



# IT PLANNING

## Virtual IT Manager

### IT Planning

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## Introduction & Executive Summary

You have your network of computers in place and it all works. But without your own IT department and specialists how do you ensure that it all keeps working? That's where IT Planning's Virtual IT Manager can provide a full management service, so you don't have to worry about your IT, we'll worry for you. And ongoing we'll advise you as to what IT systems would make your business more efficient and therefore more profitable.

But we go way beyond that. We'll manage your entire IT infrastructure for you, from the cabling right up through the network core, we'll look after your computer systems and ensure that the right level of support and maintenance is in place for all your equipment and peripherals.

We can provide Problem Management, Change Management, Configuration Management, Software Control, Service Level Management, Capacity Planning and Contingency Planning.

## Scheduled Support Services

Small businesses are typically reactive when dealing with technology problems and are often shocked when the bill for on-site support work arrives. We can offer a variety of support solutions around your network that are both cost effective and timely.

With our remote management capabilities and tools such as Microsoft Management Console (MMC) and Microsoft Operations Manager (MOM) we can provide pro-active support remotely from our location saving valuable time driving to the site.

## Remote Scheduled Services

If your servers run Microsoft Windows 2000 Server or Microsoft Small Business Server 2000 we can set up a remote maintenance program for you and administer your network from our location. The following proactive maintenance services can be offered:

- ! Review system and application event logs
- ! Review performance logs and alerts
- ! Manage server storage
- ! Review backup logs
- ! Review anti-virus logs
- ! Assess Server health
- ! Review UPS
- ! Modify Users
- ! Notify company contact of any issues or concerns and the solution.

We will ensure that the results or findings of the remote services are communicated to the primary contact at your site.

If you run a Novell NetWare or Microsoft NT4 network please call us so we can discuss your remote management options.

## On-site Scheduled Services

The remote services and management tools should reduce the number of reactive support calls you make but will not completely avoid the need for on-site visits, both for regular scheduled maintenance work and for reactive support calls. Scheduling these on-site visits enables us to coordinate technical resources effectively and conduct physical checks at your site to confirm that everything is still in order. The types of possible services that could be performed on a scheduled visit include:

- ! Clean backup tape drive
- ! Confirm backup rotation and that off site storage is being performed
- ! Handle any user support issues, hardware, desktop application, and so on
- ! Perform regular disk cleanups, screen & mouse cleaning etc on PCs
- ! Perform maintenance on server hardware
- ! Complete monthly customer task list

You can take full advantage of these monthly visits by ensuring that you have your users compile a list of all the issues that need to be addressed. This should be communicated to us prior to our visit to your site.

## Non-Scheduled On-Demand Service

The scheduled remote and on-site maintenance services will handle the majority of support issues, but you will still need to have a solution to cover the emergency or time sensitive technical service requirements for your business.

We can meet those needs by providing the you with our pay-as-you-go Non-Scheduled On-Demand Service. This service has tiered billing rates weighted by how urgently you require the services. The faster the service is required, the higher the rate; the slower the service requirements, the lower the rate.

The types of possible Non-scheduled On-Demand Service levels are as follows.

### Emergency Call Out

Emergency, Priority Service means urgent support. Following a call from you we will agree your requirement and how soon the our technical resource will be able to arrive at your site. This will depend on the time of day, the type of issue, distance to the your site, and required technical expertise.

### Remote, Priority Service

This service, under the non-scheduled service component, is for remote work outside of the scope of the scheduled services, or for emergency calls that are resolved remotely.

### Standard Call Out

Our standard call out is designed to handle the non-emergency but urgent requests you may have. These typically would be calls that must be handled within 8 working hours but do not need immediate support (Emergency, Priority Service). This service

will typically cover situations that need to be addressed before the weekend or a possible specific event. They are not critical network issues but are typically service issues that the you or your staff need a response to.

### **Two Day Plus, Call Out**

This service is where the majority of the calls, outside the scope of Scheduled services, will be handled. This gives you the ability to reduce your technical support costs by making them less urgent.

## **Pricing**

### **Scheduled Support Services**

The scheduled on-site visits are billed as part of a fixed fee, as are remote management services. The fee for this is based on the number of factors such as the quantity of servers, PC's, users and sites that you have. The fee will be agreed following a consultation that we will have with you to discuss your specific needs. If the work exceeds the hours agreed upon, the additional time can be billed under the Non-Scheduled Billing Services.

### **Non-Scheduled On-Demand Support Services**

<b>Emergency Call-Out</b> Response within 4 working hours+ travelling time	£85 per Hour
<b>Remote, Priority Service</b> Response within 1 working hour	£35 per Incident
<b>Standard Call Out</b> Response within 8 working hours (+ travelling time if over 5 miles)	£65 per Hour
<b>2 Day+ Call Out</b> Response over 16 working hours (+ travelling time if over 5 miles)	£50 per Hour
<b>Telephone Support Incident</b>	£25 per Incident