



Network Maintenance Proactive Service Agreement

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Proactive Service Agreement (PSA)

_____ (Client) recognizes the importance of regular maintenance to ensure the reliability, stability and security of Client’s IT infrastructure.

PSA Levels and Rates

Rate without Proactive Service Agreement -- \$____ / hour

There are three levels of PSA

Level 1	8 hour monthly minimum	\$____ / hour	30 GB On-line Backup
Level 2	4 hour monthly minimum	\$____ / hour	20 GB On-line Backup
Level 3	2 hour monthly minimum	\$____ / hour	10 GB On-line Backup

Additional hours are billed at monthly minimum rate.

_____ (Client) Selects

Level ____	____ hour monthly minimum	\$____ / hour
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PSA Billing Details

- Includes without additional charge: (see www.SoftwareBlueprint.com for details)
 - » 10, 20 or 30 Gigabytes of our On-line Backup (a \$24.99, \$44.95 or \$59.95 value each month)
 - » Comprehensive Network Security Audit (a \$399 value)
 - » Comprehensive Network Documentation (a \$399 value)
- 1 hour on site minimum
- 15 min billing increment
- 15 min minimum via remote access
- Standard working hours M – F 8:00 AM to 5:00 PM
 - Weekends, After hours -- Add 20% Surcharge
 - Emergency response -- Add 20% Surcharge
- Travel Time is free within a 12 mile radius;
 - Otherwise \$50 surcharge or 2 hour on site minimum
- Month-to-Month; 30 day written cancellation notice required; Security Audit and Network Documentation require six month and three month commitment respectively.

PSA Activities

Client should initial each item that Software Blueprint IT Consulting should monitor on an ongoing basis.

All other activity under this PSA will only be authorized at the Client's specific request.

Anti-Virus _____

Software Blueprint IT Consulting will verify on a regular basis that anti-virus software is working and virus signatures are being updated nightly.

Upgrade/Patches _____

Software Blueprint IT Consulting will verify on a regular basis that all client computers are updating nightly. Furthermore Software Blueprint IT Consulting will verify that Servers are updated weekly for all critical patches.

Spyware Removal _____

Based upon an assessment of Client's needs Software Blueprint IT Consulting will recommend, install and maintain a network Anti-Spyware solution.

Web Activity Tracking _____

Setup and implement web activity tracking solution. This will report all Internet activity of network users.

Anti-Spam solution _____

Based upon an assessment of Client's needs Software Blueprint IT Consulting will recommend, install and maintain a network Anti-Spam solution.

Test Restore _____

Once every _____ Software Blueprint IT Consulting will perform a full test restore of the server OS and data.

Bi-Annual Testing of (Uninterruptible Power Supply) UPS

Once every six months Software Blueprint IT Consulting will verify the operation of all Uninterruptible Power Supplies supporting hardware on the network.

Password Management _____

Software Blueprint IT Consulting will implement a proactive strategy to ensure that network users are using proper password protocol. This strategy will include both education and auditing. Password auditing requires a separate consent agreement to be signed by the Client indicating exactly when, where and how network passwords will be audited.

Administrator passwords on client desktop computers will also be reset and maintained in an encrypted password database on the server.

All other important network passwords will also be maintained in this same encrypted password database. The passwords for the firewall configuration and for the DNS domain name setup are examples of these types of passwords.

Monitor Event Logs _____

Server Event Logs will be monitored _____. Any issues found in the Event Logs will be addressed appropriately.

Historical Archive -- Backup to DLT Tape _____

Based on Client's needs Software Blueprint IT Consulting can backup Client's data and/or server configuration to a long life (30 year self life) DLT Tape. This service can be performed quarterly, semi-annually or annually. There is an additional charge for the media (tapes) used for this service.

Education _____

Microsoft Small Business Server includes many productivity enhancement features such as Sharepoint, Remote Web Workplace, Outlook Web Access and Outlook/Exchange integration. At the Client's request Software Blueprint IT Consulting will explain, implement and train Client users on these SBS features.

Quarterly Planning Session _____

Software Blueprint IT Consulting and Client will meet on a quarterly basis to determine schedule and project work for the coming quarter/year. The first hour of this quarterly meeting will be at no charge to the Client (a \$420 value per year).

PSA Terms

A) Response Time

Response time for routine service -- Software Blueprint IT Consulting will make a best-effort to respond As-Soon-As-Possible to all requests for service. Software Blueprint IT Consulting will always respond within one business day.

Priority Response Time for Emergencies -- Software Blueprint IT Consulting will make every effort to respond within four hours during normal business hours to emergency calls. After-hours emergencies will be responded to within a time frame based on the severity of business impact. It is Software Blueprint IT Consulting's goal to ensure that the Client gains maximum utility from Client's IT infrastructure at all times and that the negative impact of any downtime on Client's business is minimized.

Software Blueprint IT Consulting will make its best efforts to respond to Client's needs within the time frame stated above.

Client understands that there may be occasional times of peak demand when Software Blueprint IT Consulting is forced to have to make extremely difficult decisions and triage Client's needs according to the severity of business impact.

