

Managed IT Services Proposal

For Town of Discovery Bay



Agenda

- Precision IT Consulting Overview
- Current Challenges
- Our Approach to Requirements
- Recommend Managed Service Plan
- Recommended Projects
- Q&A

About Us

- Founded in 2008
- Headquartered in Concord California
- Currently have 15 employees
- Provides Managed IT Services for Businesses located in Northern California
- Work with client's that have no IT staff internally with 20-350 employees
- Provide augmented services for businesses with 100+ employees
- Currently manage 1500 workstations and 230 servers
- Nationwide support available through our partner network

About Us – Some of Our Clients



About Our Service Delivery Model



- **vCIO** – Provides strategic guidance and is an escalation point for the clients.
- **TAM** – Help implement standards and ensures standards are always in place.
- **Design Desk** – Develops our solution proposals and manages our Product Procurement services.
- **Support Desk** – Front line of support for any reactionary IT support needed and provides onsite support for clients when needed.
- **Professional Services** – Lead on all projects implementing new hardware and software for our clients.
- **Central Services** – Implements all Systems Management tools that provide the proactive alerting and monitoring for our clients.

Current Challenges & Requirements

- Improve planning and develop a strategic roadmap
- Upgrade IT security & business continuity capabilities
- Receive guaranteed service level response for service requests
- Upgrade out of date technology and services

Current Challenges & Requirements – Planning & Strategy



Current Challenges & Requirements – Planning & Strategy

Solution: Implement Strategic Roadmap and Technology Standards

- **vCIO** – Partners with the Town of Discovery Bay develop a Strategic Roadmap for the entire IT Infrastructure.
- **Technical Alignment Manager (TAM)** – Performs Technical Alignment Audit annually that is used for the Strategic Roadmap and works with Precision IT Consulting Technical staff to implement best practice standards based upon the Town of Discovery Bay's requirements.

vCIO

Technical
Alignment
Manager (TAM)

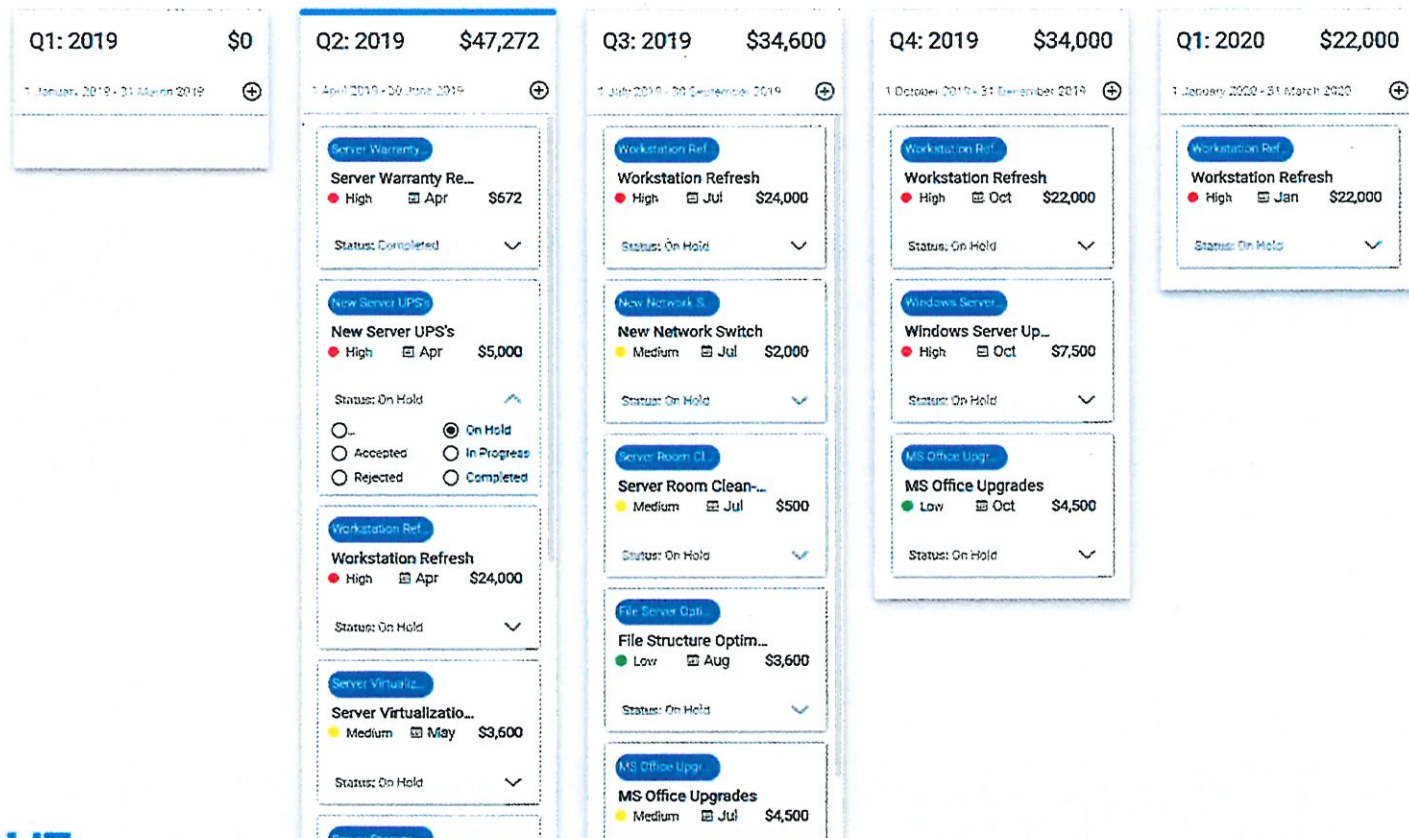
Current Challenges & Requirements – Planning & Strategy

