

# Managed-ICS Network Services

## PERIMETER NETWORK

### Monitor and Alert

Firewall status	frequency
Intrusion Prevention	continuous
Gateway Anti Virus	continuous
Gateway Anti Spyware	continuous
SPAM blocking	continuous
Web Content Filtering	continuous
Alert review	continuous

### Active Maintenance

Log review	1x month
Firmware Management	1x month
Port scan	1x month

## INTERNAL NETWORK

### Monitor and Alert

Patch check	frequency
Update check	5 minutes
Antivirus online check	5 minutes
Antivirus current definitions check	5 minutes
Hard drive capacity check	5 minutes
Hard drive fail check	5 minutes
Event Log monitoring	5 minutes
Scheduled event monitoring	each event
Server monitoring	5 minutes
Services monitoring	5 minutes
Incomplete Back up alerts	each event
Internet up monitoring	5 minutes
Performance monitoring	as set
SNMP monitoring	5 minutes
Microsoft Baseline Security Analysis	as set
Syslog monitoring	5 minutes
Website monitoring	5 minutes

### Active Maintenance

Patch Install	every day
Update Install	every day
Check server hard disc health	1x week, server
Analyze/Defragment Hard Drives	1x month, all
Back up sample restore test	1x month, server



## ICS Managed-ICS Dashboard

Sites and Groups	Devices	Tickets	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Total Alerts
Web Design Inc	81	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
Workstations	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Windows 2000 Servers	8	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Windows 2003 Servers	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Cisco Routers	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Printers	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MS SQL servers	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Domain	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Exchange Servers	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Firewalls	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1

*This is our standard list of managed network services. We can custom tailor our services to meet your specific needs.*

# Network Down Cost Analysis

## Calculate the cost of an unavailable network

- Take the number of workers that need the network to do their job.....
- Multiply it by the average wage per worker, per hour (include burden rate). X \_\_\_\_\_
- This equals the Productivity Cost per hour ..... = \_\_\_\_\_
- Add the Business Loss Cost per hour ..... + \_\_\_\_\_
- **This is the total cost per hour of your unavailable network ..... = \_\_\_\_\_**

## Information & Communication Systems



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