Note that for both routine and emergency service the word respond (in the context of 'Response Time') means that Software Blueprint IT Consulting will contact the Client's technical contact to assess the situation and schedule service.

B) Loss of Service

Client recognizes that Software Blueprint IT Consulting makes every attempt to select the most reliable systems.

Client understands that even with an unlimited IT budget, it is virtually impossible for Software Blueprint IT Consulting to guarantee zero downtime.

This PSA is based on Software Blueprint IT Consulting's best efforts, within Client's IT budget, to keep Client's system up and running efficiently and cost-effectively.

C) Software Licensing

Software Blueprint IT Consulting does not support unlicensed software. Client represents that all installed software is licensed. In the event that Client has any unlicensed software on premises, Client is responsible for notifying Software Blueprint IT Consulting of such so that a remediation plan can be prepared and implemented to assist Client in achieving **100% license compliance**.

Software Blueprint IT Consulting will not install software unless the Client has the original CD's and product keys. It is highly recommended that all Software CD and product key be kept in a common locked location.

D) Accountability and Change Management

In order to maximize accountability for ensuring the ongoing security, reliability and performance of Client's network, Client agrees that all packaged ("off the shelf" or "shrink-wrapped") and custom software being added

to the network will be reviewed and tested by Software Blueprint IT Consulting. Client also agrees that the nominal expense associated with testing software, prior to deployment on the production network, is minimal relative to the potential exposure of introducing untested software into a “live” environment. In addition, Client recognizes that risk is minimized when Software Blueprint IT Consulting evaluates planned software purchases prior to committing to a purchase decision.

E) Administrator Password

Client agrees that all reasonable attempts will be made to ensure only authorized and properly trained Client employees are privy to the current administrator password(s). Software Blueprint IT Consulting recommends that a minimum of two Client employees, but no more than three, be entrusted with this responsibility. In addition, Client agrees that these authorized employees who have access to administrator password(s) will be available for both initial and ongoing training with Software Blueprint IT Consulting

F) Risk of Data Loss

Client Initial Here _____

Client assumes ALL risk of data loss from any and all causes or in any way related to or resulting from the repair, service or upgrade of computer hardware, software or other equipment by Software Blueprint IT Consulting. Client agrees to bear full responsibility for all data backup prior to any repair, service or upgrade of computer hardware, software or other equipment by Software Blueprint IT Consulting

Client is solely responsible for all aspects of backup and restore of any and all network data. It is the Client’s responsibility to understand the data backup and restore process. It is solely the Client’s responsibility to ensure that all tasks related to data backup and restore are performed on a regular basis to the Client's own satisfaction.

Client hereby releases Software Blueprint IT Consulting from any claim or liability related to data loss for any reason whatsoever.

G) Computer Viruses

Software Blueprint IT Consulting agrees to take all reasonable measures to protect Client’s computer systems from computer viruses, including installation and maintenance of the latest versions of anti-virus software. Client assumes all risk of computer viruses and will not hold Software Blueprint IT Consulting responsible. Client is responsible for the costs of consulting time and materials required to remove any computer viruses.

H) Indemnification

Client shall indemnify and hold harmless Software Blueprint IT Consulting from any and all claims, demands, suits, actions, proceedings, loss, cost and damages of any kind, including reasonable attorney’s fees, caused by or arising out of, or contributed to, in whole or in part, by reasons of any act, omission, professional error, fault, mistake or negligence of Software Blueprint IT Consulting, its employees, agents, representatives or subcontractors in connection with or incidental to the performance of this agreement.

I) Non-Disclosure

Software Blueprint IT Consulting agrees to treat all technical details and implementation specifics of Client’s IT infrastructure as proprietary business information of the Client.

However, Software Blueprint IT Consulting does not consider the technical details or implementation done on the Client's behalf to be proprietary information of Software Blueprint IT Consulting. In fact should the Client wish to have these details reviewed by an independent knowledgeable 3rd party, Software Blueprint IT Consulting encourages the Client to do so and agrees to cooperate with any such review. The Client should note however that public disclosure of certain technical details could compromise the overall security of the Client's IT infrastructure.

Likewise Software Blueprint IT Consulting agrees to keep confidential any information that is not public knowledge about the Client's business. If the Client requires a more formal Non-Disclosure Agreement then that agreement should be submitted to Software Blueprint IT Consulting for review.

J) PSA Cancellation

This PSA can be canceled by either party with a 30 day written notice. In this case the number of PSA service hours is calculated on a prorated basis for the final 30 days.

If the PSA was required to receive a discount on network service or server installation and the PSA is cancelled before the specified time period then any such discount is no longer granted and is due immediately.

Principal Contacts

A) Primary Financial Contact (authorized signer)

B) Primary Technical Contact (Client on-site project manager, responsible for prioritization of projects and tasks, authorization to schedule work and act on-behalf of Primary Financial Contact)

C) Billing Contact (invoices will be sent to this person at address listed above)

Approval of PSA

Please sign below to indicate your approval and return both copies, at your earliest convenience. An executed copy will be returned to you within 3 days.

Client Acceptance

Signature _____

Print Name _____

Date _____

Software Blueprint IT Consulting Acceptance

Signature _____

Print Name _____

Date _____