Our Proactive Reviews establish standards for every category including Security, Infrastructure, Hardware and Software, Physical Security, Networking Equipment, Business Applications, etc..

Client: Marin Housing Authority		Summary Score: 73%		
TM - Core Infrastructure		🟢 : 8 🟡 : 0 🔴 : 3		
Local Area Network Score: (83.3 %)		🟢 : 5 🟡 : 0 🔴 : 1		
Impact	Question	Why Are We Asking	Technical Analysis	Recommendation
🟢	Enterprise Switches	Enterprise-rated hardware is designed to support the bandwidth, stress, and user capacity required for organizations to operate effectively.	Currently MHA has a combination of NetGear and HPE OfficeConnect switches in Production.	We may want to look at replacing the Netgear switches with HPE switches when the Netgear switches become end-of-life or older than 5 years.
🟢	Gigabit Switches	It is highly recommended that gigabit switches be in production and any 10/100 switches be retired/replaced as soon as possible.		
🟢	Core Server Connectivity	Modern throughput standards recommend gigabit (1000mbps) interconnectivity. The 10/100 speed is not recommended.		
🟢	Workstation Connectivity	Modern throughput standards recommend gigabit (1000mbps) interconnectivity. The 10/100 speed is not recommended.		

Current Challenges & Requirements – Planning & Strategy

Below is a sample of a Technology Roadmap where we provide budgeting and project planning based upon our proactive reviews



Current Challenges & Requirements – Security & Business Continuity

Security Management Services:

IT Security is extremely important part of the ongoing Managed IT Services we provide for our clients. It is a critical element of making we help reduce the amount of downtime our clients face. Below are the following elements and technologies we provide:

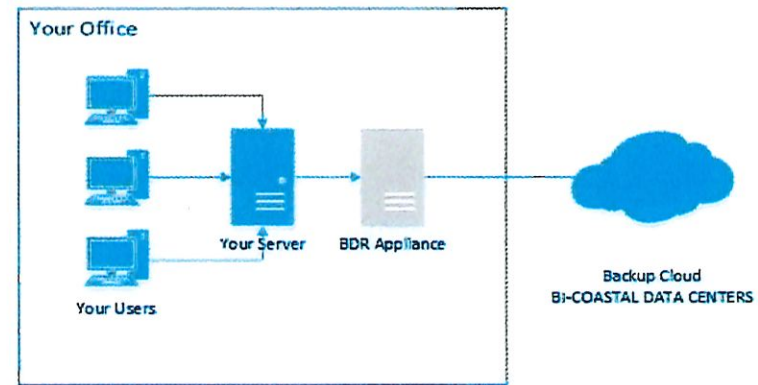
- **Endpoint Protection:** Centrally managed antivirus/malware/ransomware protection for all servers and workstations via Sophos Intercept X Advanced.
- **Security Updates:** Automated security patch management for Microsoft, Adobe, iTunes, Mozilla, Java and other on workstations and servers.
- **Email Security:** Anti-phishing, email continuity and email archiving via Mimecast M2 product
- **Vulnerability Checks:** Annual external network vulnerability scans
- **Firewall Management:** Network security appliance (Firewall) management
- **Training:** End User security training and regular security tips notifications
- **Policies:** Recommendations and management of security policies
- **Business Continuity Solutions:** We provide solutions to get our client up and running quickly in the event of a disaster.



