

The benefits of remote server maintenance

The purpose of remote server maintenance is to use scheduled preventative maintenance and monitoring to maintain your server in peak working order, thereby ensuring maximum uptime and minimum disruptions. This service is only available for servers with remote access capability.

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Remote Server Maintenance Breakdown

Weekly Maintenance

- Monitoring occurs one day per week. Time Assigned: 1Hr per week – 4Hours per month
- Backup Solution Status – email monitoring of backup job status to identify any issues that require action to be taken.
- Antivirus Status – email monitoring of the status of the antivirus protection. This involves monitoring the status of virus definitions, the frequency of virus attacks and the type of viruses detected to determine if any action needs to be taken. Note this service requires Microsoft Exchange.
- Creation of Server Configuration documentation and updating with any configuration changes.
- Disk Space Status – Monitoring free disk space and usage to determine if any action is required
- System Event Log Status – Monitoring the system event log for the system events that require action to be taken. This monitoring ensures all server software components are functioning correctly
- Application Event Log Status - Monitoring the application event log for the system events that require action to be taken. This monitoring ensures all installed applications are functioning correctly
- Check Scheduled tasks Status – Monitoring the scheduled tasks that have been setup on the server to ensure they are functioning correctly and to determine if any action is required.
- Antivirus Software Updates –
 - Monitoring the status of the antivirus updates to ensure they are up to date and have been applied.
 - Monitoring antivirus logs to ensure virus activity is contained.
 - Flushing quarantined viruses to clean up hard drive space .
- Server Performance Monitoring
 - Tracking of CPU usage.
 - Tracking of Page File usage.
 - Tracking of network traffic.
 - Management notification of expected upgrade requirements.
- Staff Usage (Optional Service Only) – Requires ISA Server
 - Tracking of internet web page usage.
 - Tracking of email usage.
 - Management notification of staff activities.

As Required Maintenance

- Monitoring occurs one day per week.
- Microsoft security patch monitoring and installation of required patches
- Microsoft service pack monitoring and installation of required service packs.
- Application updates monitoring and installation of required patches and updates
- Driver and Firmware updates for hardware as deemed required
- UPS maintenance and battery test.

Exclusions

- Installation of new hardware or software is deemed as a separate job and is not included in server maintenance.
- Workstation maintenance is deemed as a separate job and is not included in server maintenance.
- Repairs and warranty issues are not included in server maintenance and are handled separately.
- Staff usage tracking is deemed as an additional server for monitoring for costing