized by any business. Below are a list of some of the common questions we receive on a regular basis.

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### **CAN I AFFORD YOUR SERVICES?**

Yes! In most cases AIT is the same price in regards to hiring your own IT specialist for your company. And instead of gaining a single company employee - you hire a team of employees at the same price of most IT professionals.

### **HOW LONG BEFORE EFFECTIVE MANAGEMENT?**

Typically this process takes about three weeks to complete. However, every customer is different and circumstances vary between accounts. But the average time is about three weeks before your company will be under management.

### **WILL OUR COMPANY NEED INTERNAL IT STAFF?**

It depends on your company. Many of our customers utilize our IT services in conjunction with their current IT staff. However, many of our other customers outsource their entire IT needs to ServIT.

### **DOES SERVIT OUTSOURCE THEIR SERVICES?**

Absolutely not. ServIT operates 100% of its production internally. From maintenance, to repairs, to service and solution designs. ServIT employs professionals internally in every field.

### **IS SERVIT 24X7 SUPPORT?**

ServIT is 100% 24x7 support managed services. We operate with two private hosting facilities, along with a state of the art cloud hosting data center secured in the perimeter by the Department of Defense. Our individual personnel are available at any moment of the day to our clients.

### **IS THERE A STANDARD CONTRACT?**

Typically our contracts for managed service agreements start at one-year. Becoming a managed service customer often takes time to develop an institutional understanding of each client and develop our custom solutions to maintain your IT infrastructure. Anything less than a year would be considered “discovery” rather than managed services.

### **WHY DO PEOPLE HIRE SERVIT OR UTILIZE AIT?**

- Employees might leave weakening a company’s IT resources
- Current managed service providers not performing to expectations
- Current managed service provider doesn’t have full capabilities
- Special project requirements or temporary skillsets needed to train current employees

# EMERGENCY RAPID RESPONSE / ONLY

For current customers or customers in the process of signing. Down systems, DR or “How we respond?” - ServIT has a Rapid Response Plan. If on retainer we will have a response system in place.

## Are You Ready

### Site Down? Business-Essential Data Unavailable? Disaster Recovery Posture Imminent or Ongoing? Malware / Ransomware?

Many times, organizations are not prepared for these events. And, they never occur when you’re “ready”. Not only can ServIT help you prepare for when disaster strikes, but we are ready. In fact, we are always ready.

ServIT maintains a Rapid Response Team that is ready to deploy on your behalf as soon as trouble strikes. This means, with one call; you can get back on the road to complete recovery.

Our team of seasoned professionals bring with them not only an in-depth technical skillset to support your IT infrastructure, but also the tactical leadership required to get you back to the business of your organization.

**We have in-depth experience that gets you back up and running as quickly and responsibly as possible.**

# RAPID RESPONSE

This offering is available on retainer ONLY.