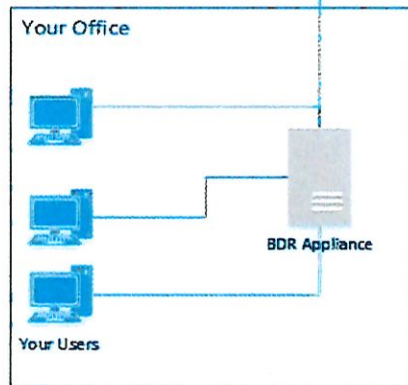
Current Challenges & Requirements – Security & Business Continuity

Hybrid Cloud Data Protection

Our Precision 360 Data Protection service utilizes a hybrid cloud computing infrastructure that provides multiple layers of protection and quick recovery capabilities.



If your Server Fails.



If your server fails, we can redirect all of your users to work from a copy of your/s servers on the BDR till your failed server gets fixed.

If your Site Fails.



If a disaster hits your office, we can give your users offsite access to your copies of your servers stored in the cloud.

Current Challenges & Requirements – Guaranteed Service Levels

As mentioned before, we have a Technical staff of 15 and a Help Desk Staffed between 7am – 5pm Mon–Friday and On–Call After Hours Support is Available. Proactive Server Maintenance Support done After Hours

How to Submit a Help Request Ticket

Your organization is partnering with Precision IT Consulting to provide proactive Managed IT Support for your business. This document outlines the various ways you can get direct support from our technical team.

If you need technical assistance, you can open a help ticket with Precision IT Consulting in the following 4 ways.

- **Workstation:** You can open up a ticket from your desktop using “P” icon in the bottom right of your workstation
- **Website:** Through our Website at www.PrecisionITConsulting.com
- **Email:** You can send an email directly to Help@PrecisionITConsulting.com
- **Phone:** You can also call the tech support line at our office 1-877-800-6710 option 1.

*****If your issue is urgent or an emergency and there is not onsite technician available, please call 1-877-800-6710 opt 1 if your organization is down, a group of people cannot work or you as an individual cannot work.***

*During non-business hours our help line is forwarded to an on-call technician. If the technician does not answer right away please make sure to leave a voicemail and someone will contact you shortly***

The following document provides more detail on how to use these methods for submitting a request for technical support and tips you can try before reaching out to us.

Support
Desk

Centralized
Services

Current Challenges & Requirements – Guaranteed Service Levels

We provide guaranteed responses with a Standard Service Level Agreement

Our goals for meeting these SLA's:

- 100% of the time for Severity 1 related service tickets
- 100% of the time for Severity 2 related service tickets
- 90% of the time for Severity 3 related service tickets
- 80% of the time for Severity 4 and 5 related service tickets

Severity	Criteria	Response	Resolution Plan	Resolve**
1	*Entire Site is Down (Network, Server, ISP)	30 min	2 hrs.	24 hrs.
2	*Entire Group Affected (Area of a building is down, critical group app is down)	30 min	4 hrs.	24 hrs.
3	Affecting single user (I cannot work)	30 min	6 hrs.	24 hrs.
4	Affecting Single User (I can work around the issue)	30 min	12 hrs.	48 hrs.
5	Request/Question (User needs application installed; has question on how to perform a certain task, etc.)	30 min	24 hrs.	48 hrs.

Current Challenges & Requirements – Guaranteed Service Levels

Continuously review current service tickets and service trends.

