



Server Management

Management of operating systems

CITEC performs server management for private cloud, public cloud or on-premises solutions.

We offer a choice of operating systems (OS) sitting on a variety of compute infrastructure, such as QCloud.

Our server management offering can incorporate monthly patching and monitoring (security, auditing). We can manage your system, performance, vendors and virtualisation requirements, enabling you to concentrate on managing your business.

The operating systems and supporting infrastructure are managed and maintained by a team of highly skilled and accredited professionals.

Benefits

- Agreed patching schedules to minimise risk
- Microsoft Gold Partner status
- Support provided by Microsoft, Linux and Unix specialist staff
- Access to our considerable expertise in solutions integration
- Free up your ICT staff to concentrate on other work
- Established service levels for performance measurement and reporting

Prerequisites

Connectivity: Secure access is required for us to manage your environment, i.e. QGN data connections.

Features

- Choice of performance levels and support to meet application requirements
- Underpinned by the latest technology
- Established service levels with performance measurements
- Specialist technical support and consulting
- System administration services
- System security services
- Patch management
- File system modification or reorganisation
- Performance testing
- Brisbane based , Queensland wide 24 x 7 Support
- Scalable infrastructure and platform solutions

Variants

- Operating Systems
 - ▶ Microsoft Windows
 - ▶ Linux (Redhat Enterprise Linux)
 - ▶ Oracle Solaris
 - ▶ HP-UX
 - ▶ IBM AIX
- Service levels
 - ▶ Comprehensive support - 24 x 7 all services included
 - ▶ Standard support - proactive business hours 8am to 6pm only
 - ▶ Basic support - reactive business hours 8am to 6pm only

The service levels offer different inclusions and response times and prices vary accordingly.

Metrics

Availability: 24 x 7 x 365 or 8 x 5 - 99.95%

Incident response: 24 x 7 or Monday to Friday 8am to 6pm

Requests: 24 x 7 or Monday to Friday 8am to 6pm

Fulfilment¹:

- ▶ New service – 1 to 10 work days
- ▶ Change to existing service – 1 hour to 8 work days

¹dependent upon requirements

Reporting

Standard reports vary by service level. Standard reports provide a view of server capacity and server utilisation.

Additional and related services

- QCloud
- Azure and AWS public cloud
- Database services
- Cyber security (recommended)

Options

- ➔ Custom reports available according to requirements
- ➔ SSL certificates
- ➔ Microsoft application services (eg. sharepoint, O365, Web)

Ordering

Please contact your CITEC representative

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