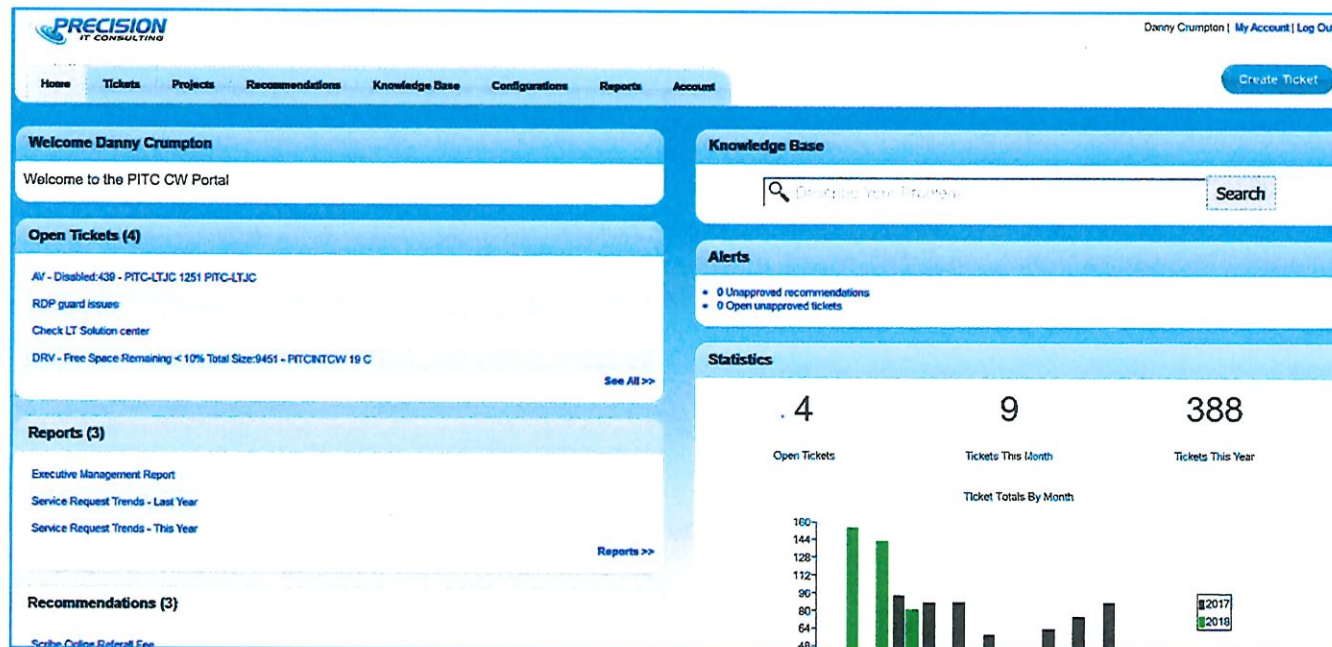
On a regular basis we will meet and review all of your outstanding service tickets and ensure we are meeting our SLA goals and escalate, collaborate on remediate any challenging issues and attack any trends that could be caused by a bigger issue.

Priority	SLA Totals			SLA Responded			SLA Resolution Plan			SLA Resolved		
	Total	# Met SLA Target	% Met SLA	# Met SLA	Target	% Met SLA	# Met SLA	Target	% Met SLA	# Met SLA	Target	% Met SLA
Priority 1 - Emergency Response	1	1	100.00%	1	80.00%	100.00%	1	80.00%	100.00%	1	80.00%	100.00%
Priority 2 - Quick Response	3	0	0.00%	1	80.00%	33.33%	1	80.00%	33.33%	3	80.00%	100.00%
Priority 3 - Normal Response	57	47	82.46%	47	80.00%	82.46%	57	80.00%	100.00%	57	80.00%	100.00%
Priority 4 - Scheduled Maintenance	174	167	95.98%	167	80.00%	95.98%	168	80.00%	96.55%	173	80.00%	99.43%
Priority 5 - Next Time	0	0	0.00%	0	80.00%	0.00%	0	80.00%	0.00%	0	80.00%	0.00%
Summary	235	215	91.49%	216		91.91%	227		96.60%	234		99.57%

Current Challenges & Requirements – Guaranteed Service Levels

Solution: Client Portal

The client portal allows clients to view the status of tickets, projects, opportunities, invoices, inventory and executive reports.

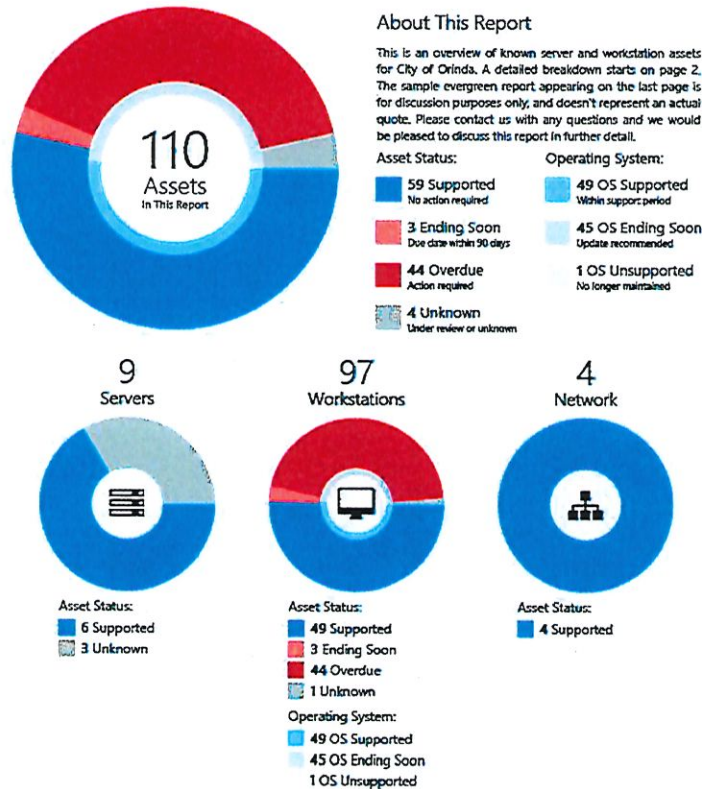


Current Challenges & Requirements – Update Technology

Solution: Implement Technology Lifecycle Program

Part of the vCIO and TAM services provided is making sure to help update outdated technology. Below is a screenshot of one of the systems we use to manage this process. Our clients get an inventory breakdown each month on the life of their server and workstation hardware.

July 2019



Recommended Services – Precision360 Advanced

Precision 360 Features	Advanced+
Strategic vCIO Services and Planning	✓
Unlimited Remote Helpdesk Support (After Hours Available)	✓
Unlimited Onsite Support if Needed (After Hours Available)	✓
Proactive Network Monitoring and Remediation	✓
Automated Software (Microsoft & 3rd Party) Updates for Servers & Workstations	✓
Sophos Intercept X Advanced for Workstations & Servers (Virus & Ransomware Protection)	✓
Sophos Drive Encryption & Phish Threat Training Protection	✓
Mimecast MZA Email Security (Antispam, antiphishing, email continuity & 99 years archiving)	✓
Guaranteed Service Level Agreements	✓
Volume Discounts on Hardware and Software	✓
IT Vendor Management	✓
Hardware and Software Product Procurement Services	✓
Project Management Services	✓

With our Precision360 Managed Services Plan, we are able to enhance our pro-active support, improving response times and availability.

Managed Services – Precision360 Advanced

Users	Description	Monthly Price	Extended Monthly Price
10	Precision 360 Advanced+ <u>Precision360 Advanced+ – Per User/Per Month</u>	\$165.00	\$1,650.00
Precision 360 Standard Estimated Monthly Total:			\$1,650.00

Project Support:

For projects (New hardware and software implementations), the rate will be \$150 per hour for any network or engineering support needed and \$110 per hour for any desktop related project support needed. All projects are billed as "not to exceed" and only actual hours will be billed.

#1 Needed Projects – Backups

Issue:

- The current backup process is being done manually
- Unsure of how quickly Laserfiche, Caselle and Files can be recovered in the event of a server failure
- Not sure what exactly is being backed up, if it is data and apps as well?
- In the event of a server failure new equipment would have to be purchased, then the recovery process could start. This would take 3 - 7 days minimum once equipment has been received.

Recommendation:

- Purchase a BDR appliance that will allow recovery of a failed server in as little as 15 minutes.
- The BDR will copy backups offsite and you can recover in the cloud in a disaster.

#2 Needed Projects: Firewall Out Of Warranty

Issue:

- Firewall is end of life and out of warranty.
- No technical support for the hardware and not getting feature upgrades.
- This is a major concern, especially with the sensitivity of the data.
- More susceptible to being attacked and hacked due to its age.
- No advanced features (content filtering, application filtering, secure VPN, etc.)

Recommendation:

- Purchase new firewall with advanced features.
- Firewall would come with a 3 or 5 year 24x7 warranties.
- Implement new firewall and replicate current configuration with modification.
- Work with management to implement advance features (content filtering, application filtering, secure VPN, etc.)

#3 Needed Projects: Upgrade Server Management & Security

Issue:

- Microsoft Active Directory is not implemented

Recommendation:

- Recommend implementing Microsoft Active Directory
- Recommend virtualizing the server
- Benefits:
 - Centralized management and security
 - Provides a single point of access to the network
 - Simplifies management
 - Improves business continuity capabilities

#4 Needed Projects: Servers Out Of Warranty

Issue:

- Servers may not covered under warranty.
- Network switches are not covered under warranty.
- Depending on the current backup systems and failure, it could take over a week to recover and implement repair/ replace.

Recommendation:

- Extend the warranty on the Skywalker server for an additional year or two.
- During the process determine if we can consolidate the number of servers.
- Look at extending the warranty on the network switches or getting a spare

#4 Needed Projects: Windows 10 Upgrade

Issue:

- Half the computers are still on Windows 7.

Recommendation:

- Replace the remaining Windows 7 computers before January 1 2020 when Microsoft will no longer support Windows 7.

#5 Project Needed: Camera System

Issue:

- Camera System in the Server Room is not working (Believe it is for the Water System)

Recommendation:

- Depending upon the requirements, engage with a Professional Camera vendor to implement a new system to meet requirements.
- Or look at implementing GoPro if requirements allow?

Feedback

Q&A